



# Additional training and accreditation pathways

## Consultation paper

## Home Energy Ratings

November 2025

## Summary

The Nationwide House Energy Rating Scheme (NatHERS) provides a standardised approach to rating the energy performance of homes throughout Australia. Assessments of existing homes require assessors to enter a home to collect information for input into NatHERS energy rating tools to generate a Home Energy Rating Certificate.

Home Energy Ratings help Australian households identify cost-effective upgrades to improve the comfort and lower the running costs of their home, provide banks more confidence to loan verified green finance to Australians to upgrade the energy performance of their homes, and can be used by state and territory governments to underpin policies and programs. Assessors must therefore be capable of operating in a competent and ethical manner, to ensure the integrity of Home Energy Ratings.

A staged approach to expanding NatHERS to existing homes commenced in July 2025. A sustainable workforce scale-up is being implemented to increase capacity and improve assessment processes. Information on the release and timing of existing home ratings can be found on the [NatHERS website](#).

Home energy ratings for existing homes are currently performed using a single accredited assessor who completes all aspects of the assessment process from start to finish. This end-to-end assessor accreditation pathway meets the design principles of the scheme and will continue to play an important role in meeting the needs of the sector.

This paper proposes additional assessor accreditation pathways to better support the scale up of the assessor workforce needed to meet a growing demand for existing home ratings in the future.

The proposed changes build on the NatHERS for existing homes [delivery model](#), agreed by Energy and Climate Change Ministers in March 2025.

Key proposals include:

- Introduction of a **data collector pathway**: allowing an accredited data collector to collect property data for use by accredited assessors to rate homes. This split model aims to increase assessment capacity and reduce costs.
- Exploration of a **company accreditation pathway**: enabling companies to manage training, professional development and accreditation processes to broaden workforce participation and support national roll out.

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# How to provide feedback

Feedback may range from a short paragraph outlining your views on the pathways to more substantial feedback covering a range of issues.

## Generally

- Feedback, except for anything supplied in confidence, may be used and attributed to you/your organisation in department publications.
- The department reserves the right to not use your organisation's material if it is offensive, potentially defamatory, or clearly out of scope for the consultation.
- Written submissions will not be published in whole by the department but excerpts of submissions may be used in public settings.

## Submitting feedback

- Feedback should be lodged via email to [admin@nathers.gov.au](mailto:admin@nathers.gov.au) and with the subject line **Accreditation pathways consultation**
- Submit as Microsoft Word or PDF documents only. Exceptions can be made but please contact us prior to submission.
- Do not send password protected documents.

If you do not receive notification of receipt of your feedback, please contact the NatHERS team via email at [admin@nathers.gov.au](mailto:admin@nathers.gov.au).

Due date for the feedback on proposed additional accreditation pathways: **19 December 2025**.

## In confidence material

- The outcomes of this consultation and related documentation will be public, and all feedback should be provided so it can be used by the department for others to read. However, information which is of a confidential nature, or which is submitted in confidence can be treated as such by the department, provided the cause for such treatment is shown.
- We may also request a non-confidential summary of the confidential material that is given, or reasons why a summary cannot be provided.
- Material supplied in confidence should be clearly marked 'IN CONFIDENCE'.
- You are encouraged to contact us for further information and advice before submitting such material.

## Privacy

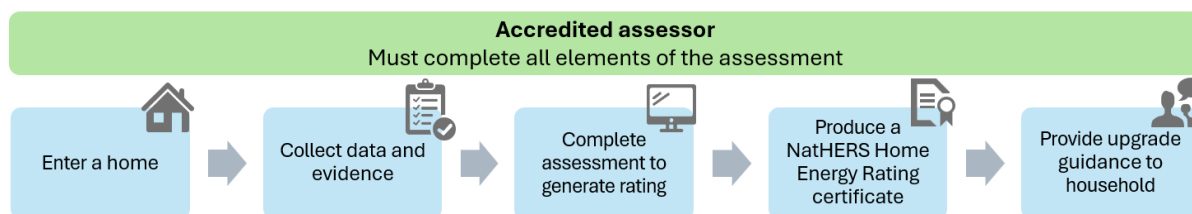
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## Context

A staged approach to expanding NatHERS to existing homes commenced in July 2025. In the field, home energy ratings are currently being performed using a single accredited assessor who completes all aspects of the assessment process from start to finish. This end-to-end assessor accreditation pathway meets the design principles of the scheme and will continue to play an important role in meeting the needs of the sector. This current pathway is detailed at the [end of this document](#).

