

Centre for Sustainable Energy

Training course outlines



CSE offers bespoke in-house courses in various aspects of sustainable energy for local authorities, community groups, the planning community, the energy industry, employers, energy advice providers and housing associations and tenants.

Our training is often provided as part of a package of services, including technical consultancy, advice and policy work, but can be offered as a 'stand-alone' option.

The content, level and duration of the course is all up to the client. We will work with you to design a training programme that fits your needs and budget.

Brief descriptions are provided in the column on the right, with longer descriptions of each overleaf and below.



Renewable Energy Essentials

A one-day course in household and community-scale renewable energy (solar, biomass, heat pumps, wind, plus small hydro and combined heat and power). [\[more\]](#)

Energy Champions

A half-day course that focuses on the actions Energy Champions can take to reduce energy use in their workplace and to motivate other staff, helping to save money and reduce carbon dioxide emissions. [\[more\]](#)

Energy Awareness at Work

A two-hour course that looks at simple actions all members of staff can take to reduce energy use. It also includes some energy saving tips to take home. [\[more\]](#)

Energy Awareness at Home

A half-day course that looks at domestic energy efficiency and methods of treating heat loss and damp. It includes a basic overview of renewable energy technology. [\[more\]](#)

Home Energy Advisor

A half-day course designed to help energy advisers make their home visits as effective as possible. The course focuses on effectively providing face-to-face energy advice, preparing and planning home energy visits and avoiding danger and risk when out on visits. [\[more\]](#)

Home Energy Basics for CERT Assessors

A one-day course that covers all the basics required in order to conduct door to door surveys for householders who may be entitled to receive free or discounted energy efficiency grants through CERT (or similar) schemes. [\[more\]](#)

Energy Awareness for Tenants

A one-day course that looks at energy efficiency, saving money and helping to save our planet. The course is designed for tenants who would like to take action to reduce fuel use in their own homes. [\[more\]](#)

Energy Awareness (City and Guilds 6176)

A three-day domestic energy efficiency course, aimed in particular at those providing face-to-face energy advice. It can lead to the City and Guilds 6176 qualification for participants who choose to sit the examination. This is an NEA course, delivered by CSE. [\[more\]](#)

Transport and Smarter Driving

A one-day course in smarter driving techniques, fuel efficiency and reducing car use. The course can be adapted for commuting or fleet management. [\[more\]](#)

Renewable Energy Essentials

This (usually) one-day course introduces and explains common renewable energy systems: solar water heating, biomass heating, heat pumps, solar photovoltaics and wind. It focusses on domestic or community-scale applications of the various technologies.

CSE ran this course across the UK as an open-access course, as well as offering it as an in-house course for local authorities, community groups, businesses and other organisations. It is especially suitable for planning officers, councillors, housing developers, architects and building services engineers, energy management professionals, community representatives and estate managers.

The course gives participants a thorough grounding in household and community-scale renewable energy systems and includes give plenty of time for discussion and sharing of experiences and views.

The two-day option allows time for deeper discussions and for exploring certain issues in more depth, and also includes sessions on small-scale hydro and combined heat and power.

By the end of the course, participants will understand:

- how each renewable energy technology works and what 'end use' can be met by each technology – e.g. space heating, power and lighting, domestic hot water
- which technology is appropriate in different circumstances - taking into account building type, pattern of energy demand, building us, budget etc
- costs and payback times, and CO2 savings for each technology
- installation, operation and maintenance
- planning issues and sources of grants



Energy Champions

This is a half-day course that focuses on the actions Energy Champions can take to reduce energy use in their workplace and to motivate other staff, helping to save money and reduce carbon dioxide emissions.

The course covers:

- energy auditing
- how to motivate others
- problems and solutions
- action planning

The course can be run for a full day to allow for greater detail and discussion. It is designed for staff who have been recruited as designated Energy Champions, who have some responsibility for helping to reduce energy use, or promote energy reduction, within their organisation. This may be for financial or environmental reasons, or both.

The aim of the course is to enable participants to identify the most appropriate methods of reducing energy use within their workplace, and to help colleagues reduce their energy use at work and at home. This is an interactive course, with plenty of discussion and practical activity.

