



NABERSNZ Accredited Assessor Assessment Procedure

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1 Purpose of the NABERSNZ Accredited Assessor Assessment Procedure

The purpose of this document is to ensure a fair and consistent assessment process to assess individuals' knowledge, understanding and ability to correctly apply the Rules, policies and procedures as required to practice as a NABERSNZ Accredited Assessor.

Individuals are required to successfully complete the theoretical training and examination component in order to qualify as a Trainee Assessor. On successful completion of the practical training component the trainee will qualify as an Accredited Assessor.

Under the NABERSNZ Auditing Procedure, the Administrator will also determine if an existing Accredited Assessor is required to undertake further theoretical and/or practical training and assessment.

2 Roles and Responsibilities

2.1 Administrator – New Zealand Green Building Council

The Energy Efficiency Conservation Authority (EECA) as licensee¹ of NABERSNZ, has engaged the New Zealand Green Building Council (NZGBC) to act on their behalf as the Administrator of the programme.

The Administrator in collaboration with EECA is responsible for ensuring the overall management of the NABERSNZ scheme, including setting and administering Assessor standards of practice, and procedures.

The Administrator (NZGBC) has the responsibility to ensure that the NABERSNZ assessment process is undertaken to a high standard to ensure the credibility, reliability and integrity of the NABERSNZ Accredited Assessors.

The Administrator is responsible for:

- Training individuals as Accredited Assessors;
- Assessing trainees theoretical knowledge of all aspects of the NABERS program necessary to practice as a NABERSNZ Assessor;
- Managing and administering the supervised ratings process, including determining if trainees will require further supervision or training before being accredited; and
- Monitoring and auditing the quality of work performed by Accredited Assessors.

¹ 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.

2.2 NABERSNZ Supervisors

NABERSNZ Supervisors are selected by the Administrator and EECA based on their excellent understanding of NABERSNZ and the Rules for performing ratings. Supervisors are experienced NABERSNZ Accredited Assessors and can include NABERSNZ Level 2 Auditors².

The NABERSNZ Supervisor is responsible for providing guidance, tuition and assessment of Trainee/Accredited Assessors. Supervisors will assess a Trainee/Accredited Assessor's competencies, theoretical knowledge and ability to apply this knowledge to undertake a rating in accordance with the Rules, the NABERSNZ Code of Practice and other contractual procedures. They are responsible for identifying errors in a Trainee/Accredited Assessor's rating application and advising the Trainee/Accredited Assessor on the correct methodology.

It is the NABERSNZ Supervisor's responsibility to ensure they are up-to-date with any changes to the Rules or any approved rulings. They will make themselves available within normal business hours to assist Trainee Assessors during the supervised ratings process. They will endeavour to respond to any requests for information raised by a Trainee Assessor within three business days of receipt of this request.

NABERSNZ Supervisors are to act in a fair and impartial manner and must not undertake supervision where a conflict of interest exists. Conflicts of interest include where the:

1. NABERSNZ Supervisor or their company/employer is at the time of the supervision, undertaking work for, or in a contract with the building owner whose building is subject to the rating supervision.
2. NABERSNZ Supervisor or their company/employer is at the time of the supervision, in a contractual arrangement with the Trainee/Accredited Assessor or the Trainee /Accredited Assessor's Company subject to the supervision.

The input data and results from a supervised rating must be treated confidentially by the NABERSNZ Supervisor at all stages of the supervision process and only be discussed with the Trainee /Accredited Assessor and Administrator.

The NABERSNZ Supervisor must co-operate with the Administrator should an Assessor appeal the result of a supervision.

² Until such a time there are experienced NABERSNZ Assessors/Auditors to draw upon, NABERSNZ Supervisors will be experienced NABERS Accredited Assessors, Supervisors or Auditors.

2.3 Trainee/Accredited Assessors

Trainee/Accredited Assessors have attended the Assessor theoretical training, passed the theoretical examination and have entered into a contract with the Administrator, but are yet to successfully complete the practical training process. Trainee Assessors must declare to their clients they are a Trainee Assessor supported by a NABERSNZ Supervisor.

Accredited Assessors have completed the practical training component and have been formally advised by the Administrator that they can act as an Accredited Assessor.

