



# Continuing Professional Development Policy

## NatHERS for existing homes

September 2025

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We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.

# At a glance: Assessor Continuing Professional Development

## **When completing Continuing Professional Development (CPD), assessors are required to:**

- Complete 12 CPD points per accreditation year, with 6 being technical CPD points, unless otherwise advised by their assessor accreditation service provider.
- Request approval for CPD if not already approved by the assessor accreditation service provider.
- Keep records of all CPD including approvals and completion.
- Provide evidence of CPD completed as requested by their assessor accreditation service provider

## **What is CPD**

CPD means continuing professional development - the process of ongoing learning and skill development for assessors, to ensure they have and maintain the knowledge necessary to safely deliver accurate, trusted, and reliable assessments. CPD is broken up into two types:

- **Technical CPD** — which provides the technical skills and knowledge needed to complete a NatHERS for existing homes assessment
- **Other CPD** — which provides other learning and skills necessary to safely deliver accurate, reliable, and trusted assessments

## **Approval of CPD activities**

Activities can be approved as eligible to contribute towards an assessor's CPD requirements in two ways:

- **Pre-approved CPD list:** This is a list of CPD activities available to assessors, which the assessor accreditation service provider has already pre-approved as suitable and has allocated one or more CPD points to the activity.
- **Request for approval of CPD:** This is where a CPD activity, not on the approved CPD list, may be granted approval by the assessor accreditation service provider when requested by an assessor. In the assessor's application they will include the: duration, structure, learning objectives and content of activity, provider of activity, learning value of activity, and evidence they can provide of completion.

Assessors must retain sufficient evidence of their CPD activities, and provide to the assessor accreditation service provider as required, to demonstrate that the CPD was satisfactorily completed.

## **CPD from Performance Improvement Action**

Performance Improvement Action assigned to assessors due to non-compliance with the **NatHERS for Existing Homes Code of Practice** can be eligible for CPD points. If an action is eligible for CPD points, it will be stated in the Performance Improvement Action Notice issued to the assessor

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# 1 Purpose

The Nationwide House Energy Rating Scheme (NatHERS) provides a standardised approach to rating the energy performance of homes throughout Australia.

The success of NatHERS is contingent upon accurate, trusted, and reliable ratings. Ensuring the quality and compliance of assessors is an essential part of maintaining the trust and value of NatHERS.

To achieve this, NatHERS requires its assessors meet minimum training requirements for accreditation and then maintain and improve their professional capability through Continuing Professional Development (CPD).

This policy will outline:

- what CPD requirements assessors are expected to meet
- the types of permitted CPD
- how to determine whether an activity is eligible for CPD points, through either:
  - the list of pre-approved CPD activities provided by the assessor accreditation service provider
  - submitting a request for approval of CPD activities
- the record keeping requirements for completing CPD
- how CPD may be accrued from Performance Improvement Action.

# 2 Principles

NatHERS CPD is designed to maintain, improve and broaden assessor knowledge and skills. Key principles for NatHERS CPD include:

- **Currency and Relevance:** CPD is targeted to ensure assessors stay up to date with the latest knowledge, skills and best practice to address common areas of concern and new developments within the industry.
- **Ethical Practice:** CPD reinforces integrity in assessor practice, to ensure assessments are delivered in a safe, truthful, private and professional manner.
- **Quality:** CPD strengthens assessors' ability to deliver a consistent, high-quality standard of performance and professional behaviour managing quality risks to clients and other stakeholders.
- **Reflection and Development:** Where possible, CPD involves an element of individual self-assessment, reflection on learning experiences, and identification of areas for further development.

CPD will be progressively developed during Stage 1 and the scale-up of NatHERS for existing homes. Assessors will be notified as CPD is developed and made available by their assessor accreditation service provider.

- **Flexibility and Accessibility:** Where possible, CPD adapts to various learning styles, levels of understanding, and offers a range of activities and delivery methods.

The execution of these principles in NatHERS CPD aids the development of the knowledge and skills required by assessors to complete assessments in accordance with the **NatHERS for Existing Homes Code of Practice**.

## 3 What is CPD

CPD means continuing professional development.

For NatHERS for existing homes, CPD is defined as ongoing learning and skill development to ensure that NatHERS for existing homes assessors have and maintain the knowledge necessary to safely deliver accurate, reliable, and trusted assessments.

CPD requirements are referred to in two main ways:

1. CPD Activity - an activity which aids and develops the knowledge and skills required by assessors to complete assessments in accordance with the Assessor Code of Practice.
2. CPD Point - a point awarded to an assessor for each hour of CPD Activity completed.