By the end of the session, participants will be able to:

- conduct an office energy audit using the checklist provided
- motivate colleagues to save energy
- have an awareness of some problems they may face, and how to address these
- get started on their role as Energy Champions

Energy Awareness at Work

This is a two-hour course that looks at simple steps all members of staff can take to reduce energy use at work. It also includes some energy saving tips that staff can take home.

The course covers:

- why save energy
- saving energy in the workplace
- saving energy at home

The course can be run for a shorter or longer time accordingly to allow for greater detail and discussion or to fit in with your organisational requirements.

The course is designed for any member of staff or volunteer from any organisation that is seeking to reduce its energy use. This may be for financial or environmental reasons, or both.

The aim of the course is to enable participants to reduce their energy use at work and at home, helping to save money and reduce carbon dioxide emissions.

By the end of the session, you will be able to:

- identify the key environmental and financial reasons for saving energy
- take simple steps to reduce energy use at work and at home

Energy Awareness at Home

This is a half-day course that looks at domestic energy efficiency and methods of treating heat loss and damp. It also includes an overview of renewable technology.

The course covers:

- legislation and home energy efficiency
- reducing energy use
- heat loss and insulation
- renewables overview
- dealing with damp and condensation

The course can be run over a full day to allow for greater detail and discussion.

The course is designed for anyone who may be in a position to provide basic advice to householders on energy efficiency, heat loss and damp. This may include staff or volunteers from: local authorities, housing associations, fuel companies, surveyors and installers, volunteer/advice groups or agencies.

The aim of the course is to give participants an overview of energy efficiency measures for the home, in order that useful advice can be passed on to the householder – helping them to reduce their energy use, save money and live in healthier homes.

By the end of the course, you will be able to:

- describe how legislation impacts on domestic energy efficiency
- identify the main areas of heat loss from a home, and describe appropriate insulation methods
- provide simple tips on reducing energy use
- name types of renewable energy systems that would be suitable for a householder
- recognise the causes of damp and recommend how to treat damp and condensation problems

Home Energy Advisor

This is a half-day course designed to help advisers make their home visits as effective as possible.

The course covers:

- preparation and planning
- providing help and advice
- assessing risks and avoiding danger
- diffusing aggressive situations
- travelling safely

The course can be run over a full day to allow for greater detail and discussion.

The course is designed for anyone who travels out of the office to provide advice, particularly energy advice, in a client's home. This may include staff or volunteers from: energy advice agencies, local authorities, housing associations, fuel companies, surveyors and installers, volunteer/advice groups or agencies.

The aim of the course is to help participants to get the most out of home visits at every stage – from preparation and planning, communicating effectively face-to-face, avoiding danger, risks and aggression through to travelling safely.

By the end of the day, you will be able to:

- appraise the advantages and disadvantages of home visits
- identify the preparation and planning required
- communicate clearly when face-to-face in order to provide good customer service and deal with difficult customers/questions
- assess the possible risks involved when conducting a home visit, plan for possible dangers and minimise the risk
- define what constitutes unacceptable behaviour and/or aggression
- recognise warning signs of threatening or aggressive behaviour
- diffuse potentially aggressive situations
- travel safely to and from home visits

Home Energy Basics for CERT Assessors

This is a one-day course that covers all the basics required in order to conduct door to door surveys for householders that may be entitled to receive free or discounted energy efficiency grants through CERT (or similar) schemes.

The course covers:

- defining fuel poverty
- heat loss and insulation
- heating and hot water systems
- the Warm Front grant
- benefits overview
- working door to door

The course is designed for anyone who may be working door to door in order to gather information from householders to enable them to benefit from grant schemes for energy efficiency measures. This may include staff or volunteers from: local authorities, warm zones (and similar) schemes, voluntary agencies.

The aim of the course is to give participants an introduction to energy efficiency measures for the home, eligibility for grants available and the ability to work effectively and safely when visiting householders on a door-to-door basis.

By the end of the day, you will be able to:

- define fuel poverty and recognise its causes
- identify the main areas of heat loss from a home, and describe appropriate insulation methods
- distinguish the different methods for heating and hot water in a home
- explain any relevant energy efficiency grants, and have an understanding of the benefits that determine eligibility
- communicate clearly to provide good customer service
- minimise personal risk when conducting visits and plan for possible dangers



Energy Awareness for Tenants

This one-day course helps tenants gain more knowledge about energy efficiency, saving money and helping to save our planet. The course will help delegates to understand the importance of, and the need to take action on, sustainable energy.

