



NABERS Accreditation Procedure

Version 7

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1. Definition of Terms

NABERS Accredited Assessor - An individual who has entered into a contractual agreement with the National Administrator to undertake NABERS ratings.

NABERS Accredited Assessor Code of Practice - A document that forms part of the contract between Accredited Assessors and the National Administrator. The purpose of the NABERS Accredited Assessor Code of Practice is to set out the responsibilities and obligations under the NABERS Program, including ethical and commercial codes of conduct.

NABERS Level 2 Audit - A quality assurance peer review process that delivers a complete re-rating of the building using the documentation relied upon by the Accredited Assessor in conducting the original rating, to confirm the rating result, or recalculate it if necessary.

NABERS Rules - All past and current versions of; the NABERS Rules for Collecting and Using Data; NABERS Validation Protocols, Rulings and other guidance documents used to undertake NABERS ratings under the NABERS Program.

NABERS Supervisee - A NABERS Accredited Assessor or who is required by the National Administrator to undertake NABERS Ratings under supervision in line with the NABERS program's policies and procedures.

NABERS Supervisor - A NABERS Accredited Assessor who has entered into a contractual agreement with the National Administrator to tutor and assess NABERS Supervisees' understanding, interpretation and application of the NABERS Rules during the practical training component of the NABERS program

National Administrator - The administrator of the NABERS Program; the NSW Department of Planning, Industry and Environment (DPIE).

Supervised Rating - A NABERS rating performed by a NABERS Accredited Assessor, under the supervision and tuition of a NABERS Supervisor in line with the NABERS Program's policies and procedures.

2. Purpose of the NABERS Accreditation Procedure

The purpose of this document is to provide clear guidance on all aspects of the process of becoming accredited to deliver NABERS ratings¹ and ongoing continuous professional development training requirements. This procedural document ensures that a fair and consistent approach is taken to assessing an individual's knowledge, understanding and ability to correctly apply the NABERS rules, policies and procedures as required to practice as a NABERS Accredited Assessor.

The document provides specific information regarding the responsibilities and processes individuals need to follow to become NABERS Accredited Assessors and then maintain their accreditation.

3. NABERS Values

The NABERS program is committed to the values of integrity, quality, public service, leadership and collaboration. The National Administrator works closely with NABERS Trainers, Supervisors, Auditors and Accredited Assessors to deliver excellent services and a relevant, reliable practical measure of building performance that supports a more sustainable built environment. The NABERS Accreditation Procedure provides the clear guidance and information needed to assure the quality of these partnerships.

- Integrity - to be ethical, impartial, open and transparent.
- Quality - to operate a robust, reliable program of rating tools.
- Collaboration - to work with industry and government to ensure relevance and effectiveness.
- Leadership - to demonstrate and advocate practical environmental benchmark performance measures for industry and government.
- Public service - to serve the public good and deliver public value by communicating trusted results.

¹ The term 'rating' in this context include the carbon neutral certification.

4. Roles and Responsibilities

4.1 National Administrator

The National Administrator is responsible for the overall management of the NABERS scheme, including accrediting Assessors and setting and administering Assessor standards of practice and procedures.

The National Administrator has the responsibility of ensuring that the NABERS rating process is undertaken to the highest possible standard and that the credibility, reliability and integrity of the NABERS program is maintained.

The National Administrator is responsible for:

- Training individuals to become NABERS Accredited Assessors.
- Assessing individuals' theoretical and practical knowledge of all aspects of the NABERS Program necessary to become and practice as NABERS Accredited Assessors.
- Managing and administering the NABERS training and assessment processes.
- Monitoring and auditing the quality of work performed by NABERS Accredited Assessors.
- Developing training resources for the continuous professional development of NABERS Accredited Assessors.
- Additional responsibilities of the National Administrator are listed in the NABERS Accredited Assessor Code of Practice and the NABERS Accredited Assessor Agreements.

