



# NABERS Accredited Assessor Information Transfer Procedure

## Table of Contents

Introduction.....	2
1 Roles and Responsibilities.....	2
1.1 Accredited Assessor.....	2
1.2 National Administrator .....	3
2 Transfer between Customer and Accredited Assessor .....	3
2.1 Marketing.....	3
2.2 Accredited NABERS Rating Certificate .....	4
2.3 Technical .....	4
2.4 Contractual .....	4
3 Transfer between Accredited Assessor and Regional Administrator or National Administrator .....	5
3.1 Introduction.....	5
3.2 General.....	5
3.3 Technical support .....	5
3.4 Validation Protocol.....	5
3.5 Accredited NABERS Rating Certificate .....	6
3.6 Marketing support.....	6
3.7 Building rating information.....	6
3.8 Scheme Documentation .....	6
4 Transfer between Regional Administrator and National Administrator .....	6
4.1 Introduction.....	6
4.2 Marketing support.....	7
4.3 Building performance rating information.....	7
4.4 Scheme Documentation .....	7
4.5 General.....	7
5 Transfer between National Administrator and the National Steering Committee .....	7
5.1 Introduction.....	7
5.2 Procedures .....	8

## 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. Only Accredited Assessors are able to perform a performance rating on a building, leading to a NABERS rating certificate being issued on approval from the National Administrator (Office of Environment and Heritage NSW).

The National Administrator then issues the rating certificate and from time to time, these rating results will be audited. The entire process is covered by nationally developed procedures and standards. Of equal importance to the rating itself, is the ability to compare buildings in order to know how a building relates to other buildings of a similar nature, and the ability to promote good results. All of this requires the transfer and storage of information.

This procedure is intended to instruct all parties as to the correct information to transfer, the methods of transfer as well as the correct storage of this information.

## 1 Roles and Responsibilities

This section summarises the responsibilities of the major parties in terms of documentation and information.

### 1.1 Accredited Assessor

The Accredited Assessor is responsible for their customer and the information supplied by that customer. This customer information as well as NABERS documentation is to be treated as confidential unless notified otherwise by the customer. The only purpose for using this information is in regards to NABERS.

The customer information or NABERS documentation cannot be used for the Accredited Assessors' own databases or in the course of any of their other work, nor can it be given or sold to any other party. If this is to be done, the customer must sign a separate release form to allow the information to be used in this way. An assessor found to be acting in contravention of the above shall have their accreditation revoked.

The Accredited Assessor must check the accuracy of any information supplied by a customer and should always sight original documents.

The required information must be submitted to the Regional Administrator or National Administrator and entered onto the NABERS Rate application and the NABERS Members' Website in a timely manner with all due care taken for accuracy.

All original data (or copies of) need not be submitted but must be safely and securely stored for a period of no less than five years.

### 1.2 National Administrator

The National Administrator has overall responsibility for ensuring that all information is collected and stored in an appropriate manner. This includes:

- The writing of, and any updates to the Accredited Assessor procedures and NABERS documentation;
- Ensuring that information is transferred at the appropriate times and by the appropriate parties;
- Ensure that authorisation and any other checks (e.g. audits) are undertaken in a timely manner so that the customer is not inconvenienced by unnecessary delays;
- Issuing performance rating certificates;
- The information is uniform and consistent across all regions; and
- Information is held in a secure manner with due consideration given to the confidentiality of information.

## 2 Transfer between Customer and Accredited Assessor

The Accredited Assessor is responsible for any direct communications to, and information transfer with the customer. This should always be conducted in a professional manner and in accordance with the requirements of the NABERS documentation.

### 2.1 Marketing

In general terms, the Accredited Assessor is free to market themselves and the scheme directly to a single customer. This can take the form of a single letter or a direct mail campaign. The following rules apply in any correspondence or materials including letterhead and business cards:

- Any reference to NABERS or use of the NABERS logos or Accredited Assessor logo must comply with the NABERS Brand Use Guidelines and;
- Brochures detailing NABERS can only be supplied by the Regional Administrator or National Administrator; and
- Any commentary on the functioning of the scheme itself or the meaning of the different star ratings must use wording directly from brochures or only as approved and authorised by the National Administrator.

The Accredited Assessor cannot market to multiple customers at a single time without prior authorisation. This form of marketing would include but not limited to print, TV and radio advertisements, banners and outdoor advertising. If an Accredited Assessor wishes to advertise in any of these ways they must seek written approval from the National Administrator. The purpose of this is to ensure that general marketing campaigns are coordinated at a single source and give a consistent message, not to limit the amount of advertising.

Accredited Assessors have access to general marketing material and brochures that can be sent directly to customers. There are also sample letters giving ideas on the style and

approach of a letter. This information is available from the National Administrator and is also available on the NABERS Members' Website.

## 2.2 Accredited NABERS Rating Certificate

The National Administrator will produce the accredited performance rating certificate to the national standards. If an Accredited Assessor is found to produce their own certificates it will result in automatic loss of their accreditation.

The National Administrator will provide access to an electronic copy of the certificate to both the Assessor and the customer. Framed hard copies of the certificate can be provided on request.

## 2.3 Technical

There is a substantial amount of technical information to be exchanged between the Accredited Assessor and the customer. The assessor must store the original documents (or copies of) for future reference on renewal of the certificate and also for auditing purposes for a period of no less than seven years.