### 3.1 Categories of CPD

CPD activities are divided into two categories. These are:

- Technical CPD — which provides training in the technical skills and knowledge needed to complete a NatHERS for existing homes assessment. This may include (but is not limited to) training, mentoring, workshops or seminars:
  - on the NatHERS for Existing Homes Technical Note
  - in the use of NatHERS software for existing homes
  - in ways to improve building envelope thermal potential and/or performance, or
  - on the efficiency of fixed appliances and the impact of on-site energy generation and storage.
- Other CPD — which does not focus on the assessor's technical skills, but provides other learning and skills necessary to safely deliver accurate, reliable, and trusted assessments. This may include (but is not limited to) training, mentoring, workshops or seminars on:
  - communicating with householders
  - managing work health and safety
  - managing client and data privacy
  - identifying and managing conflicts of interest
  - understanding insurance
  - general training in residential energy efficiency such as instruction in use of other residential energy efficiency software or assessment mechanisms, or
  - emerging technology in residential energy efficiency.

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## 4 Assessor CPD requirements

### 4.1 Annual CPD points

Assessors are expected to complete a total of 12 CPD points in each 12-month period (accreditation period), with a minimum of 6 technical training points, as part of their obligations under the **NatHERS for Existing Homes Code of Practice**.

CPD points will be awarded based on 0.5 point per half hour, rounded down. The maximum number of points per single activity is 3, and the minimum amount of time per single activity is half an hour.

If more than 12 CPD points are obtained in a single accreditation period, up to 3 CPD points (in excess of the minimum 12 CPD points) may be treated as having been obtained in the following accreditation period.

If 12 CPD points cannot be obtained in a single accreditation period due to exceptional circumstances, the assessor may apply to the assessor accreditation service provider for an adjustment of their CPD requirements. The assessor will need to provide evidence of the exceptional circumstances to the satisfaction of the assessor accreditation service provider. Exceptional circumstances may include (but are not limited to) professional, personal or other circumstances or restrictions which have inhibited the completion of CPD.

#### Figure 1 Example of a personal exceptional circumstance inhibiting completion of CPD

John is coming up to the renewal of his NatHERS accreditation in four weeks but due to an illness has been off work for the last three months. John's illness meant he was unable to participate in his planned CPD activities or complete the required annual 12 points of CPD.

John has applied to his assessor accreditation provider for an adjustment to his required CPD points and provided details and evidence of his circumstance. The assessor accreditation provider has reviewed the information provided, considered all relevant background information, and believes this represents an exceptional circumstance that prevented John from meeting his CPD requirements.

The assessor accreditation provider agrees to adjust John's required CPD points in consideration of the exceptional circumstances. John is now required to complete 9 CPD points this accreditation year, made up of 5 Technical CPD points and 4 Other CPD points. John is formally informed of this decision and a record of the decision is recorded in John's record by the assessor accreditation service provider.

### 4.2 Record keeping

Assessors are required to keep records in relation to CPD activities they undertake.

This includes records of the approval of the activity by their assessor accreditation service provider, and of their completion of the CPD activity and any related assessment. This may take the form of (but is not limited to) approval emails, attendance records, assessment results, or other attendance or completion documents.

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A template to record CPD is provided for voluntary use at Appendix A: Assessor CPD log book.

The assessor accreditation service provider may request an assessor's CPD records. This may occur when confirming the assessor meets the requirements for annual renewal of accreditation, or at other points during the accreditation year.

## 5 Approval of CPD

CPD points can only be obtained for appropriate activities approved by the assessor accreditation service provider in advance of commencement. To be approved, a CPD activity must provide learning and skill development to ensure that NatHERS for existing homes assessors have and can maintain the knowledge necessary to safely deliver accurate, reliable, and trusted assessments.

Activities listed by the assessor accreditation service provider (refer section 5.1 List of pre-approved CPD) are already approved and assessors do not need to seek approval of these activities to count toward CPD requirements.

For activities not listed as pre-approved by the assessor accreditation service provider, assessors must request approval from their assessor accreditation service provider. Approval must be sought prior to commencement of the activity. Assessors should refer to section 5.2 (Request for approval of CPD) for instruction on how to request approval for CPD not already listed by their assessor accreditation service provider.

There may be an overlap of CPD requirements and skills required for NatHERS for existing homes and NatHERS for new homes assessors, or with other accreditation or licensing schemes. CPD completed as part of NatHERS for new homes, or with other accreditation or licensing schemes, is eligible as CPD for NatHERS for existing homes if it meets the NatHERS CPD principles and is approved in advance by the assessor accreditation service provider.

### 5.1 List of pre-approved CPD

A list of pre-approved CPD activities will be provided by the assessor accreditation service provider. This may include CPD delivered by the assessor accreditation service provider, the NatHERS Administrator or a third-party provider.