4.2 NABERS Trainers

NABERS Trainers are selected by the National Administrator based on their experience undertaking NABERS ratings; their excellent understanding of the NABERS program, the NABERS Rules, and associated processes and procedures; and their expertise in delivering face-to-face training to medium and large groups of people.

NABERS Trainers are responsible for delivering the multiple training sessions of the NABERS training program in a timely manner and as per the standards agreed with the National Administrator. They are also responsible for assisting with logistics, set up and other tasks on training days.

NABERS Trainers will provide feedback to the National Administrator regarding course content, venues and other factors regarding NABERS training, and will be required to participate in 'train-the-trainers' sessions from time to time.

4.3 NABERS Supervisors

NABERS Supervisors are selected by the National Administrator based on their experience undertaking NABERS ratings; their excellent understanding of the NABERS program, the NABERS Rules, and associated processes and procedures; and their demonstrated experience in tutoring individuals.

NABERS Supervisors are responsible for providing practical guidance and tuition to NABERS Supervisees as part of the training process by providing Supervised Ratings. NABERS Supervisors assess NABERS Supervisees' competencies, theoretical and practical knowledge, and ability to apply this knowledge to undertake NABERS ratings in accordance with NABERS Rules for performing ratings, the NABERS Accredited Assessor Code of Practice and other contractual procedures. They are responsible for identifying errors in NABERS ratings and advising the NABERS Supervisees on the correct methodology.

At the end of the supervision process, NABERS Supervisors are responsible for reporting the results of their assessment to the National Administrator within five working days.

It is the NABERS Supervisor's responsibility to ensure they are up-to-date with any changes to NABERS Rules and associated policies and procedures. They will make themselves available within normal business hours to assist NABERS Supervisees during the supervised ratings process. They will endeavour to respond to submissions and/or questions raised by NABERS Supervisees within three business days. They will have a central role in conflict resolution when a NABERS Supervisee appeals the result of the Supervised Rating (refer to section [5.9](#)).

NABERS Supervisors are bound by their contract with National Administrator to act in a fair and impartial manner and must not undertake supervisions where a conflict of interest exists. NABERS Supervisors' conflicts of interests include, but are not limited to the following:

- A NABERS Supervisor or their employer is/was undertaking work for, or in a contract with the building owner whose building is subject to the rating supervision.
- A NABERS Supervisor or their employer is/was in a contractual arrangement with the NABERS Supervisee or the NABERS Supervisee's Company subject to the supervision.

Supervisors must declare any potential and/or perceived conflicts of interest to the National Administrator before accepting a supervision. When a conflict of interest exists, the National Administrator will allocate the supervision to another Supervisor.

The input data and results from a supervised rating must be treated confidentially by NABERS Supervisors at all stages of the supervision process and may only be discussed with the NABERS Supervisee and the National Administrator.

NABERS Supervisors must co-operate with the National Administrator throughout the entire supervision process, and if a NABERS Supervisee appeals the result of the Supervised Rating (see section 5.9).

4.4 NABERS Accredited Assessors

Accredited Assessors have entered into a contract with the National Administrator to undertake NABERS ratings. Accredited Assessors are responsible for:

- Ensuring that their assigned NABERS Supervised Rating and NABERS rating complies with the relevant NABERS Rules and that the assessment is undertaken to the highest possible standard.
- Abiding by the NABERS Accredited Assessor Code of Practice and the NABERS Accredited Assessor Assessment Procedure when undertaking NABERS ratings.
- Co-operating with the National Administrator, the NABERS Auditor, or the NABERS Supervisor when required by the NABERS Rules and the program's policies and procedures².
- Complying with the NABERS brand use guidelines as they relate to the NABERS program.

The Accredited Assessor is also expected to undertake continual professional development, and may be required to do so by the National Administrator.

The National Administrator may require Accredited Assessors to undertake additional theoretical and practical training in order to ensure and maintain a consistently high standard of performance by Accredited Assessors. Any such additional training will be undertaken at the Accredited Assessor's own cost. Accredited Assessors are encouraged to stay abreast of industry developments related to sustainability in the built environment.

