



Nationwide House Energy Rating Scheme®
Ratings for Existing Homes

Assessor Code of Practice

Purpose of this Code of Practice

This Code of Practice describes the key requirements that assessors accredited for NatHERS for existing homes must comply with as a condition of maintaining accreditation. It ensures that accredited assessors act with a minimum level of care, due diligence, and professionalism.

This Code remains in force as amended by the NatHERS Administrator from time to time. Accredited assessors must comply with the code for the duration of their accreditation.

Changes to this Code of Practice are communicated to accredited assessors via their Assessor Accreditation Service Provider and are published on www.nathers.gov.au

Breaches of this Code of Practice

Breaches of this Code of Practice will be managed in accordance with the **NatHERS for Existing Homes Assessor Performance Management Policy**.

Assessor disputes about a decision made or action taken under the NatHERS for Existing Homes Assessor Performance Management Policy are handled under the **NatHERS Complaint Management Policy**.

Related information

- NatHERS for Existing Homes Assessor Accreditation Requirements
- NatHERS for Existing Homes Assessor Performance Management Policy
- NatHERS Complaints Management Policy

General Responsibilities

NatHERS for existing homes assessors must:

1. conduct themselves in a way that upholds the reputation and integrity of NatHERS and not bring the scheme into disrepute.
2. exercise due skill, care, and diligence in the performance of all their duties; regardless of whether they are collecting data on-site, completing off-site modelling, or both.
3. be responsible for ensuring that the data compiled and input into NatHERS approved software to produce a NatHERS Certificate is:
 - a. collected consistent with the requirements of the NatHERS for Existing Homes Technical and Guidance Note
 - b. an accurate representation of all characteristics relevant to the energy performance of the building; and
 - c. supported by evidence and other information in accordance with the requirements in the NatHERS for Existing Homes Technical and Guidance Note, to enable verification in any subsequent monitoring or quality assurance process.
4. engage with householders in a respectful, professional, and ethical manner.
5. operate in compliance with all applicable laws and regulations of their jurisdiction.
6. accept responsibility and liability for each NatHERS Existing Homes Assessment that they complete, not allow an unaccredited person to undertake any part of the assessment and rating process, and not reassign, delegate, or transfer responsibilities to any other party.
7. not publish false or misleading information in relation to their NatHERS Assessments, the Assessor Accreditation Service Provider, or NatHERS in general.
8. inform the Assessor Accreditation Service Provider of any change in their personal circumstances that they reasonably believe is relevant to and will affect their accreditation (including any changes which could reasonably be considered to give rise to an actual or perceived conflict of interest in their role as a NatHERS assessor for existing homes)
9. act in a manner that is consistent with all NatHERS Existing Homes Materials (available on the NatHERS website at www.nathers.gov.au) as amended from time to time, including but not limited to:
 - a. NatHERS Technical and Guidance Note
 - b. NatHERS Software User Terms & Conditions
 - c. NatHERS Trade Mark Guidelines
 - d. this Code of Practice

Maintaining Accreditation

NatHERS for existing homes assessors must:

10. hold and maintain valid insurance policies at all times while accredited and provide evidence of the same on an annual basis. Insurance policies required are:
 - a. \$10 million Public Liability; and
 - b. \$2 million Professional Indemnity.

Assessors are responsible for seeking advice from insurers as to whether 'run-off' insurance is required once they cease to be accredited, in order to meet any on-going obligations from previous assessments.

11. meet their Continued Professional Development ('CPD') obligations; a total of 36 CPD points in a rolling 3-year period, with a minimum of 9 points per year of which 6 must be in technical training.

12. provide a declaration of material personal interests on an annual basis
13. complete a minimum of three NatHERS Existing Homes Assessments in a calendar year
14. complete all identified performance improvement actions within agreed timeframes (or demonstrate appropriate progress towards completion where appropriate)
15. not have a history of significant performance issues, as determined by the Assessor Accreditation Service Provider or NatHERS Administrator
16. not have any unacceptable complaints of serious misconduct, as determined by the Assessor Accreditation Service Provider or NatHERS Administrator
17. complete and pass a Knowledge and Skills Assessment at least every three years

Conflicts of Interest

NatHERS for existing homes assessors must:

18. declare any material personal interests to the Assessor Accreditation Service Provider that may give rise to a conflict of interest.
19. record and manage any conflicts of interest in a manner that is approved by the Assessor Accreditation Service Provider.
20. declare all relevant conflicts of interests to homeowners/tenants when conducting a NatHERS Assessment.
21. not conduct NatHERS Existing Homes Assessments or generate NatHERS Home Energy Rating Certificates for:
 - a. any property in which they hold a financial interest
 - b. any person with whom they hold a close personal relationship (defined as a regular and ongoing association that is romantic, familial, or financial in nature).