Stage 2 of the expansion of NatHERS to existing homes is expected to be released from mid-2026 following a period of scale-up and learning-by-doing, the conclusion of the field trials of NatHERS for existing homes, and feedback received from industry participants. Further detail on the delivery model and the planned staged release can be found on the [NatHERS website](#).

Findings from the NatHERS trials and discussions with trial partners, industry, and Stage 1 participants, indicate that the current assessor accreditation pathway - where an individual accredited assessor completes all aspects of the assessment process - meets the current market needs. However, enhancements are needed to better support scale-up and broader coverage across Australia in the future. See Figure 1 for an overview of the current assessor accreditation pathway.



*Figure 1 Current accredited assessors must complete the end-to-end process*

To better enable the scheme to scale up and meet the increasing demand for assessments in future, we are exploring additional training and accreditation pathways for NatHERS for existing homes, while maintaining a focus on the reliability and integrity of ratings. Two additional training and accreditation pathways are presented in this paper and your feedback is sought on the proposals.

A ‘data collector’ pathway would offer flexibility for individual assessors, who are currently required to do all on-site inspections. Households seeking detailed upgrade guidance might engage an accredited assessor for the full process, including tailored upgrade advice, while those needing a rating for disclosure at point of sale will need access to an assessment quickly and in their local area. Opening a data collector pathway offers the opportunity to expand the assessor workforce available to underpin future home energy rating disclosure requirements adopted by states and territories, as well as financial incentive schemes and other emerging programs. This proposal is detailed below and proposed for implementation from late 2026.

## Additional training and accreditation pathways – NatHERS for existing homes

The proposed data collector pathway was tested in the trials of NatHERS for existing homes conducted during 2025 through a dedicated scale stream. This stream assessed whether ratings could be delivered at scale, with valuers collecting data in the field and assessors processing data off site to produce ratings and certificates. The trial showed that the model can deliver:

- **Operational viability:** the scale stream demonstrated that the data collector model can operate effectively under real-world conditions, with data collection and rating processes functioning as intended.
- **Workforce readiness:** valuers were trained and deployed efficiently, showing strong potential for broader workforce participation and flexibility to meet demand.
- **Stakeholder confidence:** valuation firms, assessor companies and banks expressed confidence in the model's practicality and scalability.

To further boost scalability, the NatHERS Administrator is also proposing to explore a company accreditation pathway in the future. This could allow companies to manage aspects of assessor training and quality assurance, expanding workforce capacity and delivery. This pathway is presented as an early concept only in this consultation paper and a brief overview of the proposal is detailed below in the 'Company accreditation' section. This pathway would require a significant update of NatHERS accreditation policies, and no timeline for implementation has yet been set.

## Guiding principles

In addition to the design principles outlined in the [NatHERS for existing homes delivery model](#), including supporting equal, accessible and scalable assessments as well as timely, efficient and sustainable administration - we propose the below principles should guide the development of additional assessor pathways.

- **Accreditation:** any individual entering a home to undertake a NatHERS for existing homes assessment must be accredited. This ensures they are trained, competent, and a fit and proper person to undertake in-home work, and there is a mechanism to undertake compliance action as appropriate if there are substantiated complaints, inappropriate conduct or poor performance against scheme requirements.
- **Single point of accountability:** to reduce ambiguity and administrative complexity, the assessment process should have a clear, single point of accountability for the accuracy and integrity of the assessment and rating, assigned to the assessor or accredited company responsible for producing the final rating and certificate.
- **Ease and confidence for households:** it should be easy for households to access the right assessor/assessment to meet their needs and for them to have reassurance that the person entering the home is qualified, accredited and legitimate.

# Accreditation pathways

## Proposed data collector pathway

Introducing a data collector pathway presents a streamlined, more accessible entry into NatHERS for existing homes. Unlike accredited assessors who manage the full end-to-end assessment process, data collectors would focus on the on-site inspection, gathering the information about the home required to assess its energy performance and any required evidence.