Additional responsibilities of Accredited Assessors are listed in the NABERS Accredited Assessor Code of Practice, and the NABERS Accredited Assessor Agreements.

Assessors that have left their accreditation lapse for more than 24 months and wish to regain their accreditation must do the following:

- Undertake the introductory course to NABERS at no cost
- Undertake the technical training course for the tool of their choice at full price
- Successfully complete all exams and supervisions associated with their accreditation.

² In some cases, a NABERS Accredited Assessor may be required by the National Administrator to undertake additional Supervised Ratings as a result of the findings of a NABERS Audit.

5. NABERS Assessor Training Process

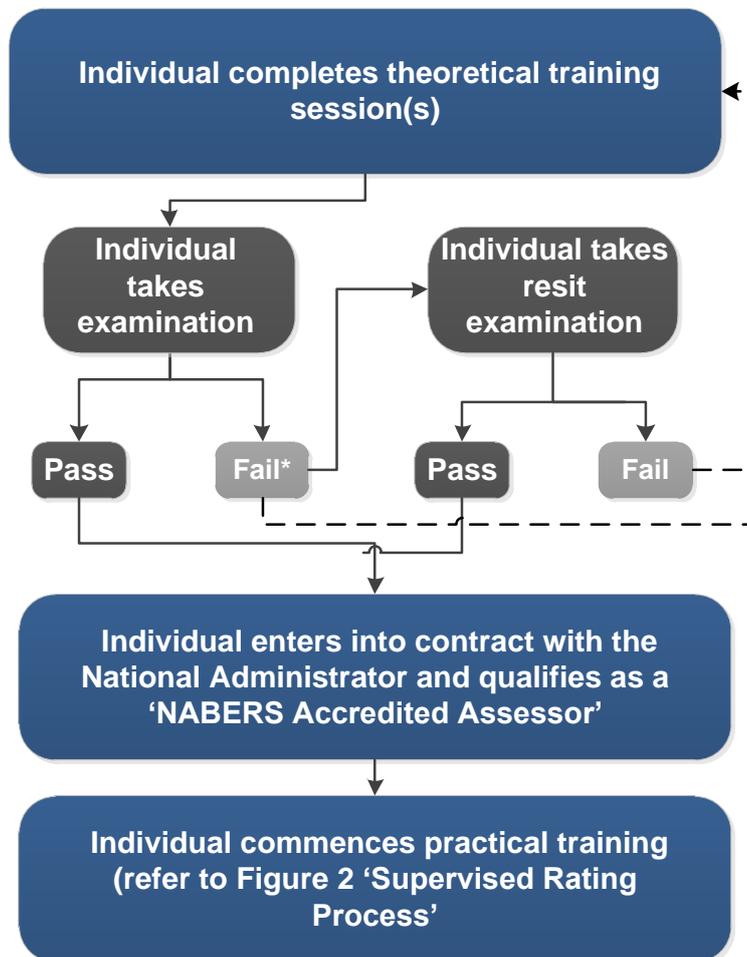
Individuals undergoing accreditation to become NABERS Accredited Assessors are required to successfully complete theoretical training and enter into a contractual agreement with the National Administrator before they can perform ratings. Some ratings also have a practical training requirement whereby ratings are performed under supervision. This is detailed further in section [5.4](#). Note that it is the Assessors responsibility to find their own ratings to be performed under supervision.

5.1 NABERS Theoretical Training

The NABERS Accredited Assessor training courses provide a detailed overview of the different NABERS rating tools, the assessment process and overarching principles for NABERS ratings. To become accredited as NABERS Accredited Assessors, individuals are required to pass a theory exam on the NABERS Rules and Processes and Procedures.

The NABERS theoretical training process is illustrated below in Figure 1.

Figure 1: NABERS Theoretical and Practical Training Process



5.2 NABERS Theory Examination

The theory exam assesses an individual's understanding of the NABERS Program and Rules, the NABERS Assessor Code of Practice and the Assessor processes and procedures. The exam also tests an individual's ability to apply this theory to undertake sample NABERS ratings when provided with sample data.