Complaints, Audit & Quality Assurance

NatHERS for existing homes assessors must:

22. retain records of activities undertaken as part of a NatHERS assessment of an existing home as specified in NatHERS Materials, for a minimum period of 7 years from the date of generation of a Home Energy Rating Certificate.
23. provide upon request, any information or records reasonably necessary to resolve a complaint, to the Assessor Accreditation Service Provider.
24. cooperate with and provide any information or records reasonably requested as part of any investigation, audit, or quality assurance process that may be conducted by the Assessor Accreditation Service Provider, Software Providers, NatHERS Administrator, or appointed third-party.

Performance Improvement Action

NatHERS for existing homes assessors must:

25. undertake and complete any performance improvement action in accordance with the terms and timeframe set out by the Assessor Accreditation Service Provider or NatHERS Administrator, deemed necessary to maintain accreditation.
26. not participate in or undertake any part of a NatHERS Existing Home Assessment during any suspension period imposed pending the completion of performance improvement action.

Non-compliance with performance improvement action may result in suspension or withdrawal of accreditation.

Privacy & Data Protection

NatHERS for existing homes assessors must:

27. take all necessary steps to keep data and information relevant to their role as a NatHERS Assessor private and confidential.
28. adhere to the Privacy Act 1988 (Cth) and all other relevant information, data, and privacy laws.
29. must provide the client with a NatHERS Assessment Privacy, Data & Consent Form prior to conducting a NatHERS Assessment and obtain written consent to collect, use, share and store personal information.
 - a. If the dwelling is occupied by a tenant who is not the client, the assessor must also provide the tenant with a *NatHERS Assessment Privacy, Data & Consent Form* prior to conducting a NatHERS Assessment and obtain a signed copy of the form from the tenant.
 - b. A signed copy of the relevant Privacy Notice & Consent Forms must be provided when requested by the Assessor Accreditation Service Provider, Software Providers, NatHERS Administrator, or appointed third-party.
30. inform homeowners/tenants as soon as practicable if any personal information is compromised as a result of their actions.
31. agree that they will be liable for any compromise of personal information as a result of their actions.

Attending Private Dwellings

NatHERS for existing homes assessors must:

32. carry their NatHERS for existing homes assessor ID when attending a dwelling to conduct a NatHERS assessment and show the ID to the client / occupant upon arrival.
33. not attend a private dwelling unless:
 - a. an appointment has been made and agreed to by all parties; and
 - b. if occupied, an adult with authority and capacity is present and provides consent to enter the dwelling.
34. engage with occupants of the dwelling in a safe, respectful, professional, and ethical manner

Workplace Health & Safety

NatHERS for existing homes assessors:

35. are solely responsible for:
 - a. their own conduct;
 - b. their responsibilities under relevant workplace health and safety laws; and
 - c. any and all workplace health and safety risks and incidents that occur as part of undertaking a NatHERS for Existing Homes assessment.
36. must take all necessary steps to ensure that they comply with all relevant workplace health and safety laws.

Trade Marks

NatHERS for existing homes assessors:

35. must adhere to the NatHERS Trade Mark Guidelines.
36. may only use NatHERS Trade Marks in their capacity as a NatHERS for existing homes assessor.

Assessor Declaration

I have read and understood the NatHERS for existing Homes Code of Practice.

I acknowledge it is a condition of accreditation that I comply with my obligations outlined in this Code of Practice.

I understand that a failure to comply with any obligation in this Code of Practice may result in a requirement to complete performance improvement actions and / or suspension or withdrawal of my accreditation.

I agree to abide by my obligations under this Code of Practice and that I will be held accountable for any failure to comply with any of my obligations in this Code.

Full Name: _____

Signature: _____

Date: _____

Please sign and return this to

Existing Homes Assessor Accreditation Service Provider



Email: xxxx@xxxx.xx.au



Post: P O Box x
City State P/Code

Consultation Draft