# Roofing Masterclasses - End of Contract Report

**Contract ref:** TD57-HBC-HBF-2302

**Contract Value:** £171,000 incl. 1 variation

**Contract period:** 01 October 2023 to 30 September 2026

**Contract lead:** Home Builders Federation (HBF)

**Partners:** National House Building Council (NHBC), National Federation of Roofing Contractors (NFRC)

**Main contact:** Tracey Hill, Home Builders federation Project and Contract Manager

**Date report submitted:** 13/10/2026

## Project summary

Roofing Masterclasses an HBF initiative funded by CITB, were created in partnership with the NHBC and the National Federation of Roofing Contractors (NFRC) to upskill the workforce on home building sites across England, Scotland and Wales. Targeting employed roofers. Roofing Masterclasses were added to the suite of Masterclasses following the success of the Brickwork Masterclasses and to address common issues found by NHBC inspection teams. Delivered by NHBC Building Inspector trainers, the 90 minute sessions offer practical skills and knowledge, and are delivered on home builders' own sites to reduce disruption to the working day, supported by a takeaway reference guide. During this contract 252 sessions were delivered to 1352 roofers and almost 700 more supporting roles such as Site Managers, Contract Supervisors, Project Managers and Carpenters, all keen to know how to support and check the quality on site.

## Introduction

The Roofing Masterclass Project is an industry-led quality and skills initiative managed by the Home Builders Federation and delivered with NHBC. It is referenced within the current Home Building Sector Plan and supports the home building industry by improving the competence of existing roofers through practical, site-based training focused on the defects most frequently identified in NHBC Construction Quality Reviews.

The Masterclasses were developed because roofing defects on pitched roofs such as fire stopping, flashing, dry hip and valley systems and mortar verges and valleys continued to affect build quality, productivity and warranty costs.

The Masterclasses address a recognised trade-wide skills and quality challenge by combining targeted training with measurable quality data to reduce defects and claims, improve productivity and workmanship, raise standards across the supply chain and contribute to the delivery of higher-quality new homes, against a backdrop of an estimated 44,000 roofers working in construction at the outset, around 17% of whom were employed in home building.

Collaboration has been a key feature of the project, with an additional opportunity identified to integrate the **NFRC RoofCERT Scheme** into the Masterclasses. RoofCERT is an industry accreditation scheme that provides roofing operatives with independent recognition of their technical competence, supporting the project's wider aim of raising skills, quality, and professionalism across the sector.

## Aims and objectives

- Upskill roofers on home building sites
- Improve Roofing quality on home building sites
- Improved productivity
- Reduce the number of defects reported by Building Inspectors

## Budget and funding sources

CITB funded

- delivery of Masterclasses by trained Building Inspectors (NHBC)
- booking management (NHBC)
- monitoring and analysis of training registers (NHBC)
- follow up survey (NHBC)
- printing of takeaway booklet (NHBC)
- Marketing campaign (NHBC)
- Programme management – incl. strategy, claims and reporting (HBF)

84% of the contracted value was claimed. The majority of Masterclasses were delivered during the first 18 months of the programme, when demand exceeded expectations. However, demand reduced significantly during the final year of the contract (late 2025 to 2026), which can be attributed to a combination of market conditions, and a reduced volume of new housing starts.

HBF, NHBC, employers and delegates gave a significant amount of in kind time over and above that which was funded to make the Masterclasses a success.

## Approach

Masterclass sessions were offered on working sites to minimise time off the tools and off site, delivered by experienced BIs with detailed knowledge and who have earned respect from the trade teams. As an alternative for individuals or small groups Masterclass sessions were also scheduled at NHBC Hubs across the country in Hull, Tamworth/Lichfield, Cambridge, and

Newcastle. Minimum of 4-6 roofers per session. It is very unlikely that more than 4 roofers will be on any development at a time.

The Masterclasses were promoted collaboratively across the industry. NHBC raised awareness during site visits and through its social media channels and *Bricks & Mortar* newsletter. HBF communicated through its social platforms and *Weekly Industry News Summary*, while NFRC promoted the session in their member comms. CITB also shared promotional posts and provided its engagement teams with programme information and booking links. Supporting videos were created and shared across these channels to extend the campaign's reach.

Sessions were booked through NHBC online shop.

The Masterclasses were typically delivered in site cabins using slide presentations featuring real-life examples of good and poor practice. Sessions also included discussion, delegate participation and quizzes to reinforce learning.

Each attendee received a takeaway booklet containing the presentation slides, accompanying best-practice guidance and extracts from the relevant NHBC standards.

## Results

**Delivery analysis:**

| Roofing Masterclass Output | Target | No. Roofing Masterclasses delivered | Variance |
|---|---|---|---|
| No. of Masterclass session | 309 | 252 | -284 (-17%) |
| No. of Roofers | 1633 | 1352 | - 57 (-18%) |

The sessions didn't start until February 2024; a total of 2019 delegates trained during the 3 year contract period Oct 2023 to Sept 2026.