Trainee and Accredited Assessors are responsible for;

- Ensuring that their NABERSNZ rating application complies with the current Rules and that the assessment is undertaken to a very high standard.
- Applying the Assessor Code of Practice and Assessor Processes and Procedures.

An Accredited Assessor must comply with NABERSNZ brand use guidelines when utilising the NABERSNZ Accredited Assessor logos.

The Accredited Assessor is also required to undertake continual professional development. In order to maintain their accreditation, all NABERSNZ Assessors will be expected to complete at least one training module per year, unless they undertake at least one NABERSNZ certified rating assessment in that year.

Under the requirements of the NABERSNZ Auditing policy they may be required to undertake additional theoretical and practical training to maintain a consistently high standard of performance as a NABERSNZ Assessor. Any additional training required is at the Accredited Assessors own cost.

Trainee/Accredited Assessors are encouraged to stay abreast of industry development related to sustainability in the built environment.

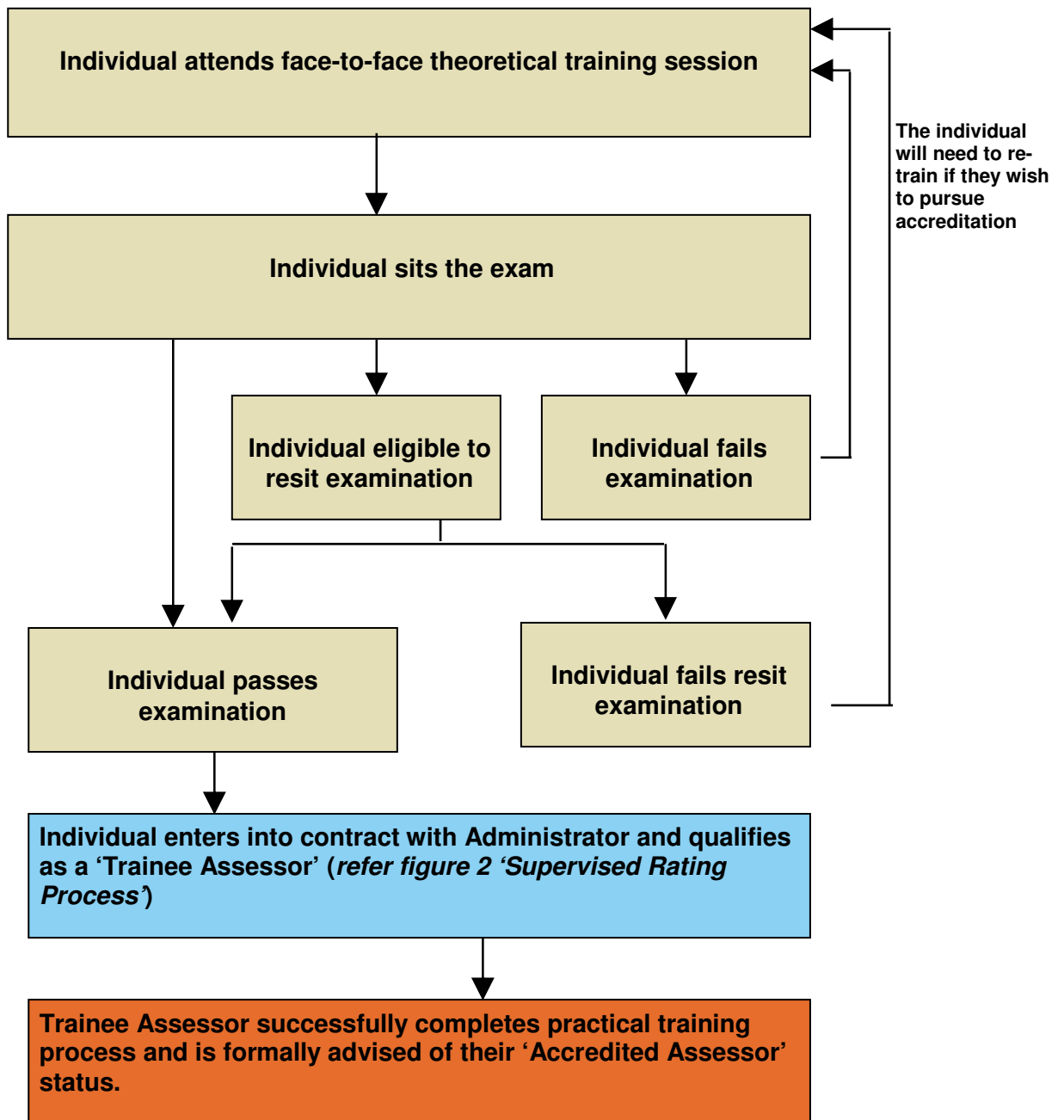
3 NABERSNZ Theoretical and Practical Training Process

Individuals are required to successfully complete the theoretical training and examination component in order to qualify as a Trainee Assessor. On successful completion of the practical training component the trainee will qualify as an Accredited Assessor.