The examination consists of a series of multiple choice questions with sample data designed to replicate a NABERS application.

The exam is undertaken online. Access to the exam will be given to individuals shortly after attending a training session or as negotiated with the National Administrator. Requests to defer undertaking the exam must be made prior to receiving the exam and in writing to nabers@environment.nsw.gov.au for the National Administrator's approval.

Individuals must complete and submit their exam within four weeks of receiving the exam unless an extension of time to submit has been granted.

The National Administrator is available to assist individuals with questions about performing a NABERS rating and associated processes and procedures, but will not assist with exam questions. Individuals should send exam queries to nabers@environment.nsw.gov.au and allow 3 working days for the National Administrator to respond.

The exam must be completed and submitted by the individual sitting the exam. The National Administrator reserves the right to fail individuals who work together to submit the same work and answers.

Examinations will be marked and results released to individuals within four weeks of the examination closing date. Marked examinations are not released.

Examinations are regularly updated and the National Administrator reserves the right to scale examination results to ensure results are within the range of those completed by previous trainees.

Extensions of time to complete examination

On some occasions, sickness, misadventure, or other circumstances beyond an individual's control may prevent them from completing the examination. In this instance, requests for extensions of time to complete the exam will be considered.

Requests for an exam extension must be made in writing prior to the exam due date (to: nabers@environment.nsw.gov.au) and are approved at the discretion of the National Administrator. In cases of illness a medical certificate must be provided.

Note that simply being busy at work is not an acceptable reason to request an extension. Individuals are expected to allow sufficient time to complete the examination when registering for a training session.

Examination pass mark

Individuals must obtain a mark of 80% or higher to pass the examination. The National Administrator reserves the right to scale examination results to ensure results are within the range of those completed by previous trainees.

Resitting the exam

Individuals who obtain a mark equal to or greater than 75%, but less than 80% can re-sit the exam free of charge.

Individuals who obtain a mark equal to or greater than 50% but less than 75% may opt to re-sit the exam only once for a fee. The option to pay to re-sit the exam is only available within four months of the date of attending the initial training session. Individuals who are eligible to take up this option will be notified in writing when their examination results are released.

A schedule of fees for re-sit examinations and other training charges can be found at www.nabers.gov.au.

The re-sit exam will be the same that the trainee initially completed, or an extract of that exam as determined by the National Administrator. Individuals must obtain a mark of 80% or higher to pass the re-sit examination. The National Administrator reserves the right to scale examination results.

Trainees who score less than 50% in the initial NABERS Examination or fail the re-sit exam must re-complete the theoretical training at their own cost and pass the subsequent exam, should they wish to pursue accreditation.

Appealing your exam result

An individual can appeal an exam result under the following circumstances:

- The exam was modified by the National Administrator during the examination period. The individual would need to demonstrate that they had been disadvantaged by the changes made, and that these changes had not been given due regard by the National Administrator.
- A clerical error has occurred in the computation of the score. The individual can request a remark of their examination if they believe they can demonstrate that a clerical error has occurred.
- Due regard had not been paid by the National Administrator to evidence of illness or misadventure that had been submitted by the due date. The individual can appeal an examination result if they can demonstrate that the National Administrator has not paid due regard to a request made by the individual before the due date for an extension of time to submit due to illness or misadventure.

Appeals must be made in writing to the National Administrator (email: nabers@environment.nsw.gov.au) within seven business days of receiving an exam result.

5.3 The NABERS Accredited Assessor Agreement ('Contract')

Once an individual has passed their exam they enter into a contract with the NABERS National Administrator. This contract enables the NABERS Accredited Assessor to proceed with undertaking the practical component of their training, being the completion of Supervised Ratings.

The contract requires the NABERS Accredited Assessor to abide by the NABERS Accredited Assessor Code of Practice and NABERS processes and procedures as amended from time to time.

