



NABERS Training and Accreditation FAQs

What do NABERS Accredited Assessors do?

NABERS Accredited Assessors carry out physical assessments of buildings to collect and then verify the data required to provide a NABERS rating.

Once the information is collected and the rating is calculated, the Assessor submits this to the NABERS technical team who carry out an audit of the information before certifying the building with the final rating.

What is the process of becoming accredited as an Assessor?

There is a process involved in becoming an Accredited Assessor which includes:

1. Training

- NABERS Essentials is the first introductory course that you'll need to complete. It is an online course and can be done at any time via NABERS Learn (<https://learn.nabers.gov.au>).
- The Core Course (a one-day face to face course) is the second (and final) introductory course and is held in most Australian states twice annually. Course dates are listed on www.nabers.gov.au/training.
- After the Core Course, you can complete the accreditation module/s on the rating types you want to be able to carry out (for example, the Energy and Water Ratings for Apartment Buildings Accreditation Course). This will include an online and practical exam. Visit our Training page for a list of available accreditation module courses. www.nabers.gov.au/training.

2. Paying the accreditation fee (\$710)

- Once you've passed your exam/s, you'll need to pay the accreditation fee of \$710. Your accreditation is valid for 12 months from the time of payment so this fee must be paid annually in order to maintain accreditation.

3. Entering an official agreement

- After steps 1 and 2, you'll need to read the *Assessor Agreement* (1) and read, sign and return the *Company Agreement* (2).
- You're also required to follow the *Code of Practice* (3) during your Assessor duties.

- These documents are available via www.nabers.gov.au/about/assessors or on the Publications Library.

Why do I have to become accredited?

We believe that we are Australia's leading building performance rating organisation due to our integrity of methods, transparency of process and accountability to industry.

To maintain our quality of service, our rating procedure must be robust, meaningful and reliable. One way we achieve this is through a rigorous training and accreditation program for Assessors.

The other two ways we ensure quality is through our:

- strict rating and assessment rules and criteria
- Auditing Program (Level 1 and Level 2 audits)

Read more about the Key Principles of NABERS at www.nabers.gov.au/about/what-nabers.

How long do Accreditation Module exams typically take?

This varies depending on the Accreditation Module. Typically, you will have between 2 and 4 weeks following the course to complete the exam in your own time.

You don't have to do the entire exam in one sitting. You can save it and come back to it.

However, once you submit the exam, it's final.

For more information on the examination process, visit [NABERS Learn](#).

What training support is available from NABERS?

The NABERS Technical Team are here to help you through your accreditation process and any questions you might have when undertaking ratings.

Contact the team by calling 02 9995 5000 (ask for the NABERS Technical Team) or email nabers@environment.nsw.gov.au.

When are NABERS courses available?

NABERS Essentials is the first introductory course and is 100% online, so you can do it anytime.

The NABERS Core Course is the second (and final) introductory course. It's a one-day face to face course and is held in most Australian states twice annually.

For a full list of dates and times of the NABERS Core Course and other Accreditation Module courses, please visit www.nabers.gov.au/training.

What's the course refund/cancellation policy?

If you need to cancel an upcoming course, you will be refunded in full as long as you notify us in writing 10 working days or more prior to the training/course date.

If you need to cancel, please email NABERS (nabers@environment.nsw.gov.au) as soon as possible.

Refunds will be made by cheque, or deposit into your nominated bank account. Cancellations made less than 10 working days before the training date will not be accepted and you will be charged the full fee.

If you have registered but cannot attend, you may also elect to send a replacement in your place.

Trainees who miss a session due to illness, and have a medical certificate can transfer to another session (pending availability).

Transfer requests for reasons other than illness must be made in writing at least 5 working days before the original course date. Email nabers@environment.nsw.gov.au.

Once I'm an Assessor, what are the rating system software requirements?

Currently, Assessors must use the NABERS Rate (software program) to input rating data and calculate rating results.

NABERS Rate is compatible with Windows 7, Windows 8, and Windows 10 operating systems, with a compatible version of Microsoft .NET Framework (4.5.1 and 4.5.2).

Unfortunately, NABERS Rate does not work on Mac OS. If you're a Mac user, please consider partitioning your machine so that a compatible version of Windows can be installed in its secondary partition.

Please seek help from your company's IT support or Mac servicing provider to help you with partitioning.

We cannot guarantee the performance of the NABERS Rate software running on operating systems other than what's listed above.