



## **NABERS Accredited Assessor Renewal Procedure**

### **1. Introduction**

The National Australian Built Environment Rating System (NABERS) is a performance-based rating system for existing buildings which rates a building on the basis of its measured operational impacts on the environment. Any reference to NABERS within these documents refers to the complete suite of NABERS rating tools including NABERS Energy.

Building technologies are always improving and performance standards should also improve to match. Over time the performance bands or methods of assessment may change. For these reasons the accredited rating for a building has a validity period of 12 months.

Similarly, the Accredited Assessor must also renew their accreditation on an annual basis to ensure familiarity with the current implementation of the NABERS scheme.

### **2. Roles and Responsibilities**

Accredited Assessors have a certain degree of autonomy. They have responsibility over and manage their own customers. As such the Accredited Assessor has responsibility for managing the renewal process for their customer's buildings.

The responsibility for the Accredited Assessors and their standards of performance lies with the National Administrator. The responsibility for the renewal of the assessor's accreditation must therefore also lie with the National Administrator.

### **3. Renewal of Accredited Rating Certificates**

The rating certificate is an official document of the National Administrator, who has responsibility for the correct issue, use and renewal of certificates. However, the Accredited Assessor is responsible for the end customer and therefore for customer care.

#### **Notification to the customer**

Accredited Assessors manage their own customer base.

It is recommended that all assessors maintain a database of their own customers with accredited ratings that includes the date of the original rating. The web site database has been designed for this purpose.

In the Members website an Accredited Assessor can indicate either the customer, or the Accredited Assessor or both, to receive an automatic notification that a rating is about to expire one month before the date of expiry. This should prompt the assessor to contact the customer and remind them to renew their certificate and outline the benefits of having an accredited rating. The assessor should then seek an agreement with the customer to re-assess the building and issue a new certificate, so a valid rating for their customer is maintained.

#### **4. Renewal of Assessor Accreditation**

The National Administrator is responsible for the Accredited Assessor. This relates to their original selection and training, auditing of their work, and the renewals of their accreditation.

##### **Notification to the assessor**

Accreditation as an assessor is valid for a twelve-month period. No less than two months prior to the expiry of their accreditation, the National Administrator shall notify the assessor of the expiry date of their accreditation. If the assessor wishes to renew their accreditation they should pay the annual accreditation fee due.

NABERS assessors can renew expired accreditation on payment of any overdue accreditation fees for a period less than 24 months from their expired accreditation date. For accreditation that has expired over 24 months, the Assessors are required to retake the Assessor training course and pass the examination. A discount to complete the re-training may be offered.

If an assessor chooses not to renew their accreditation the National Administrator should offer the Assessor the opportunity to complete an exit survey to ask their opinions on why the scheme did not suit them and seek their opinions and how they would improve the scheme.