



# NABERSNZ Accredited Assessor and Certified Ratings Renewal Procedure

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## **1 Introduction**

NABERSNZ is a voluntary performance-based rating system that provides an indication of a building's environmental performance relative to its peers within the New Zealand market. The Energy Efficiency Conservation Authority (EECA) as licensee<sup>1</sup> of NABERSNZ, has engaged the New Zealand Green Building Council (NZGBC) to act on their behalf as the Administrator of the programme.

Any reference to NABERSNZ within these documents refers to NABERSNZ Energy for Offices. 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 Certified Rating for a building has a validity period of 12 months. Similarly, the Accredited Assessor<sup>2</sup> must renew their accreditation on an annual basis to ensure familiarity with the current implementation of the NABERSNZ 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 and tenancies.

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

## **3 Renewal of Certified Ratings**

### **3.1 Introduction**

The rating certificate is an official document of the 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.

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

The Accredited Assessors shall manage their own customer base.

The NABERSNZ programme will maintain a database of all Certified Ratings including date, client details and Certified Rating result. It is recommended however that Accredited Assessors also maintain their own secure records.

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<sup>1</sup> The New South Wales Government through the Office of Environment and Heritage (OEH) has licensed EECA to modify and administer NABERS energy and water for offices in New Zealand.

<sup>2</sup> Any references to Accredited Assessors also apply to Trainee Assessors unless otherwise noted.

Both the customer and Accredited Assessor will receive an automatic notification that a rating is about to expire one month before the date of expiry. This should prompt the Accredited Assessor to contact the customer and remind them to renew their Certified Rating and outline the benefits of having a Certified Rating. The Accredited Assessor should then seek an agreement with the customer to re-assess the building, so a valid Certified Rating for their customer is maintained.

## **4 Renewal of Accredited Assessor Accreditation**

### **4.1 Introduction**

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

### **4.2 Notification to the Accredited Assessors**

Accreditation as an Accredited Assessor is valid for a twelve month period. No less than one month prior to the expiry of their accreditation, the Administrator shall notify the Accredited Assessor of the expiry date of their accreditation. If the Accredited Assessor wishes to apply for a re-accreditation they shall inform the Administrator in writing and pay the annual accreditation fee due.

The Administrator shall arrange for any training or tests required for the granting of a renewed accreditation. The level of training or tests required depends on a number of factors including; customer satisfaction, results of audits, changes to the scheme since their last accreditation, number of customers, number of renewals and percentage of lapsed certificates.

If an Accredited Assessor chooses not to renew their accreditation the Administrator will meet with the Accredited Assessor to ask why they have opted out of the scheme and to ask their opinions on why the scheme did not suit them and how they would improve the scheme.