NABERS Accredited Assessors will be notified by the National Administrator when they have successfully passed their practical training requirements.

NABERS Accredited Assessors that are directed to undertake practical training as a result of the finding of a NABERS Audit will also be informed that no additional training is required when they have successfully completed their practical training.

5.4 Practical Training - the Supervised Rating

The practical component of the NABERS training includes the completion of NABERS Ratings under supervision and is illustrated in Figure 2.

Supervised Ratings are required under the following business rules:

- The first energy for offices base building or whole building rating must be supervised.
- The first energy for apartment buildings rating must be supervised.
- The first data centre rating must be supervised.
- The first rating for, energy for hotels or energy for shopping centres must be supervised unless the Accredited Assessor has already successfully completed a supervised energy for offices base building or whole building rating.

The intention of the Supervised Rating is to provide hands on practical training to support the NABERS Supervisees to become competent in undertaking NABERS ratings to a sufficiently high standard.

The Supervised Rating process also provides for further learning. For example the NABERS Rating Auditing Procedure allows the National Administrator to require assessors to undertake additional Supervised Ratings.

In order to successfully complete the practical training process, NABERS Supervisees must complete and pass Supervised Ratings in order to be able to lodge ratings unsupervised.

The rating types listed below may be submitted unsupervised, unless supervision is required following an audit result:

- Water for office, hotel, shopping centre and apartment building ratings
- Energy for office tenancy ratings
- Indoor environment ratings
- Waste ratings.

The varied nature of buildings means there are different degrees of interpretation and assumptions required to undertake NABERS ratings. The purpose of the Supervised Rating is to allow the Supervisee to discuss the NABERS rating with the NABERS Supervisor, and to seek tuition on the principles used to assess different scenarios or discuss the application of the NABERS Rules.

NABERS Accredited Assessors may also request additional supervised ratings from the National Administrator at any time at their own cost.