Under the NABERSNZ Auditing Procedure, an Accredited Assessor is also required to demonstrate ongoing competence. The Administrator will determine further training required for Accredited Assessors in accordance with the audit guidelines.

The NABERSNZ Theoretical and Practical Training process and its application to Trainee Assessors, is illustrated in Figure 1.

Figure 1: NABERSNZ Theoretical and Practical Training Process: Trainee Assessors



Individual

Trainee Assessor

Accredited Assessor

4 NABERSNZ Theoretical Training

The NABERSNZ Accredited Assessor training provides a detailed overview of the NABERSNZ rating tool(s), the assessment process and overarching principles for a NABERSNZ rating.

The individual will be required to undertake further study of the Rules before they sit the exam.

4.1 NABERSNZ Theory Examination

The theory exam assesses an individual's understanding of the Rules, the NABERSNZ 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 ratings when provided with sample data.

The examination consists of a series of multiple choice questions with sample data to be entered into specifically designed NABERSNZ online exam software.

Access to the exam will be given to individuals shortly after attending a training session or as negotiated with the Administrator. Individuals must complete and submit their exam within four weeks.

The Administrator is available to assist individuals with questions about performing a rating and associated processes and procedures, but will not assist with exam questions.

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

Examinations will be marked immediately by the automated online system but the individual will not be advised of the result until the exam workings are reviewed by the NZGBC. The final exam results will be released to individuals within four (4) weeks of the examination closing date. Marked examinations will not be released.

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

4.2 Extensions of time to complete examination

On some occasions, sickness, misadventure, or other circumstances beyond your control may prevent you 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 (email: nabersnz@nzgbc.org.nz) and are approved at the discretion of the Administrator. In cases of illness a medical certificate should be provided.

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

4.3 Pass Mark

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

Individuals can appeal an exam result; refer to 'Appealing your exam result' in the pages following for instruction on how to make an appeal.

4.4 Resitting the exam if you don't pass

Individuals that obtain a mark between 50% and 79% inclusive can opt to re-sit the examination only once for a fee of \$330 excluding GST. The option to pay to re-sit the exam is only available within 4 months of the date of attending the initial training session. Trainees that are eligible to take up this option will be notified in writing when their examination results are released.

The re-sit examination will be the same examination that the trainee initially completed, or an extract of that exam as determined by the Administrator.

The pass mark of resit examinations will be the average pass mark of those applicants that passed. For example if the average of those who pass first time round is 87%, then the pass mark for the resit examination will be greater than or equal to 87%.

Trainees that fail the resit examination must attend another Assessor Training session (and pass the subsequent examination), should they wish to pursue accreditation.

4.5 Appealing your exam result

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

- **The examination was varied 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 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 to evidence of illness or misadventure that had been submitted by the due date.** The individual can appeal an examination result if they feel that the 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 Administrator (email: nabersnz@nzqbc.org.nz) within 7 business days of receiving an examination result.

5 NABERSNZ Accredited Assessor Contract

Once an individual has passed their exam they will enter into the NABERSNZ Accredited Assessor Contract with the NABERSNZ Administrator. This contract enables the Trainee Assessor to proceed with undertaking the practical component of their training, the completion of two Supervised Ratings.

The contract requires the Trainee Assessor to abide by the NABERSNZ Accredited Assessor Code of Practice and the Assessor Processes and Procedures as amended from time to time.

The trainee will be formally notified by the Administrator when they have successfully passed their practical training and at this point will become an Accredited Assessor.

5.1 Practical Training - the Supervised Rating

The supervised rating process is the practical component of the NABERSNZ training and is illustrated in Figure 2 in the pages following. It is designed to provide hands on practical training to support the Trainee Assessor in becoming competent in undertaking NABERSNZ ratings to a high standard.