If the original documents are to be returned to the customer, the Accredited Assessor should keep copies of all documents. The type of document and data should comply with the Validation Protocol. There is also a letter in the marketing package that specifies to the customer what information the assessor requires.

## 2.4 Contractual

The type and nature of any contract and financial arrangements between the Accredited Assessor and the customer is purely a matter for the two parties. The only stipulation is that assessors are not allowed to obtain financial benefits for the rating result. However, the customer must be made aware of their rights and obligations under NABERS to use the logo and for marketing of their results.

Proof of the customers understanding of and agreement with these rights and obligations must be auditable. In general this will be in the way of a signature on the accredited rating certificate application form, which has the terms printed on page two.

# 3 Transfer between Accredited Assessor and Regional Administrator or National Administrator

## 3.1 Introduction

The National Administrator has overall responsibility for the Accredited Assessor and the manner in which they conduct their business. Therefore the role of the National Administrator is to support the Accredited Assessor in the performance of their duties.

The Regional Administrator can elect to perform some of the tasks of the National Administrator. As such Accredited Assessors will be informed of their relevant point of contact upon accreditation.

## 3.2 General

All marketing materials, procedures, training, scheme materials, documentation, updates and other general items relating to NABERS are to come from the National Administrator.

There should be no confusion to the Accredited Assessor as to who is to be contacted in any given situation. In some circumstances the actual information may be available from the website, however the National Administrator still has the responsibility of ensuring that the assessor is aware of the information and the National Administrator will be the first point of contact if there is a question.

If a customer requires any further information, the assessor is to ask the Regional Administrator or National Administrator and then pass this information to the customer. If the customer insists on speaking with an authorising body, for example in the case of a dispute, this is to always be the National Administrator.

## 3.3 Technical support

In general terms the Regional Administrator or National Administrator should be the first point of contact for the Accredited Assessor. The Accredited Assessor can log into the NABERS Members' Website to submit a technical question to the NABERS team.

The NABERS Members' Website is also the source for the current NABERS documentation.

## 3.4 Rules

If there is a specific technical question relating to the Rules and their interpretation, this should be addressed through the website. If this is found to be an important point of interpretation then the National Administrator must then notify all Accredited Assessors to clarify the point. This can be achieved through email and also posting the information on the website.

## 3.5 Accredited NABERS Rating Certificate

The Accredited Assessor completes all of the information relating to the rating on the NABERS Rate application. The Assessor then goes to the Assessor section of the NABERS Members' Website and completes the application process which is approved by the customer and the assessor i.e. indicating agreement to the terms and conditions. Once approved by both parties the assessor lodges it with the National Administrator for processing.

Once the rating is approved and certified by the National Administrator the Assessor and the customer will be given access to the certificate. Framed hard copies of the certificate can be provided on request.

### 3.6 Marketing support

All generic marketing documentation is produced by the National Administrator and made available to the Accredited Assessors. The Regional Administrator may carry out advertising in their state while the National Administrator will carry out national advertising.

The Accredited Assessors may produce their own marketing materials provided that it conforms to the NABERS Brand Guidelines 2011 and has been approved in writing by the National Administrator. The intent is not to ensure consistency on a national basis and maintain brand integrity.

### 3.7 Building rating information

Information on all rated buildings is held on the NABERS Rate application by the National Administrator and is sourced from data entered by the Accredited Assessor. This building data must be held in a secure database with access provided only to those parties that are authorised.

### 3.8 Scheme Documentation

Accredited Assessors have access to all of the latest documentation and marketing material relating to the scheme via the NABERS Members' Website.

## 4 Transfer between Regional Administrator and National Administrator

### 4.1 Introduction

The role of the National Administrator is both to ensure the consistency of the scheme across all Regions and to support the Regions in the delivery of the scheme.

### 4.2 Marketing support

All generic marketing documentation is to be produced by the National Administrator and made available to the Regional Administrator. The Regional Administrator is to advertise in media outlets that relate to their own jurisdiction. The National Administrator will carry out National advertising. The Regional Administrator may produce their own marketing materials provided that it conforms to the NABERS Brand Guideline 2011 and has been approved by the National Administrator.

This approval is generic in nature and is not required for each and every advertisement. For example, once a newspaper advertisement of a particular type is approved the ad can be run multiple times and in different media, and even with modifications, if not substantial.

The intent is to ensure consistency on a national basis and maintain brand integrity.

### 4.3 Building performance rating information

Information on all rated buildings is held on the NABERS Rate application by the National Administrator and is sourced from data entered by the Accredited Assessor. This building data must be held in a secure database with access provided only to those parties that are authorised.

### 4.4 Scheme Documentation

The Regional Administrator must have access to all of the latest documentation and marketing material relating to the scheme.

### 4.5 General

As a part of the responsibility of maintaining the scheme and its processes, the National Administrator must be made aware of any other information that may impact on the overall scheme including the results of the random audits, user surveys, complaints, faults, questions on implementation, and reasons for non renewal of certificates and accreditation.

## 5 Transfer between National Administrator and the National Steering Committee

### 5.1 Introduction

The NABERS National Steering Committee is an advisory committee to the National Administrator that consists of parties with a vested interest in the NABERS schemes including the states and territories, Commonwealth representation, the National Administrator and other parties such as funding bodies and selected industry representatives.

The Committee's main role is to advise on the overall administration and strategic development of NABERS.

### 5.2 Procedures

The NABERS Steering Committee is given access to procedures and any amendments to these.