5.5 Supervised Rating Process

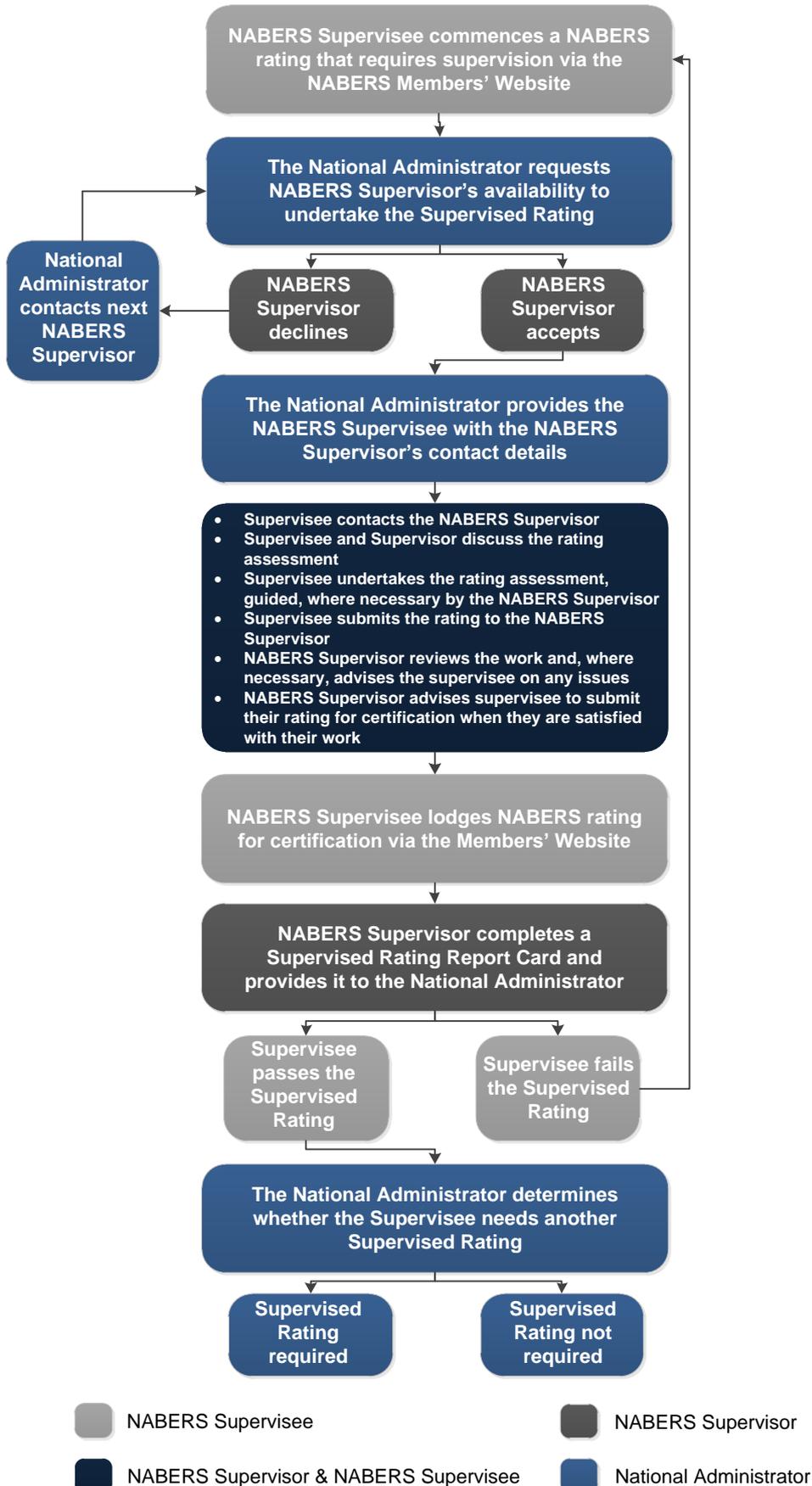
Upon completion of the theoretical component of training, and after entering into a contractual agreement with the National Administrator; NABERS Accredited Assessors can create NABERS Ratings via the members' section of the website. The system identifies when a NABERS Rating needs to be performed under supervision, and automatically sets in motion the Supervised Rating process. There is no need for individuals to contact NABERS to ask for the allocation of a supervisor³.

Supervised ratings will be required for NABERS Accredited Assessors according to the following business rules:

- The first energy for offices base building or whole building rating must be supervised.
- The first energy for apartment buildings rating must be supervised.
- The first data centre rating must be supervised.
- The first rating for, energy for hotels or energy for shopping centres must be supervised unless the Accredited Assessor has already successfully completed a supervised energy for offices base building or whole building rating.

³ The first apartment building rating by an assessor can either be energy only or an energy and water rating. Water only ratings are not permitted as the first rating for apartment buildings. The subsequent ratings may include water ratings, which do not require supervision.

Figure 2: The Supervised Rating Process



NABERS Accredited Assessors must enter all the relevant information when creating the NABERS rating in the members' section of the website (i.e. Address of the premises to be rated, type of rating to be undertaken, and customer information). This information is necessary for NABERS Supervisors to declare to the National Administrator whether a conflict of interest exists in undertaking the supervision.

Note that it is the Accredited Assessors responsibility to find their own ratings to be performed under supervision.

The National Administrator is responsible for providing information to the NABERS Supervisor on any areas identified throughout the examination results, previous Supervised Ratings, Level 2 Audits, breaches to the NABERS Accredited Assessor Code of Conduct etc., on which the NABERS Supervisee might require additional training or support. The NABERS Supervisor has the task of ensuring that transparency and impartiality are maintained by NABERS Supervisees when performing the NABERS rating.

5.6 The Role of the NABERS Supervisor

The NABERS Supervisor will tutor the NABERS Supervisee through the NABERS rating assessment. It is not necessary for the NABERS Supervisor to visit the site that is being rated, as telephone or email contact should be suitable for most situations.

The NABERS Supervisee is responsible for undertaking the work to complete the NABERS rating, while seeking advice or clarification from the NABERS Supervisor to improve their knowledge, understanding and application of the NABERS Rules.