This role is expected to attract a wide range of participants, helping mitigate risks of workforce shortages as the scheme scales up and expands coverage nationwide. Accredited assessors operating offsite can then use the collected data and evidence to complete ratings, issue certificates and provide the household with upgrade guidance.

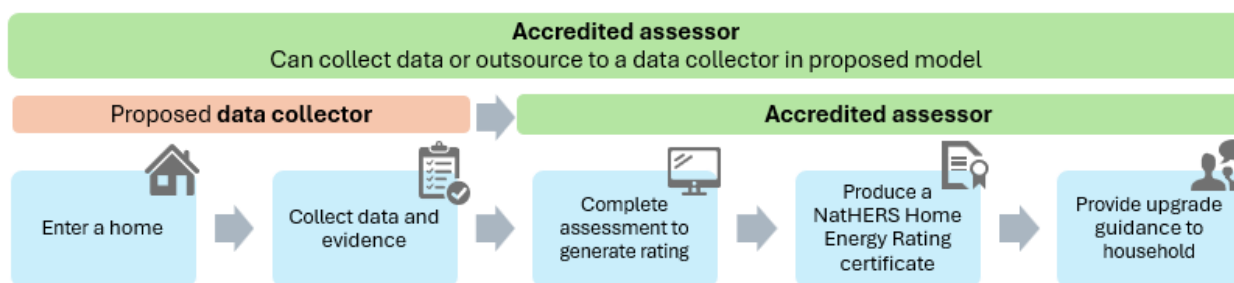


Figure 2 Roles under the proposed data collector pathway

## Training requirements

We expect that a data collector would require the following knowledge and skills:

- Communicating with households.
- Understanding of the NatHERS for existing homes evidence collection requirements as set out in the Technical and Guidance notes and ability to accurately identify and record the data required to complete an assessment.
- Ability to conduct assessments in a safe and ethical manner.
- Appropriate management of privacy, safety, and quality risks to households and other stakeholders.
- Ability to demonstrate a consistent high-quality standard of performance and professional behaviour.

Based on the skills and knowledge required we propose that at a minimum, data collectors must complete the following training:

- The Conduct NatHERS assessments for existing homes training unit – amended for data collectors.
- Two units of competency as listed on the [National Training Register](#):
  - [CPPCOM4001](#) – Manages own work, professional development and ethical behaviour
  - [CPPCOM4002](#) – Implement safe work practices in the property industry

## Additional training and accreditation pathways – NatHERS for existing homes

- Training in a data collection tool or NatHERS software, while highly recommended, is proposed to be voluntary.

### Accreditation

It is proposed that data collectors must be accredited by the NatHERS Assessor Accreditation Service Provider. This would include requirements for:

- Declaring they have and will comply with privacy and work health and safety policies
- Providing proof of identity
- Completing training as listed above
- Nationally coordinated criminal history check certificate
- Certificate of currency for Public Liability (\$10m) and Professional Indemnity (\$2m) insurances
- Declaration of personal interest form
- Signed data collector agreement with the NatHERS Assessor Accreditation Service Provider
- Payment of accreditation fee (where applicable).

Following accreditation, data collectors would be required to engage in continuing professional development (CPD) to keep their skills and knowledge up to date. CPD may encompass a range of topics relevant to the role and will be informed by audit results and other information gathered by the NatHERS Administrator or Assessor Accreditation Service Provider.

### Accountability

It is proposed that the **accredited NatHERS assessor must agree to accept all responsibility for the accuracy and integrity of the assessment and rating**, not the NatHERS data collector.

Responsibilities for each party:

- The data collector's responsibility is to collect data and evidence in accordance with the NatHERS for Existing Homes Technical Note and Guidance Note and to manage information in accordance with the Privacy Act, and client information and consent forms.
- The assessor's responsibility is to review data for accuracy, flag any issues for correction and conduct the desktop assessment aligned with the NatHERS for Existing Homes Technical Note and Guidance Note.

The data collector would still be responsible for adhering to their accreditation requirements, for example exercising due skill, care and diligence in the performance of all duties.

Assessors may choose to enter into contracts with data collectors to ensure their confidence in the quality of data collection and provide them with recourse if data is not properly collected.