The list of approved CPD will include:

- A range of approved technical CPD training and other CPD activities
- A description of the content to be covered and proposed learning outcomes
- The CPD points available for each activity
- Whether the activity counts as technical or other CPD
- The cost of the activity (as applicable)
- Date/s and time/s for delivery of the activity (as applicable)
- How to register for and/or participate in the activity.

CPD will be progressively developed during Stage 1 and the scale-up of NatHERS for existing homes. Assessors will be notified as CPD is developed and made available by their assessor accreditation service provider.



The assessor accreditation service provider, in consultation with the NatHERS Administrator, will review and update the list of pre-approved CPD activities each 12 months to ensure that CPD remains current and relevant and that assessors are able to obtain the minimum required CPD points. The assessor accreditation service provider may also make changes to the list of CPD activities within the 12 month period, if required.

As part of this ongoing review, some CPD activities may become unavailable or more CPD activities may become available. Removed CPD activities will count as CPD points for any assessor that completed the activity while it was listed.

## 5.2 Request for approval of CPD

Assessors may want to complete CPD activities outside of the list of pre-approved CPD activities provided by their assessor accreditation service provider.

For these CPD activities, assessors must submit a request for approval to their assessor accreditation service provider prior to undertaking the activity. The assessor accreditation service provider will consider whether the CPD activity furthers the NatHERS for existing homes assessor's technical skills and knowledge for completing NatHERS for existing homes assessments, and whether it provides the learning and skills necessary to safely deliver accurate, reliable, and trusted assessments.

Applications to an assessor accreditation service provider to approve other CPD must be made in writing and:

- be made at least 5 business days prior to the assessor's commencement of the activity, to allow time for approval (this 5-business day timeframe only applies if the request contains all required information);
- outline the duration, structure and content of the activity;
- outline the learning objectives;
- state who is delivering the activity (for example a Registered Training Organisation, individual or organisation);
- detail how the activity will contribute to the assessor's knowledge and ability to safely deliver accurate, trusted, and reliable NatHERS for existing homes assessments;
- state what evidence of completion will be provided following the assessor's participation in the activity.

A form to request approval of CPD is provided at Appendix B: Request for approval of CPD activities. Use of this form to apply for other CPD is voluntary.

When determining whether to approve a CPD activity, the assessor accreditation service provider will consider the following:

- whether the application contains sufficient information to make a decision that is impartial, fair and transparent;
- whether the proposed activity will improve the assessor's knowledge and ability to safely deliver accurate, trusted, and reliable NatHERS for existing homes assessments; and

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- what evidence of completion can be provided following the assessor's participation in the activity.

Once the assessor accreditation service provider makes its decision, it will provide the assessor with a written response which will:

- inform the assessor of the decision to approve or deny the allocation of CPD points to the activity;
- set out the reasons for the decision;
- specify (if any) requirements that need to be met for CPD points to be allocated (for example, the assessor's completion of an assessment);
- specify whether the CPD activity counts as technical or other CPD; and
- specify the number of CPD points that may be accrued for the activity.

## 5.3 CPD for performance improvement action

Assessors may be required to complete performance improvement action in accordance with the **NatHERS for Existing Homes Assessor Code of Practice** and **NatHERS for Existing Homes Performance Management Policy**. Assessors may be eligible to accrue CPD points for performance improvement action. If an action is eligible to accrue CPD points it will be stated in the Performance Improvement Action Notice issued to the assessor. The Performance Improvement Action Notice will also specify the evidence required to demonstrate satisfactory completion of an action eligible for CPD points.

### Figure 2 Scenario for gaining CPD from Performance Improvement Action

Olivia has been audited and received a score of 60%. The assessor accreditation service provider assigns Olivia the Performance Improvement Actions of a training activity (of 2 hours duration) and a mentoring activity (comprising 1 hour of mentoring for 1 assessment). The Performance Improvement Action Notice specifies that Olivia is eligible for 3 CPD points in total.

Olivia completes the training and mentoring in line with the assessor accreditation service provider's requirements. She provides evidence of completion of the activities to her assessor accreditation service provider in the form of the mentoring log provided by her Mentor, and a certificate of completion for the training activity. Her assessor accreditation service provider confirms satisfactory completion of the performance improvement action. Olivia retains her training, mentoring and CPD record, and accrues 3 CPD points towards her annual requirements.

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## 6 Reviews and complaints

### 6.1 Reviews

If you believe a decision is incorrect or unreasonable, you may request a review.

Internal reviews are conducted by staff who have not previously been involved in your matter. A request for internal review must be received **within 30 business days of the date you were notified of the decision**. Your request should explain why you believe the initial outcome is incorrect or unreasonable and provide any supporting information or evidence. A decision may be varied or revoked if you can demonstrate a reasonable argument that the original decision:

- was made without following the processes outlined in this policy
- did not consider, or misinterpreted, available information and evidence
- considered information that was not relevant
- would be considered by a reasonable person to be disproportional to the seriousness of the issue identified.

