



Participant Information Sheet – Consumer Advisory Competencies for Battery Installers

Researchers

We are A/Professor Kim Blackmore, Dr Yeliz Simsek and Sarah Wilson. We are researchers at the School of Engineering in the College of Systems and Society at the Australian National University (ANU), and we work as a team in the ANU Centre for Energy Systems (ACES).

Project title

Consumer Advisory Competencies for Battery Installers

Outline of the project

Description and method:

This research project aims to develop evidence-based frameworks for teaching consumer advisory competencies alongside technical battery installation skills, creating a replicable model for VET-industry partnerships. This will include competency mapping to define specific consumer advisory skills required by battery installers through systematic analysis of installer-consumer interactions and industry feedback.

As a stakeholder with a role that relates to technology providers (retailers, installers, and dealers), you are invited to share your professional insights. You can take part in either a one-on-one interview or a workshop, conducted online or in person. Interviews and workshops will explore your perspectives on the critical role that technology providers—including installers—play in household energy technology experiences. Your input will help us better understand Consumer Advisory Competencies for Battery Installers.

Participation is voluntary, and all responses will be treated confidentially.

Participants:

This information sheet is for stakeholders with a professional relationship with home batteries and other batteries. We expect to engage with 20-40 stakeholders in this research.

Use of your feedback as data:

The information you provide during the interview or workshop will be used to inform research on consumer advisory competencies for battery installers. Interviews and workshop recordings are our primary data collection method in this project. We will transcribe recordings and thematically analyse the transcripts to extract key insights and themes. These themes will form the basis of our reporting such as academic publications and reports. Your responses will be reported, and may be quoted, in research outputs, such as reports or academic publications, but will be de-identified unless you explicitly request otherwise.

All raw, identifiable data will be stored securely on ANU servers and only accessible to the research team. You may be invited to review how your input is represented in drafts of reports/publications and you can request to review draft sections of the final report that quote you. If any quote or insight you contributed appears potentially identifiable, we will contact you via email to confirm your comfort with its inclusion prior to publication. We will share the project report with all participants once the project is complete unless you request, we don't share it with you.

Findings of deidentified insights will be presented in reports, academic publications, and presentations. Outcomes will be available to participants. We will send a link to reports to participants unless you tell us you would rather not receive a report link. De-identified data may be shared with other researchers for future analysis.

Project funding: This project is funded by the TAFE Centre of Excellence Clean Energy Batteries.

Participant involvement

Voluntary participation and withdrawal:

We are inviting you to participate in this research and participation is voluntary. You can indicate you would like to participate by responding to the email that had this information sheet attached. If you would not like to participate you can either ignore this contact or email us indicating you do not wish to participate. If after accepting you reconsider your participation you can email us any time prior to the event telling us this, or you can tell us at the start of the event you no longer wish to participate. All contributions will be de-identified before publication. We will run through the main details of participation before we begin the workshops and interviews to double check you are happy to proceed (consent to be involved.)

You can decline to answer questions at any point in interviews or workshops. If you say anything in interviews you would like to retract afterward, please let us know via email and we will withdraw that point or all of your data if possible by removing your data from our analysis, and by removing any direct quotes from draft outputs. If you request we remove your data after we have completed analysis and began reporting, we may not be able to remove your contribution if it has been combined with other insights into themes. You can check draft sections of reports that involve your contributions if you request it and we can withdraw quotes up to the time of publication.

What does participation involve:

Participants contribute through taking part in an interview or workshops.

Location and duration: Interviews will be up to 60 minutes and will be conducted online via Zoom or Teams at time the participant agrees to. Workshops duration will be 3-6 hours, held online via Zoom or Teams, or in-person at a location accessible to participants and at a time accessible to as many participants as possible.

Risks: While all data will be de-identified, there is a small risk of indirect identification. If anything, we report looks like it will be identifiable even after it has been de-identified, we will contact you via email to confirm your comfort with its inclusion prior to publication. While some workshop components may include small group discussions, all workshop participants may hear any discussion. We will ask participants to keep workshop discussions confidential but cannot guarantee they will. So, some people may share conversation from the workshop in an

identifiable way. We ask that if participants need to share workshop outcomes with their organisations, they do not identify discussants and only share de-identified themes.

We are not intending to capture any personal information from you, except your contact details so that we can organise interviews/ workshop participation, send any follow up materials, send the draft report where needed and notify you about the final report. Contact details are stored in password protected files at ANU. If you mention sensitive issues, you can let us know they are sensitive during the interview or workshop, and we will ensure the issue is treated carefully in our reporting. We do not intend to report any sensitive or personal information.

There is a chance there will be conflict or disagreement in workshop discussions. As this discussion topic is a technical and professional one and the discussions are facilitated, it is unlikely any conflict or disagreement will be personally distressing. Conflicts and disagreements about the topic at hand are very useful in the conversation and we welcome these as insights about the topic. It is unlikely that there will be personal conflict in these discussions because of the topic in focus, your professional approaches to these discussions and with the facilitation we offer. If we notice or you experience any personally directed conflict, we will bring an immediate halt to it ourselves and steer conversation back to the nonpersonal topic at hand. Additionally, you may choose not to participate in that part of the discussion or to leave the meeting. If you have any concerns or questions, please contact us (see Queries and Concerns section).

Benefits: This research aims to develop innovative approaches for integrating consumer advisory skills into battery installation training. The research scope encompasses residential battery installation contexts across diverse consumer circumstances (urban/regional, rental/ownership, different income levels). We focus on the critical decision points where installer guidance most influences consumer outcomes: initial consultation, system specification, VPP participation decisions, and operational training.

Outputs: De-identified information from this project will be used in reports, academic papers, presentations and for other publications.

Confidentiality:

Who will have access: Only the research team listed in this information sheet (from ACES at ANU) will access raw data. All reporting will be de-identified. In collecting your personal information, ANU complies with the Privacy Act 1988. The ANU Privacy Policy is available at, https://policies.anu.edu.au/ppl/document/ANUP_010007 and it contains information about how a person can: access or seek corrections to their personal information; or, complain about a breach of an Australian Privacy Principle by ANU, and how ANU will handle the complaint.

Data confidentiality: All identifiable data is kept secure on ANU systems.

Attribution: In publications arising from this work, interview and workshop participants will be referred to by a pseudonym, or a broad descriptor of their professional role (e.g. battery developer).

Privacy Notice

In collecting your personal information within this research, the ANU must comply with the Privacy Act 1988. The ANU Privacy Policy is available at

https://policies.anu.edu.au/ppl/document/ANUP_010007. It contains information about how a person can:

- Access or seek correction to their personal information.
- Complain about a breach of an Australian Privacy Principle by ANU, and how ANU will handle the complaint

Data storage

Where: Data will be stored securely on ANU servers and staff computers. Paper-based information is stored in locked cabinets until it is scanned and securely discarded.

How long: A minimum of five years from date of publication of the report.

Handling of data following the required storage period: De-identified data may be kept and archived to assist with future research.

Queries and concerns

Contact details for more information: A/Professor Kim Blackmore kim.blackmore@anu.edu.au, Dr Yeliz Simsek yeliz.simsek@anu.edu.au and Sarah Wilson sarah.wilson@anu.edu.au

Ethics Committee clearance

The ethical aspects of this research have been approved by the ANU Human Research Ethics Committee (Protocol H/2025/0587).

If you have any concerns or complaints about how this research has been conducted, please contact:

Ethics Manager

The ANU Human Research Ethics Committee

The Australian National University

Telephone: +61 2 6125 3427

Email: Human.Ethics.Officer@anu.edu.au