

COMMERCIAL HEATING: CHOOSE YOUR TRAINING WISELY!



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COMMERCIAL HEATING TRAINING COURSES ARE ABUNDANT. UNLESS THERE IS A SPECIFIC MANUFACTURER'S PRODUCT YOU WANT TO KNOW MORE ABOUT, HOW DO YOU CHOOSE A TRAINING COURSE AND PROVIDER THAT IS RIGHT FOR YOU? HERE, WE LOOK AT THE KEY ASPECTS TO CONSIDER WHEN SELECTING A TRAINING COURSE AND TRAINING PROVIDER.

Training has always been important in the heating sector, not least of all because of the dangers associated with working with gas, the traditionally dominant heating fuel in the UK. With the changes that are occurring across the heating industry, primarily the move towards decarbonisation manifesting in a transition to heat pumps, training is more important than ever. That training could take the form of a CPD on understanding the principles of heat pump technology through to specific product training addressing installation, commissioning, and maintenance.

Here we provide six means to assess a training course and, just as importantly, the training provider.

1. EXPERTISE & KNOWLEDGE



By far the most important aspect of any training is the level of expertise and knowledge of the training providers. The training course needs to be both written and delivered by people who have direct experience in the heating industry. Knowledge or qualifications in training techniques and knowledge transfer is as equally important.

For **contractor-based training**, ideally the trainers will have a background in heating engineering. This enables them to not only cover the core content of a training course but also address how it applies in real working-life situations.

For **specifiers or consultants** looking to expand their education through CPD courses, it's helpful if these are presented by experienced Specification Managers who have extensive industry knowledge and understand the intricacies of commercial heating systems.

2. ON-SITE FACILITIES

The environment in which you learn plays an important role in the success (or otherwise) of the training itself, which is often overlooked.

Being in a comfortable environment free from distractions will support you to better focus on your learning. Is the training held in a dedicated training centre or a makeshift back office room? Is it a comfortable environment in terms of seating, desks, heating/air conditioning? Is the presentation equipment up to scratch? But most important of all, is the heating equipment you are learning about present, and is it functional?



At our Training and Technology Centres, we provide learners with on-site access to a range of commercial heating equipment, including a unique thermodynamic heat pump simulator where they can view the

change of state of refrigerant when in operation. Hands-on training for contractors is vital as it enables more learning by doing and problem solving, and therefore greater depths of understanding can be gained. In our feedback surveys this comes up as one of the most important and popular aspects. It's one thing to have something presented to you, but to be able to work through scenarios with expert support is quite another.

3. LOCATION



We've looked at the importance of how a training course is delivered, but where it is delivered also has a role to play.

Does the training provider have training facilities nationwide, or in just one location? The latter could make for long travel times and even an overnight stay. Ideal Expert Academies are located around the UK at Hull, Leeds, Dalgety Bay and Luton.

Lastly, not all training needs to be done in person. A CIBSE-approved CPD, for example, doesn't require hands-on training. In these instances, online training is a good, convenient option. Will the training provider be able to deliver this and how? Is it just a PowerPoint presentation, or are other elements included such as video, attendee tasks etc?

4. RANGE OF COURSES AND DELIVERY



Having a range of courses is obviously important in that it provides you with choice and allows you to fill in the gaps of your knowledge, as well as learning about emerging technologies and best practice.

A good training provider will also provide a flexible delivery model to meet individual learner needs and has the knowledge and expertise to support those with learning difficulties.

Ideal Heating Commercial provides training on our complete range of products, including our market-leading boilers and the latest commercial heat pumps. We also have a range of CPDs designed to provide customers with the knowledge they need to successfully specify and design commercial heating systems.

5. ENDORSEMENT

Whilst it's important to do your own 'homework' on training providers, third party endorsements are very useful. These come in different forms, from customer feedback (there are plenty of forums that provide you with the opportunity to ask for feedback), through to recognised industry awards, and independent assessment.

Last year, Ideal Heating's adult learning provision was assessed by Ofsted and we

received an excellent report, plus our Expert Academy team was recognised as Training Partner of 2024 by Hull City Council for delivering Skills Bootcamp programmes for hundreds of learners in the area. We were also delighted to receive the inaugural BESA award for Training Provider of the Year 2024.



6. COST

The last aspect I want to touch on when it comes to training is cost. How much should you pay for training? You should really consider the value you believe will be returned from

the programme and provider you choose. If you are going to benefit from state-of-the-art facilities, you may probably expect that that experience may cost more than somewhere very simple and basic. Training providers are businesses, and the good ones do invest heavily in facilities and staff development.

Ideal Heating as a manufacturer strongly believe that our training services are part of what we deliver in our product sales. For this reason, we provide many of our training programmes for free or at very low cost, despite the significant investment into our resources. Working alongside our specifiers and installers to meet their training needs builds for a strong relationship and successful projects.

CHOOSE WISELY

Taking time out from your busy schedule to dedicate to training is an investment, financially in some cases, so selecting your training course wisely to maximise that investment is sensible.



- ▶ To find out more about Ideal Heating Commercial's training expertise, facilities and range of courses, go to idealcommercialboilers.com/training.
- ▶ To see our range of CPDs go to idealcommercialboilers.com/cpd-courses. These can be booked through your local Specification Manager.



To discuss Ideal Heating Commercial products, get in touch

idealcommercialheating.com/contact-us