Once the NABERS Supervisee is confident that they have completed the NABERS rating to the best of their ability, completed all information using the NABERS Rate software application and all supporting information used and documentation of decisions made; the NABERS rating is sent to the NABERS Supervisor. The NABERS Supervisor will assess the work completed and then advise the NABERS Supervisee of any corrections required to the NABERS rating before it can be lodged with the National Administrator for certification.

The NABERS Supervisor will determine the level of detailed supervision necessary for each NABERS Supervisee, but the role should cover as a minimum:

- Providing general help and clarification of any areas of the NABERS Rules (including areas that may have been identified by the National Administrator as potential issues through examination results, previous NABERS Supervised Ratings or audits.
- Answering questions from the NABERS Supervisee with an emphasis on assisting them to determine the correct answer for themselves i.e. it is not the job of the supervisor to do the work, but to enable the supervisee to do the work.

- Asking the NABERS Supervisee questions about why they have approached the assessment in a particular way.
- Checking the work for compliance with the NABERS Rules.
- Reviewing the data collection and analysis. It may be necessary to view all or some of the original data provided by the NABERS Supervisee to confirm correct interpretations.
- Reviewing the data and information entered on the NABERS Rate application to check that all the calculations and data entry have been performed correctly.
- Ensuring impartiality, professionalism and transparency is exercised by the NABERS Supervisee in preparing and submitting the NABERS rating for certification.

The supervisee may lodge the NABERS rating with the National Administrator for certification when the NABERS Supervisor deems the supervision process completed.

5.7 Scoring the NABERS Supervisee performance: the Supervised Rating Report Card

The NABERS Supervisor will assess the knowledge and skills of the NABERS Supervisee in undertaking the NABERS assessment. The NABERS Supervisor will score the NABERS Supervisee as having 'passed' or 'failed' the supervision process via the completion of the NABERS Supervised Rating Report Card (refer Appendices 1-6).

The NABERS Supervised Rating Report Card outlines the key criteria that an individual must be competent in when undertaking NABERS Ratings. Receiving a 'fail' mark in any of the key criteria will result in failing the supervised rating. The secondary criteria assess the NABERS Supervisee's competencies in understanding and applying the particular rules for the NABERS rating.

A NABERS Rating may still be certified even when a NABERS Supervisee receives a 'fail' mark from the NABERS Supervisor.

The NABERS Supervisor will submit their Report Card to the National Administrator for approval. The Supervisee can access the report card via the members' section of the website once it has been approved.

5.8 Completing the Supervised Rating Process

NABERS Accredited Assessors must successfully complete and pass required Supervised Ratings to be deemed as having successfully completed the Supervised Rating process. Where the NABERS Accredited Assessor fails a required Supervised Rating the National Administrator will require them to undergo a further Supervised Rating with another NABERS Supervisor at their own cost. Should they then fail this supervision, the NABERS Accredited Assessor must pass a third

Supervised Rating, to be undertaken at their own cost. NABERS Accredited Assessors who fail a third Supervised Rating (for the same rating type) must re-train at their own cost and go through the Training and Supervised Rating process again should they wish to have their accreditation reinstated.

A NABERS Accredited Assessor who has been required by the National Administrator to undertake an additional NABERS rating under supervision, for example as a sanction resulting from a NABERS Level 2 Audit, must pass the Supervised Rating before being allowed to undertake NABERS ratings of any type unsupervised.

5.9 Appealing a Supervised Rating result

A NABERS Supervisee may appeal the result from a Supervised Rating where they feel that a fair and consistent technical standard of assessment has not been observed. The appeals process gives the NABERS Supervisee the opportunity to attempt a resolution of the matter with the National Administrator.

Lodging an Appeal

The NABERS Supervisee must complete an appeal against a NABERS Supervised Rating result via the NABERS Members' Website (or as otherwise advised) within 10 working days of receiving their Supervised Rating Report Card and submit this to the National Administrator. The National Administrator will acknowledge receipt of the formal appeal within five working days.