Included in the overall total

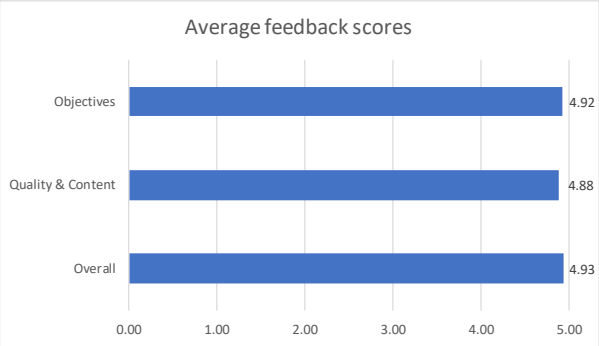
- 4 hub sessions were delivered –2 Hull, 1 Lichfield and 1 at Cambridge to 18 Roofers and 6 associated roles.
- Colleges showed an interest and booked sessions for their employed Roofing apprentice classes, reaching multiple employers in one go.
- 4 colleges held Masterclasses, Fife College, Preston College and 2 *Bolton College with 41 roofing apprentices in attendance.

HBF Home Builders Federation

# Delivery Feedback:

*Feedback evidence from October 2023 to September 2026 • Prepared to support continued programme funding*

| OVERALL SCORE | QUALITY & CONTENT | OBJECTIVES MET | RATED 4 OR 5 |
|---|---|---|---|
| **4.93** | **4.88** | **4.92** | **99.6%** |
| out of 5 | out of 5 | out of 5 | of overall responses |



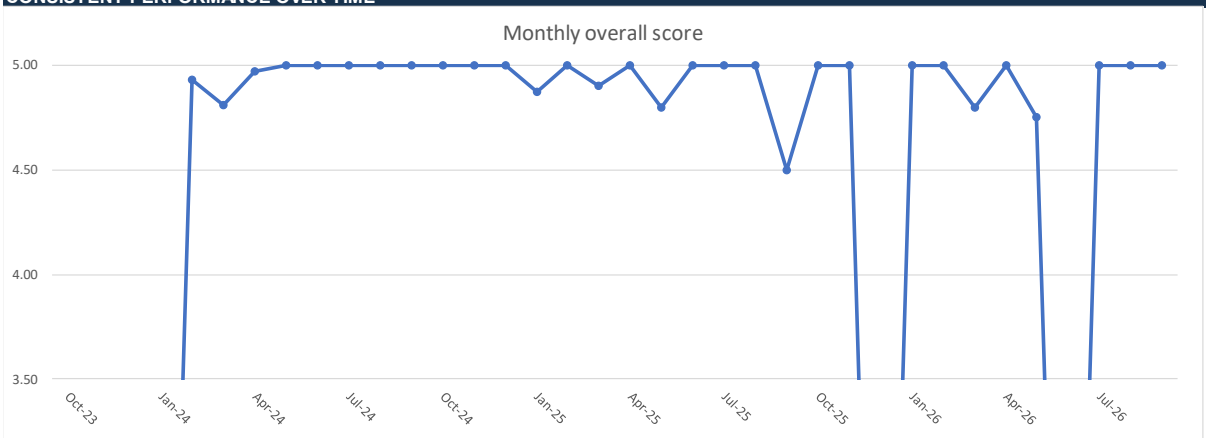

## THE FUNDING CASE

The roofing masterclass delivers consistently excellent outcomes at scale: 234 scored responses across 147 organisations, with 99.6% of overall ratings at 4 or 5.

## WHAT PARTICIPANTS VALUE

- Clear, knowledgeable delivery and questions answered
- Practical explanations that reinforce roof-quality standards
- Useful refreshers for site teams and colleges
- Strong engagement and easy-to-understand content

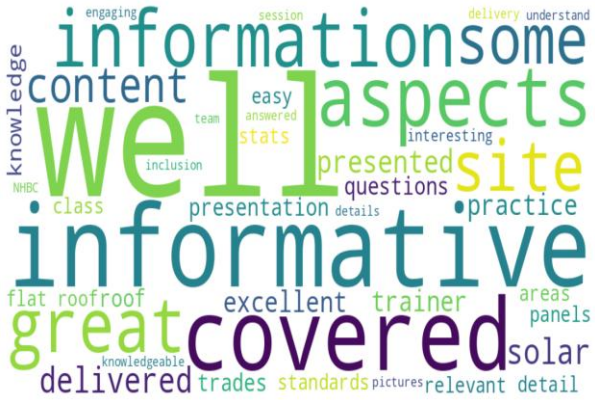
## CONSISTENT PERFORMANCE OVER TIME




*Evidence base: 234 scored responses • 147 organisations • 91 substantive comments • Trainer effectiveness 4.96/5*

***The significant dips represent months when no masterclasses were delivered***

## PARTICIPANT VOICE




## TARGETED OPPORTUNITIES

Feedback supports continued investment, with focused enhancements likely to strengthen impact further:

- Add more practical/site-walk activity where feasible
- Expand specialist roof-detail coverage
- Keep technical content, images and standards current
- Support inclusive participation with accessible materials

Overall feedback revealed that the masterclasses were well received by the site teams, and they appreciated the expertise, they were a superb refresher for everyone.

