

Domestic Insulation Surveyor Training



Welcome

- Introduction of myself
- Introduction of you!

C12 Sales Training

- 3 day classroom
- 2 days in the field shadowing
- On-going training:
 - Sales Qualification (City & Guilds)
 - Domestic Energy Assessor Training (DEA)
 - Green Deal Advisor (GDA)
 - Sales Management

Training Course Overview

- Day 1
 - » Introduction
 - » Details of job role
 - » ECO funding and Green Deal overview
 - » Our insulation partners
 - » Cavity wall and loft insulation introduction (HTT narrow, ordinary size etc)
 - » Other energy efficiency measures
 - » Sales principles
 - » Door to door sales training

Training Course Overview

- Day 2
 - » Different OFGEM schemes – HHCRO, CSCO, CERO
 - » CWI Technical Survey
 - » CIGA standards
 - » Mark Group requirements and Survey sheet
 - » Loft Insulation Technical Survey
 - » Mark Group requirements

Training Course Overview

- Day 3
 - » Identify suitable properties
 - » Identify suitable areas
 - » Revision
 - » Assessment
 - » Mark Group training

Training Course Overview

- Days 4 & 5
 - » On the job training
 - » Shadowing surveyor
 - » Knocking doors & perfecting pitch (day 4)
 - » Performing your first survey (day 5)

Your Job Role

- Job title: Domestic Insulation Surveyor
- Duties:
 - find and sign up new customers for some of the largest insulation companies in the domestic insulation industry
 - perform a domestic insulation survey on the property as per required standards
 - submit the relevant survey report form on time
 - complete on-going training and development.

Your Job Role

- Job title: Domestic Insulation Surveyor
- Attributes required:
 - honesty
 - good work ethic
 - self-motivated
 - organised
 - confident
 - good communicator
 - excellent sales skills
 - knowledgeable (product and industry)

Your job role

There are 2 elements to the Domestic Insulation Surveyor role:

- 1) Finding new customers – sales element
- 2) Surveying the property – technical expertise

You may need to work to improve your sales skills.

You may need to acquire the relevant technical knowledge and expertise.

Pay & terms

- Self-employed role (pay own tax)
- Basic (retainer) plus commission
 - £16,000 per annum retainer (£307 per week)
 - Commission at flat rate per property surveyed as per the Commission Rates sheet.

Commission Rates

- Payable in advance of installation work being completed
- Subject to claw-back in event of property not being fitted at a later date
- Claw-back is equal to the amount paid in commission
- Plus any fines levied (see later).

Commission Rates

Measure	HHCRO	CSCO	CERO
CWI	£65	£65	
CWI HTT			£90
LOFT <60	£60	£60	£60 (2 nd measure)
LOFT >60	£40	£40	£60 (2 nd measure)

Fines

- These are charged by the insulation companies to us.
- We have to pass them back to you.
- Care needs to be taken to avoid being fined.
- Don't take the risk.

Pay & Terms ctd

- Retainer is only paid:
 - If you achieve on average 1.2 sales per day (6 sales per week)
 - Commission is paid at flat rate for all sales made thereafter
 - If you achieve less than 6 sales per week, you will be paid £52 for every sale you achieved

Target

- On Target Earnings (OTE)
 - 1.2 sales per day (basic) = £62
 - 2 HTT (CERO) sales per day = £180

TOTAL: £62 + £180 = £242 per day - £1210 per week - £62,920 per annum

Pay Dates

- Working week: Thursday to Wednesday
- Hours: 10:00am to 6:00pm (or other 8 hour period e.g. 12:00 to 8:00pm)
- All paperwork must be submitted by Friday 1:00pm for the week previous
- You get paid 3 weeks in arrears direct into your bank account
- Followed by weekly payment thereafter

Commission Run

- All paperwork is required by Friday 1:00pm. Sent via Royal Mail special delivery.
- We process the paperwork and ensure everything is complete e.g. photos, risk assessments, customer details etc.
- We send to Mark Group by 1:00pm on following Tuesday.

Commission Run

Friday 1:00pm - Paperwork received by C12 Sales.

Week 1 – Paperwork processed by Insulation Company

Week 2 – Quality checks by Insulation Company

Week 3 – Insulation Company pays C12 Sales for viable work. You get paid on Friday.



- C12 Sales is a direct sales organisation specialising in the sale of carbon saving measures to residential energy consumers and customers in the U.K.
- C12 stands for Carbon 12.
- A limited company with two directors.
- Family run business.
- Our focus is on quality and retention.



- I have been working as a DIS since 2008.
- Have worked with both Mark Group and Miller Pattison since then.
- Still go out and knock doors and perform surveys.
- Some of you will be able to shadow me later in the week.
- My target is 5 surveys per day.



- Potential career progression within C12 Sales
- Begin: Domestic Insulation Surveyor
- Team Leader – train and lead other Surveyors in your area
- Sales Management – manage other teams
- Domestic Energy Assessor – complete DEA qualification through us and offer EPC's
- Green Deal Advisor – become a qualified GDA

Any questions?