The reviewer will consider all relevant information and may decide to confirm, vary, or revoke the decision. If revoked, a fresh decision will be made.

You will be advised of the outcome of any internal review process, and any external review options available to you. Where possible, internal reviews are completed within 30 business days of the request date (not including time in which the person managing your review is waiting on more information from you).

### 6.2 Complaints

The **NatHERS Complaints Management Policy** governs any complaints or disputes in relation to NatHERS for existing homes, including about NatHERS accredited assessors, service providers (e.g. assessor accreditation service providers) and the NatHERS Administrator. Any complaints should be sent to the contact details in the **NatHERS Complaints Management Policy**.

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## 7 Related Information

- NatHERS for Existing Homes Technical Note
- NatHERS for Existing Homes Assessor Code of Practice
- NatHERS Complaints Management Policy
- NatHERS for Existing Homes Assessor Accreditation Policy
- NatHERS for Existing Homes Assessor Performance Management Policy

## 8 Glossary

Term	Definition
AASP	The assessor accreditation service provider (AASP) is the entity that manages the accreditation of NatHERS for existing homes assessors.
Accreditation	The formal approval of an assessor, by an AASP, as someone who is appropriately trained and skilled to conduct assessments.
Assessment	The exercise and activities by which a NatHERS for existing homes assessor undertakes a NatHERS for existing homes assessment to produce a Home Energy Rating Certificate.
Assessor	A person accredited to perform NatHERS for existing homes assessments.
CPD	Continuing Professional Development, which provides a mechanism for assessors to maintain and improve skills and knowledge.
Energy performance	Energy performance is the broad management of energy demand, including: <ul style="list-style-type: none"> <li>• energy efficiency – using less energy to do the same thing</li> <li>• demand flexibility – varying when and how energy is used</li> <li>• electrification or fuel switching – swapping to electricity-powered technologies or other cleaner sources of energy.</li> </ul>
Mentoring	The formal process of providing tailored advice and assistance to help an assessor deliver consistent, accurate and reliable assessments. This advice can cover the application and use of one or more NatHERS Software tools, as well as other skills necessary to be an assessor.
NatHERS	Nationwide House Energy Rating Scheme.
NatHERS Administrator	NatHERS is administered by the Australian Government on behalf of all states and territories. The role of NatHERS Administrator is a function of the Australian Government Department of Climate Change, Energy, the Environment and Water (DCCEEW), or any subsequent Australian Government department that assumes responsibility for residential energy efficiency.
Performance Improvement Action	Refers to any action that the AASP may require an assessor to take to improve the assessor's performance.

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# Appendix A: Assessor CPD log book

## Assessor details

Assessor name:

Email:

Assessor number:

Contact number:

## Assessor CPD log

No.	Activity	Date(s) of activity	CPD points allocated	Approved	Approval date	Name of evidence documents <i>(Include approval and completion/attendance document names)</i>
1				<input type="checkbox"/> Yes		
2				<input type="checkbox"/> Yes		
3				<input type="checkbox"/> Yes		
4				<input type="checkbox"/> Yes		
5				<input type="checkbox"/> Yes		
6				<input type="checkbox"/> Yes		
7				<input type="checkbox"/> Yes		

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### Assessor Continuing Professional Development Policy

11				<input type="checkbox"/> Yes		
12				<input type="checkbox"/> Yes		
14				<input type="checkbox"/> Yes		

By signing this form, I declare that all information provided is correct and truthful in alignment with my accreditation maintenance requirements as set out in the *NatHERS for Existing Homes Code of Practice* and related policies.

Signature:

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Date:

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CPD will be progressively developed during Stage 1 and the scale-up of NatHERS for existing homes. Assessors will be notified as CPD is developed and made available by their assessor accreditation service provider.

# Appendix B: Request for approval of CPD activities

## Assessor details

Assessor name:

Assessor Number:

Email:

Date:

## Activities details

Name of CPD activity:

Details of CPD activity (e.g. structure & content):

Length of CPD activity: XX : XX

Provider of activity:

Activity learning objectives:

General learning value of activity:

Scope for assessors' contribution to the activity (if applicable):

Evidence of attendance/completion:

Notes:

## Approval

Is this activity approved for CPD points:

☐ Yes

☐ Yes, conditionally

☐ No

Conditions (if applicable):

CPD points allocated:

Signature:

Date:

CPD will be progressively developed during Stage 1 and the scale-up of NatHERS for existing homes. Assessors will be notified as CPD is developed and made available by their assessor accreditation service provider.