**Impact analysis**

- Evidence of impact is reported through NHBC Reportable Items (RI) data from inspections carried out on live sites by Building Inspectors against technical requirements and data from warranty claims received.
- Analysis of Pitched Roof reportable items during the period 2023 - 2026 showed a mixed picture of improvements and declines across the specific elements, likely attributable to ever changing materials and installation techniques coming on the market and the need to upskill regularly.

## A review

A review of delivery during the contract period identified several practical lessons relating to booking patterns, attendance, learning materials and eligibility requirements:

- Most sessions were booked by home builders for trades working on site. On occasions, subcontractors brought their teams together for a dedicated company session, helping to ensure that skills development took place across the workforce.
- The takeaway booklet was well received. Many site teams kept copies in site offices and work cabins for regular reference, noting that they were less likely to revisit the material if it were available only online.
- As building materials and construction techniques evolved, it was considered appropriate for roofers to return after two years to refresh their skills, an approach agreed with CITB.
- Sessions scheduled at NHBC hubs were less popular than anticipated and attracted lower attendance due to them having more time off site.
- On some occasions, Building Inspectors arrived on site to find that only two or 3 roofers were available. This was generally due to adverse weather restricting construction activity or unavoidable last-minute changes to build programmes, both of which affected overall attendance.
- Almost every session attracted attendees other than roofers, including carpenters, labourers, site managers, contract supervisors, contract managers and quality inspectors. All were keen to understand what good and poor practice looked like and how their roles contributed to improved quality and better outcomes. Partway through the contract, however, eligibility rules meant that only roofers and other operatives who remained on the tools and occasionally worked on site could be counted.
- Sessions attended by fewer than four eligible delegates could not be claimed under the contract; consequently, NHBC had to charge for these sessions.

## Products

Training session slides and the Roofing Masterclass Further learning booklet

NHBC own the IP in terms of content of the sessions and booklet as this was developed outside of the funding parameters, but CITB have access to it. A copy of the booklets can be obtained from NHBC.

## Recommendations

- Future bookings allow for associated roles to be part of the training delegates as they ultimately have more influence over the final quality of a product.
- Continue to watch take up through employer networks to avoid a decline in numbers being trained and quality having a downturn.
- Monitor future take up by large home builders who used to book training for their sub-contractors on site as it is unlikely now that they have an £18k annual training fund, that it will be diverted to other priorities.

## Conclusion and Next steps

The Roofing Masterclasses have provided a practical, industry-led response to recurring quality and skills issues in pitched-roof construction. Delivered by HBF in partnership with NHBC and NFRC, the programme completed 252 sessions and trained 1,352 roofers, alongside almost 700 people in associated site roles. Although delivery finished below the original volume targets and 84% of the contract value was claimed, the programme demonstrated strong early demand, positive feedback and clear value in bringing short, site-based training directly to the workforce. The mixed trend in reportable items also shows that continued skills refreshers will be important as materials, techniques and site conditions evolve.

With the fully funded contract now closed, the priority is to maintain access, monitor demand under the Employer Network model and respond quickly if participation or quality indicators decline.

- **Maintain a clear route to training:** continue to promote the NHBC booking offer and explain that employers must first apply to CITB, which will confirm eligibility before a site-based session is booked.
- **Monitor take-up:** review bookings regularly by employer, region and delegate role, with particular attention to large home builders and subcontractors that previously relied on fully funded provision.
- **Broaden eligible participation:** work with CITB to recognise associated site roles where possible, including site managers, supervisors and quality teams, because these roles influence installation standards and final build quality.
- **Track impact:** continue to compare NHBC reportable-item and warranty-claim data with training activity to identify recurring defects, emerging techniques and subjects requiring refreshed content.
- **Review delivery options:** if bookings decline under the 50% Employer Network funding model, assess a lower-cost blended or eLearning offer while retaining practical site-based delivery where it adds most value.
- **Agree a formal review point:** HBF, NHBC, NFRC and CITB should review participation, costs and quality evidence after 6–12 months and decide whether further promotion, revised eligibility or an alternative funding approach is needed.

Current booking information is available from NHBC:

Construction masterclasses with NHBC experts - NHBC