The course covers:

- fundamentals of energy and climate
- energy and housing
- are you paying too much for your energy?
- action you can take in your home
- keeping your house warm

The course is designed for tenants who wish to reduce fuel use in their own homes and/or provide advice to other householders too. May also be appropriate for staff or volunteers from local authorities, housing associations, volunteer/advice groups etc.

The aim of the course is to help participants to make changes in their lifestyles in order to save energy and reduce their energy bills whilst living comfortably. Attendees may be inspired to press for further action by working with other individuals and organisations.

By the end of the day, you will be able to:

- have an understanding of energy, how it relates to climate change and alternative fuel source
- identify the causes of fuel poverty and how our health can be affected by our homes
- understand your energy bills, monitor the fuel you use and check if you are paying the right price for it
- switch energy tariffs and providers
- take simple no-cost and low-cost actions to reduce fuel bills and save energy
- take things forward by working with your landlord to take further action

This course is part of the InSTEP (Information Services for Tenants Empowerment & Participation) training programme.

Energy Awareness (City and Guilds 6281)

This three-day course is designed for people who wish to gain or further their knowledge of domestic energy efficiency and in particular is aimed at those who are in a position to provide face-to-face energy advice.

The course is designed National Energy Action and can lead to the City and Guilds 6281-01 qualification. CSE is accredited to deliver this course as consultant tutor.

To find out more about the course, please contact the NEA directly on 0191 261 5677 or read the course details on the NEA website at www.nea.org.uk/energy-awareness-6281-0



Transport and Smarter Driving

This is a one-day course that focuses on reducing costs and carbon emissions through smart driving techniques and choices. The course can be adapted to focus on commuting or fleet management.

The course covers:

- smarter driving techniques and strategies
- fuel efficient/electric vehicles
- reducing car use

The course can be run as a condensed half day if required. It is particularly relevant for staff who use road transport as part of their job or are in charge of fleet management, and have some responsibility for reducing fuel usage. This may be for financial or environmental reasons, or both.

The aim of the course is to enable participants to identify various techniques, strategies and purchasing choices they can apply to their driving and road journeys to reduce fuel consumption. It also aims to enable participants to consider ways to reduce car use. This is an interactive course, with plenty of discussion and practical activity.

By the end of the session, participants will be able to:

- identify practical techniques for driving and journey planning to reduce fuel consumption
- know how to make informed decisions about fuel efficient vehicles
- have a greater awareness of practical methods to reduce car use through alternative transport or reducing the need to travel



Photos | p1 Paul Groom (top), CSE (below); p2 CSE (top L); Carla Finley / flickr.com (top R); Kevin Lindegaard; p3 unknown (left), zoomstudio/stock.com (right); p4 (bulbs) EST; (driving) Carlos Lie; others, tim weisselberg.

Our prices

The cost of delivering a bespoke onsite course is usually between £1,500 and £2,500, depending on:

- location
- course length
- number of delegates (normally up to 25 people)
- whether participant recruitment, venues and catering will be supplied by the host organisation
- preparation time for the required content (i.e. something unusual may require more staff time to prepare)

Please contact us for a training proposal and quote to meet your requirements.

Further information

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What people say about our training courses

"An excellent balance of theory and applied activity"

"Good measured pace"

"Very well designed, structured and delivered"

"Excellent and informative course – content was excellent, course materials superb"

"The course was very interesting from start to finish and it was particularly useful looking at the various technologies and planning issues relating to them"

"Constant discovery of well-informed insights and useful comments"

"The feedback from [the team] has been extremely positive and it has definitely given us a clearer understanding ... It has given our team more confidence when speaking with customers about sustainable energy"

"Enjoyed session immensely, really informative"

"Very valuable and informative session"

"Excellent, very helpful and informative"

"The course was paced well, trainer very knowledgeable, answered lots of questions all very well"

"Excellent presentation – very useful advice given"



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We are a national charity that shares our knowledge and experience to help people change the way they think and act on energy.

www.cse.org.uk