



RISE

Retrofit information,
support & expertise

How to Become a PAS 2030 Certified Installer

Supply chain advice pack

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PAS 2030 and PAS 2035: Understanding the Relationship

PAS 2030 and PAS 2035 work together to ensure domestic retrofit projects are delivered to recognised industry standards.

PAS 2035 establishes the framework for assessing, designing, managing and evaluating domestic retrofit projects. PAS 2030, in turn, sets out the requirements for the specification, installation and quality assurance of individual energy efficiency measures.

To achieve TrustMark compliance, retrofit projects must be designed and managed in accordance with PAS 2035. This process determines the measures to be installed and their required specification, which PAS 2030 certified installers must then deliver.

When applying for PAS 2030 accreditation, businesses must select the specific retrofit measures they wish to install. Accreditation is granted only for those measures. If you later decide to expand your service offering, you will need to obtain accreditation for any additional measures before undertaking installation work.

Choosing an accreditation body

Several certification bodies are approved to provide PAS 2030 accreditation, enabling organisations to select a provider that best aligns with their operational requirements, areas of expertise, and support needs.

- When selecting an accreditation body, organisations should consider:
- Existing membership status or established relationships with the organisation.
- Experience and expertise in the specific measures for which accreditation is sought.
- The quality and availability of technical guidance and member support.
- Initial accreditation costs and ongoing membership fees.
- Reputation and standing within the retrofit sector.
- Availability of training opportunities and continuous professional development support.

Choosing your accreditation body:

A complete list of approved accreditors can be found on the Trustmark website [PAS 2030 & MCS Certification Bodies • Trustmark](#)

Benefits of accreditation

PAS 2030 accreditation plays a vital role in ensuring that energy efficiency installations are delivered to recognised standards of quality, safety, and compliance. It provides consumers with confidence that installation works are being carried out by competent organisations operating within a robust quality framework.

Achieving PAS 2030 accreditation demonstrates an installer's professionalism, technical capability, and commitment to delivering high-quality energy efficiency improvements. Key benefits include:

- Enhanced consumer protection through consistent quality standards and effective quality assurance processes.
- Reduced environmental impact by supporting the correct installation of energy efficiency measures and helping to achieve intended energy savings.
- Improved operational performance through documented processes, staff competency management, and continuous improvement practices.
- Access to government-funded retrofit programmes, including Warm Homes and other public sector energy efficiency schemes, where PAS 2030 accreditation is often a mandatory requirement for installers.

By achieving and maintaining PAS 2030 accreditation, organisations can strengthen customer trust, improve business performance, and access a broader range of market opportunities.

Implementing a Quality Management system

A Quality Management System (QMS) is a structured framework of processes and procedures designed to support your organisation's operations while meeting PAS 2030 accreditation requirements. Your QMS should be tailored to your business and will typically include:

- Maintaining training records and evidence of staff competence and qualifications.
- Documented policies and procedures for the installation of energy efficiency measures.
- Customer service policies and procedures, including the management of complaints and feedback.
- Regular internal audits of completed installations to verify quality and compliance.

- Comprehensive records for each installation, including relevant documentation and evidence of completion.

This framework helps ensure consistent delivery, regulatory compliance, and continuous improvement across your installation activities.

Document your Quality Management system:

Documenting your Quality Management System provides a clear framework for how your organisation will achieve, manage, and consistently deliver high-quality, compliant installations. Effective documentation ensures that processes are understood, applied consistently, and capable of demonstrating compliance during audits and inspections. All documentation should be maintained within a version-controlled system to ensure information remains accurate, up to date, and readily accessible to authorised personnel.

A robust document management system should include:

- **Operational policies and procedures** outlining day-to-day activities and quality control requirements.
- **Health and safety documentation** demonstrating safe systems of work for employees and consumers.
- **Vulnerable customer procedures** detailing how additional support and communication needs will be identified and managed.
- **Defined roles and responsibilities** with clear accountability across the organisation.
- **Monitoring and audit processes** to evaluate compliance and identify opportunities for improvement.
- **Process maps** and workflow documentation illustrating key stages of delivery.
- **Record management procedures** covering the secure storage and retention of customer records, installation documentation, and certifications.

Implementing a robust documentation process supports consistent compliance with PAS 2030 requirements, improves communication across teams, and strengthens overall quality assurance arrangements.

Stages of the accreditation process

While the accreditation process may vary slightly between certification bodies, the core stages are broadly consistent. Organisations seeking PAS 2030 accreditation can typically expect to progress through the following steps:

1. **Application:** Submit an application to your chosen certification body, providing organisational details, selecting the specific energy efficiency measures for which accreditation is sought, and supplying information relating to your Quality Management System (QMS).
2. **Document Review:** The certification body will review your documented procedures, policies, and management systems to assess compliance with PAS 2030 requirements. This typically includes an evaluation of your Quality Management System, staff competency records, training certificates, operational procedures, and health and safety arrangements.
3. **On-site Assessment:** An auditor will assess your organisation's ability to deliver compliant installations in practice. This may involve visits to active or completed projects, interviews with relevant personnel, and a review of installation records, quality assurance processes, and supporting documentation.
4. **Resolution of Non-Conformities:** Where areas for improvement or non-conformities are identified, these must be addressed and corrective actions implemented. Evidence of the actions taken will usually need to be submitted and reviewed before accreditation can be awarded.
5. **Accreditation Award:** Once compliance has been demonstrated and any non-conformities have been satisfactorily resolved, the certification body will issue PAS 2030 accreditation for the approved measures, enabling the organisation to operate as a certified installer.
6. **Ongoing Surveillance and Compliance:** Accreditation is subject to ongoing monitoring to ensure standards are maintained. This typically includes annual surveillance audits, periodic inspections, and reviews of quality management processes, helping to demonstrate continued compliance and commitment to quality improvement.

It is important to note that specific requirements, audit arrangements, and certification timescales may vary between accreditation bodies. Organisations should always refer to the guidance provided by their chosen certification provider.

Re-accreditation and renewals

PAS 2030 accreditation is granted for a defined certification period and must be renewed to maintain compliance and certification status.

The renewal or re-accreditation process typically involves:

- Reviewing installation volumes, completed projects, and measures installed since the previous assessment.

- Confirming continued compliance with TrustMark and PAS 2030 requirements.
- Demonstrating that the Quality Management System has been maintained, reviewed, and updated where necessary.
- Reviewing complaints, incidents, corrective actions, and continuous improvement activities.
- Participating in further document reviews or site inspections where required by the certification body.

Summary

PAS 2030 plays a critical role in improving standards across the domestic retrofit sector and supporting the delivery of high-quality energy efficiency improvements. Accreditation provides assurance to consumers that installations are completed by competent, certified organisations operating within a recognised quality framework. For installers, PAS 2030 offers a structured approach to quality management while enabling access to government-funded and TrustMark-backed retrofit programmes.

Resources



Podcast: All RISE podcasts are available [here](#).

Podcast: "Compliance in practice: making sense of PAS standards" available [here](#).



Masterclass: All RISE masterclasses are available [here](#).

Masterclass: "Introduction to Trustmark" available [here](#).



Advice pack: All RISE advice packs available [here](#).

Advice pack: "Introduction to PAS 2030" available [here](#).