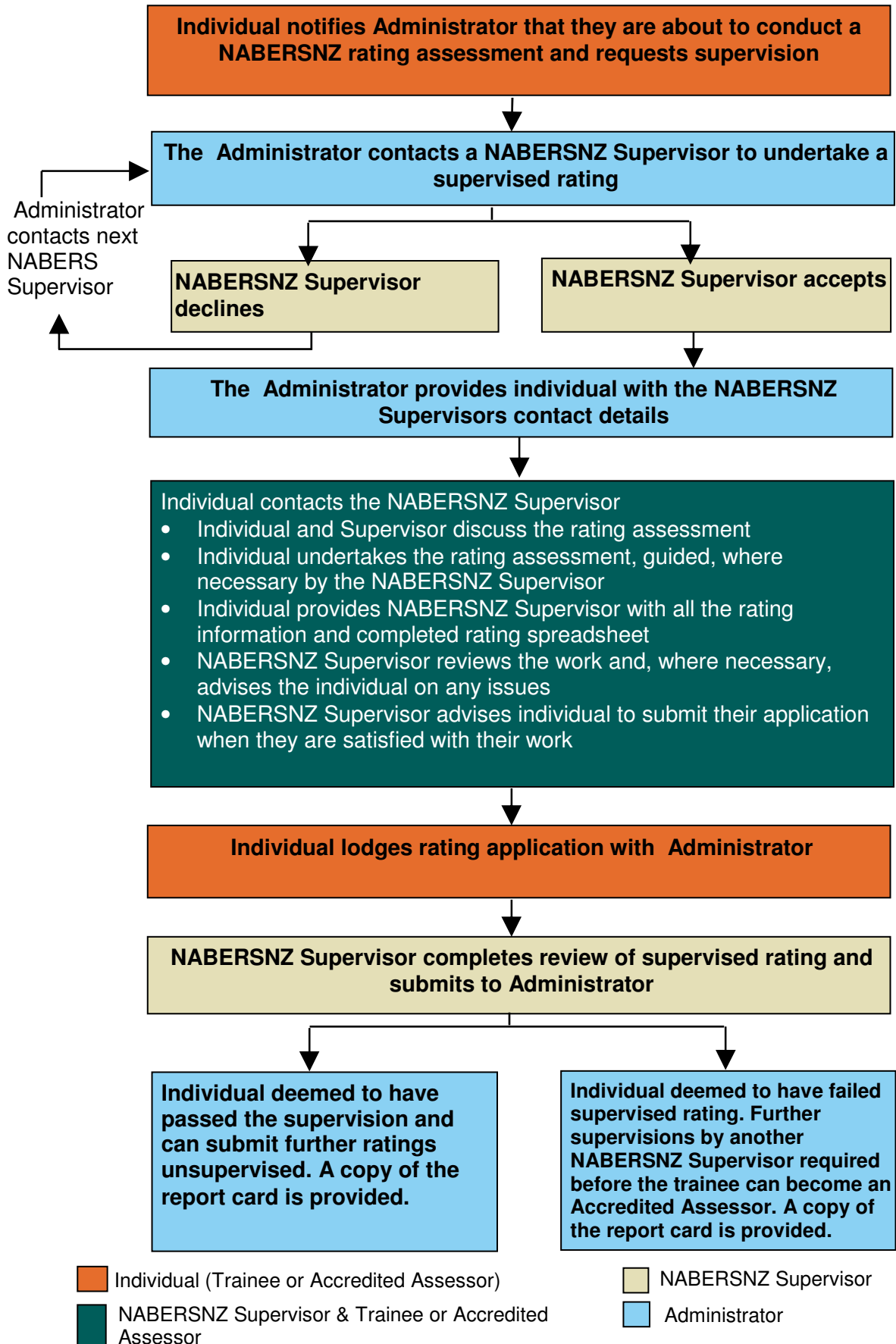
The first two rating applications completed by a Trainee Assessor must be supervised; the trainee must pass one of the two ratings to qualify as an Accredited Assessor.

The supervised rating process also provides further learning for Accredited Assessors that are nominated for additional training under the NABERSNZ Auditing Procedure. Where this is required the Accredited Assessor is required to successfully complete (pass) the supervised rating in order to maintain their accreditation.