This promotes rigorous verification and quality control from assessors who might use data collectors and is supported by training and embedding evidence gathering into the assessment data collection process via requirements set out in the Technical Note. It provides a single point of responsibility for householders who receive a Home Energy Rating.

## Additional training and accreditation pathways – NatHERS for existing homes

The NatHERS Administrator considered a split accountability model, in which data collectors would agree to be responsible for accurate evidence gathering, and assessors would agree to be responsible for data input, processing, and certificate production. This option is not being pursued as it would introduce complex administration requirements and heighten the risk of dispute. Implementing it would demand extensive legal and operational frameworks, which conflict with NatHERS' design principle of efficient and sustainable administration.

### Quality assurance

Independent auditors will begin an audit program in early 2026 reviewing a selection of NatHERS for existing home assessments to ensure ratings are accurate and compliant. Data collectors must submit reliable evidence that supports high quality ratings. Their data will be included and examined in audits.

Undertaking assessments in private homes can be associated with a range of risks to data collectors and households. To gain accreditation data collectors would need to demonstrate the requirements outlined in the accreditation section above. The accredited assessor will be subject to ongoing audit and assurance processes outlined in the [NatHERS for Existing Homes Assurance Strategy](#).

### Consultation questions:

- 1. Are there any additions you would like to see to the training required to minimise risks of inaccurate or incomplete data? What level of training in the energy rating and certificate generation software would be valuable?*
- 2. Are the listed accreditation requirements sufficient to provide confidence over the competence of data collectors? Are there any additional accreditation requirements you would like to see?*
- 3. Do you support the accredited assessor agreeing to be responsible for any assessments, certificates or ratings they conduct, even if they use a data collector?*
- 4. Should prior industry experience be required for data collector accreditation? If so, what experience? If not, should any extra training be required for those without experience?*
- 5. Are there any additional safeguards needed to support assessors who will rely on a data collector for field evidence?*

## Proposed future concept - company accreditation pathway

The NatHERS Administrator is also proposing to explore a company accreditation pathway as a future model. This pathway could help further scale the scheme and improve efficiency and sustainable administration by shifting responsibility for aspects of training and accreditation to companies who have demonstrated their ability to manage these elements.

Much of what is proposed in this company accreditation pathway would require a full review and updates to current policies and processes in place for NatHERS for existing homes. For this reason, early feedback is sought to ensure any future additions or changes to operations deliver a scheme which remains trusted by and affords benefits to Australians and works for industry and partners.

### Snapshot

Companies take on responsibility for ensuring and demonstrating to the NatHERS Assessor Accreditation Service Provider their nominated employees meet minimum requirements for training, accreditation and continuing professional development (CPD) and commit to implementing internal assessor performance management processes and co-operating with assessor audits.

Companies may outsource services (e.g. Assessor Accreditation Service Providers for accreditation and/or CPD, or engaging expert assessors for Quality Assurance) or deliver them in-house.

### Training requirements

Under a company accreditation model:

- Data collectors and assessors would be required to complete training requirements set by NatHERS as well as ongoing CPD.
- Companies would be responsible for verifying staff are appropriately trained and accredited and would need to provide appropriate evidence to the NatHERS Assessor Accreditation Service Provider at set regular intervals (e.g. every 6 months) or upon request.

### Accreditation

#### *Accredited assessors*

There are two options for consultation under this proposal:

1. The Company could be required to use the NatHERS Assessor Accreditation Service Provider to undertake accreditation of the assessor.
2. The Company holds the responsibility for accrediting assessors. Evidence of the accreditation would need to be provided to the NatHERS Assessor Accreditation Service Provider at regular intervals on employees holding these accreditations.

## Additional training and accreditation pathways – NatHERS for existing homes

### *Data collectors*

It is proposed companies hold an umbrella accreditation to verify and nominate eligible data collectors. A company would be required to provide a list of eligible employees to the NatHERS Assessor Accreditation Service Provider. The company may be required to provide a declaration instead of individual evidence.

### **Accountability**

Under this model, companies would be accountable for assessments, ratings and employee conduct. The relationship between the company, assessors and data collectors would be left to the market to determine conditions. It could be through an employee model or contracting expertise to the company.

### **Quality assurance**

Under this model the NatHERS Administrator would retain responsibility for audit and compliance functions and could undertake an audit on the processes in place to ensure all listed employees hold minimum training and accreditation requirements.