The National Administrator will provide the NABERS Supervisor an opportunity to submit a response to the Accredited Assessor's appeal within 10 working days of receipt of the NABERS Supervisee's appeal. The NABERS Supervisor's response must detail the supervision process undertaken and any issues raised through this process.

The information provided to the National Administrator will be kept confidential and will only be made available to the relevant staff.

The National Administrator will review the information submitted and assess it against the NABERS Rules and will endeavour to resolve the issue within 15 working days from the date of reception of the appeal via the NABERS website. The National Administrator will inform the NABERS Supervisee of the final decision and the reasons for the decision. A decision by the National Administrator is final.

Where the final decision reveals a failure by the NABERS Supervisor to observe a fair and consistent supervision process, the National Administrator will take the necessary action to address this.

Where the decision reveals a lack of understanding by the NABERS Supervisee in undertaking a NABERS rating and/or the Rules, the National Administrator may require the NABERS Supervisee to undertake a Supervised Rating with another NABERS Supervisor at their own cost.

6. Continuous Professional Development

The NABERS Continuous Professional Development (CPD) training program applies to Accredited Assessors as an obligation to maintain the currency of their technical competence.

To uphold the high quality of NABERS ratings, this training program aims to expand the practical know-how of NABERS Accredited Assessors by bridging knowledge gaps found through the NABERS Auditing program. NABERS CPD resolves to remedy these knowledge gaps through the provision of targeted e-learning and other training opportunities. It also acts as a refresher for those Accredited Assessors who may not be actively performing ratings. This training program will help the Assessors to retain and enhance the knowledge required to perform accredited ratings.

6.1 CPD Training

NABERS CPD will be predominantly offered as web-based e-learning modules, allowing Assessors to access and complete training online at their own convenience.

CPD training will be specific to NABERS, with subject matter defined by, but not limited to; outcomes of the NABERS audit program, Rule changes, new Rulings, the application of NABERS Rate and NABERS member's website and any other significant program changes that the National Administrator deems the knowledge base of assessors required updating.

The requirement to complete a CPD module may also be specific to the type(s) of rating(s) for which an individual assessor is accredited.

6.2 Meeting CPD Requirements

The CPD cycle is 12 months, commencing on release of the first CPD training module. During this cycle, Accredited Assessors will be enrolled by the National Administrator into CPD training modules via the NABERS e-learning training platform. The National Administrator will refrain from releasing modules within the last three months of the CPD cycle unless there is an urgent requirement to do so.

Accredited Assessors will be recommended to complete modules within specific timeframes, relating to the relative importance of the training subject matter. For example modules relating to the release of a new Ruling may be recommended for completion within 6 weeks whilst refresher modules may have a longer recommended completion time. The National Administrator will remind Assessors of any outstanding CPD requirements periodically through the cycle.

Accredited Assessors who are not actively performing ratings (namely those who have not had a rating certified within the past 24 months), may be required to

complete a refresher module (where one is available) in order to maintain their accreditation for a specific rating tool.

Assessors who have not completed all required CPD modules at the conclusion of the CPD cycle will not be able to lodge ratings in the NABERS Members' Website until such time that the modules are completed, or an extension has been granted by the National Administrator. Assessors may apply in writing to the National Administrator for an extension of time to complete training, under the conditions outlined in Section [5.2](#) earlier in this document.

6.3 Recognition of prior learning

In some cases, there may be instances where an Accredited Assessor may be exempted from having to complete a CPD training module. This recognition of prior learning' will be granted at the discretion of the National Administrator. Examples of acceptable 'prior learning' may include where the Accredited Assessor may have been directly involved in the development of a tool or ruling on which the CPD module is based, or even in the development of the CPD training module itself.

6.4 New Assessors exempt

Given new assessors have only recently completed their initial training, Accredited Assessors are exempt from participating in the CPD training program until enrolled by the National Administrator in their second year of accreditation.