The varied nature of buildings means there is a degree of interpretation and assumption required when undertaking a rating. The purpose of the supervised rating is to allow the Trainee/Accredited Assessor to discuss the rating application with the NABERSNZ Supervisor and seek tuition on the principles used to assess different scenarios or discuss areas of the Rules that the Trainee/Accredited Assessor may need further explanation on.

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

Figure 2: Supervised Rating Process



5.2 Requesting a Supervised Rating

The Trainee/Accredited Assessor must contact the Administrator to arrange for a NABERSNZ Supervisor to be appointed to supervise their rating application. The Administrator will then allocate a NABERSNZ Supervisor to the Trainee/Accredited Assessor and will advise them of their contact details.

The allocated Supervisor can not be employed by the same company as the Trainee/Accredited Assessor. Where possible the Administrator will seek to allocate different Supervisors for subsequent supervisions.

The Administrator is responsible for providing information to the NABERSNZ Supervisor on any areas identified through the examination results, previous supervised ratings or Level 2 Audits on which the Trainee/Accredited Assessor might require additional training or support.

5.3 NABERSNZ Supervisor guides Trainee/Accredited Assessor through rating application

The NABERSNZ Supervisor will tutor the Trainee/Accredited Assessor through the NABERS rating assessment. It is not necessary for the NABERSNZ Supervisor to visit the site being rated, as telephone or email contact only should be suitable for most situations.

The Trainee/Accredited Assessor is responsible for undertaking the work to complete the rating, while seeking advice or clarification from the NABERSNZ Supervisor to improve their knowledge and understanding of the Rules.

Once the individual is confident that they have completed the rating to the best of their ability, completed all information on the NABERSNZ website and all supporting information used and documentation of decisions made is saved, the rating is sent to the NABERSNZ Supervisor. The NABERSNZ Supervisor will assess the work completed and then advise the individual of any corrections required to the rating assessment before it can be submitted to the Administrator.

The NABERSNZ Supervisor can determine the level of detailed supervision necessary for each individual, but the supervision should cover as a minimum:

- General help and explanation of any areas of the Rules that were identified by the Administrator as potential issues through examination results, previous supervised ratings or audits.
- Answer any questions from the individual with an emphasis on assisting them to work out the correct answer.
- Ask the individual questions about why they have approached the assessment a particular way and to check the work for compliance with the Rules.
- Review the data collection and analysis by either a verbal or email check that this is compliant with the Rules. It may be necessary to view all or some of the original data provided by the individual to confirm correct interpretations.

- Review the data and information entered into the NABERSNZ website to check that all the calculations and data entry have been performed correctly.

The Trainee/Accredited Assessor may lodge their rating application with the Administrator when advised by the NABERSNZ Supervisor. The NABERSNZ Supervisor must be confident that the NABERSNZ rating assessments completed under their supervision have been done using methods that are compliant with the Rules.

5.4 Scoring the Trainee/Accredited Assessor's performance: the Supervised Rating Report Card

The NABERSNZ Supervisor will assess the knowledge and skills of the Trainee/Accredited Assessor in undertaking; the NABERSNZ assessment, and the rating that is subsequently submitted to the Administrator. The NABERSNZ Supervisor will score the Trainee/Accredited Assessor as having 'passed' or 'failed' the supervision process via the completion of the NABERSNZ Supervised Rating Report Card (refer Appendix 1).

The NABERSNZ Supervised Rating Report Card outlines the key criteria that an individual must be competent in applying before undertaking a rating assessment without supervision. Receiving a fail mark in any one of the key criteria will result in failing the supervised rating. The secondary criteria assesses the Trainee Assessor's competencies in understanding and applying the particular subjects for the rating application.

The completed Report Card for a supervised rating will be provided to the Administrator for review. Following the review Trainee/Accredited Assessors will be provided with a copy by the Administrator.

5.5 Passing the supervised rating process

The Administrator will assess the results from the NABERSNZ Supervisor contained in the Supervised Rating Report Cards.

A Trainee Assessor must pass at least one of their two supervised ratings to be deemed as having 'passed' the supervised rating process. They will be formally advised by the Administrator that they can now practice as an Accredited Assessor.