Companies would be required to establish internal assessor performance management procedures, processes to manage complaints and enquiries, and co-operate with audits of assessments conducted by independent auditors. In addition, the NatHERS Administrator would require companies to submit annual audit reports. The NatHERS Administrator would review performance and may apply compliance measures to companies or individual assessors or data collector if issues are found.

### ***Consultation questions:***

- 1. Should the company accreditation model apply to only data collectors or be extended to assessors employed by the company?*
- 2. What evidence should companies have to provide, or the NatHERS Administrator check, to demonstrate that they are suitable to be and then remain accredited as a company? How often should this occur?*
- 3. Which accreditation, training and/or quality assurance functions could companies be responsible for, and which should remain with the NatHERS Administrator or Assessor Accreditation Service Provider?*
- 4. Would the company accreditation model assist in scaling up the assessor workforce or in managing other business aspects, such as staff turnover?*

## Additional training and accreditation pathways – NatHERS for existing homes

### Current assessor pathway

This is the pathway that is currently in place under NatHERS for existing homes. We are not seeking feedback on this pathway; it is included for context.

#### Snapshot

A NatHERS for existing homes assessor:

- Is trained in all elements of the rating and assessment process, which consists of entering a home, collecting data and evidence, inputting the data into a NatHERS software tool and producing a Home Energy Rating certificate.
- Is accredited to practice all elements of the rating process.
- Can operate independently or work for a company.
- Provides upgrade guidance to households.

#### Training requirements

NatHERS for existing homes assessors are required to have the skills and knowledge needed to undertake existing home assessments to a high standard. To be accredited, assessors must provide evidence to demonstrate they have completed the minimum training requirements for NatHERS for existing homes. The requirement has been set as successful completion of:

- [CPPCOM4001](#) – Manages own work, professional development and ethical behaviour
- [CPPCOM4002](#) – Implement safe work practices in the property industry
- [CPPHES4001](#) – Research and assess impact of building elements on thermal performance of residential buildings
- [CPPHES4005](#) – Assess household energy use and efficiency improvements
- [CPPHES4007](#) – Assess thermal performance of existing residential buildings
- [CPPHES4002](#) – Advise clients on thermal performance of residential buildings
- [CPPHES4009](#) – Promote adoption of home sustainability practices.
- **NatHERS-specific unit** – Conduct NatHERS assessments in existing homes
- Training in at least one NatHERS for existing homes software tool

#### Workforce Transition

A streamlined transition pathway is in place for the assessor workforce who are currently delivering home energy assessments and ratings to Australian households. These transition arrangements are applicable for assessors accredited under the Residential Efficiency Scorecard program, the ACT Energy Efficiency Rating Scheme, and the NatHERS for new homes, recognising the robust training and accreditation as well as demonstrated experience of these assessors.

Under the transition arrangements, existing homes assessor training will be rolled out progressively from early 2026.

To become a Home Energy Rating for existing homes assessor, these professionals will be required to successfully complete minimal training requirements. See the [Assessor Toolkit](#) for more information.

This pathway for eligible assessors supports the transition of the assessors likely to be needed in the industry to meet demand in the scale-up period post stage 1 release.

## Additional training and accreditation pathways – NatHERS for existing homes

### Quality assurance and accountability

Assessor training, accreditation, and CPD (Continuing Professional Development) are in place to ensure assessors are competent and ratings are comparable.

The [NatHERS for Existing Homes Assurance Strategy](#) outlines the NatHERS Administrator's approach to managing the risk of error, non-compliance, fraud, and other misconduct in the delivery of Home Energy Ratings. As the scheme continues to expand for existing homes, the strategy introduces a layered, risk-based assurance model focused on assessor accreditation, audit processes, software validation, misconduct management, and third-party oversight. It is implemented through the [NatHERS for Existing Homes Assessor Performance Management Policy](#), [Assessor Audit Policy](#), and [NatHERS for Existing Homes CPD Policy](#).

### Accreditation

NatHERS for existing homes assessors must be accredited. Accreditation confirms assessors meet and maintain minimum standards of quality and conduct and can competently produce reliable ratings in a safe and ethical manner.

The [Existing Homes Assessor Accreditation Policy](#) outlines the requirements for NatHERS for existing homes accreditation.