Where the Trainee Assessor is deemed to have 'failed' the supervised rating process the Administrator may require them to undergo one further Supervised Rating with another NABERSNZ Supervisor selected by the Administrator at their own cost. The Trainee Assessor must pass this third Supervised Rating to qualify as an Accredited Assessor. Trainee Assessors who are unsuccessful at this point must re-train should they wish to pursue accreditation.

An existing Accredited Assessor who is undergoing a supervision to demonstrate ongoing compliance or due to an audit result must pass the Supervised Rating in order to maintain their accreditation. Accredited Assessors who are unsuccessful at this point will have their accreditation revoked and must re-train should they wish to pursue accreditation.

5.6 Appealing a supervised rating result

A Trainee/Accredited Assessor 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 allows the Trainee/Accredited Assessor the opportunity to first attempt a resolution of the matter with the NABERSNZ Supervisor concerned, then if necessary to take the matter to the Administrator.

Step 1: Resolution with the NABERSNZ Supervisor

If a Trainee/Accredited Assessor is concerned with the results from their supervised rating they must first discuss the issue with the NABERSNZ Supervisor concerned.

The Trainee/Accredited Assessor must detail the reasons why they believe that a fair and consistent technical standard of assessment has not been observed and provide this information to the NABERSNZ Supervisor within 15 working days of the Accredited Assessor being notified of their supervised rating result.

The NABERSNZ Supervisor must deal with the issues promptly and provide a full explanation to the Accredited Assessor as to why the result was awarded based on their observations from the assessment process undertaken within 15 working days. In most cases, this stage will resolve the majority of issues.

Step 2: Approach the Administrator

Where the Trainee/Accredited Assessor's concerns are not resolved through discussions with the NABERSNZ Supervisor they can approach the Administrator.

The Trainee/Accredited Assessor must complete an Appeal against a NABERSNZ Supervised Rating or Level 2 Audit Application on the NABERSNZ website within 15 working days of the outcome from step 1 and submit this to the Administrator. All the documentation for the rating and correspondence with the NABERSNZ Supervisor during the assessment and resolution process must be submitted through the website. The Administrator will acknowledge receipt of the formal appeal within 5 working days.

The Administrator will provide the NABERSNZ Supervisor an opportunity to submit a response to the Accredited Assessor's appeal within 15 working days of receipt of the Accredited Assessor's appeal. The NABERSNZ Supervisor's response must detail the supervision process undertaken and any issues raised through this process.

The information provided to the Administrator will be kept confidential and will only be made available to the relevant staff (which may include relevant staff at EECA).

The Administrator will review the information submitted and assess it against the Rules and the Accredited Assessor Processes and Procedures. The Administrator will try to resolve the issue within 20 working days from the date that the opportunity for the NABERSNZ Supervisor to respond to the appeal has closed. The Administrator may inform EECA at any stage of the process. The Administrator will inform the Trainee/Accredited Assessor and NABERSNZ Supervisor in writing of the decision and the reasons for the decision and any required action. A decision by the Administrator is final.

Where the decision reveals a systematic failure by the NABERSNZ Supervisor to observe a fair and consistent supervision process the Administrator will take the necessary action to address this. This may involve the NABERSNZ Supervisor observing a supervised rating being performed by another NABERSNZ Supervisor or undertaking additional training at their own cost.

Where the decision reveals a lack of understanding by the Trainee/Accredited Assessor in undertaking a NABERSNZ rating and/or the Rules, the Administrator may require the Trainee/Accredited Assessor to undertake a supervised rating with another NABERSNZ Supervisor at their own cost.

What happens after you submit an appeal?

1. You will receive an acknowledgement from the Administrator via email within 5 working days.
2. To ensure a fair appeal process, the Administrator will provide the NABERS NZ Supervisor an opportunity to submit a response within 15 working days of receipt of your appeal.
3. Your appeal and all the supporting documentation and correspondence will be reviewed against the Rules and Code of Conduct.
4. The Administrator will try to resolve the complaint within 20 working days from the date that the opportunity for the NABERSNZ Supervisor to respond to the appeal has closed. The Administrator may consult with EECA and the Office of Environment and Heritage (OEH) at any stage of the process as required.
5. The Administrator will inform you and the NABERSNZ Supervisor of the outcome of your appeal, the reasons for the decision and any required actions.