


info brief

SEPTEMBER NEWSLETTER

 Plumbers,
Gasfitters and
Drainlayers Board

A word from the Chair

I am pleased to present the Board's Annual Report



trades, with a leadership award. The awards, which included attendance at an Outward Bound course, recognised achievement and potential to lead.

Significant issues for the Board during the year were:

- the follow-up review by the Office of the Auditor-General which confirmed that the Board is now a well-performing organisation
- the passing of the Plumbers, Gasfitters and Drainlayers Amendment Act 2013, which resolved funding difficulties for the Board
- the Board's role in gas certification coming to an end
- retaining the Board's charitable status so that fees do not need to be used to pay tax
- beginning an effective programme for on-site checks of practitioners' licences.

The Board finished the year with an operating surplus of \$229,487.

This has come about through careful management of expenditure in the face of below budget income, as the result of authorisations issued being below the projected level during the year. I am pleased to report that the number of authorisations has rebounded in the current year however, with figures being up 8.5% on the same time last year.

The Board's healthy financial position at the end of the year will enable it to apply surplus funds to offset fees at the next review, which will take effect on 1 April 2016.

Peter Jackson
Board Chair

The Board's Annual Report for the year ending on 31st March 2014 has now been released and can be viewed on www.pgdb.co.nz.

The 2013/14 year was one of consolidation for the Board. It was also the Board's centenary year with the Plumbers Registration Act 1912 coming into force on 1 April 1913 and the original Board holding its first meeting soon after.

To mark the centenary, the Board recognised three industry young achievers, one from each of the



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Know what you're signing up for

The responsibility may involve more than you think

Poor supervision often features in complaints to the Board that result in disciplinary hearings. One way the Board protects public health and safety is by ensuring work is supervised by tradespeople who have sufficient experience.

Good supervision is important. It ensures that work is performed competently by those who are not yet qualified or have inadequate experience to work on their own.

Supervision is a precaution that safe-guards the trade and the consumer, by making sure appropriate safety measures are in place, and the work is compliant. For this to be effective the requirements need to be understood by both the supervisor and the supervisee. Recent insights from disciplinary

hearings held by the Board, have indicated that some tradespeople don't have a clear understanding of the full requirements. In particular, the experience needed to work unsupervised, and what the responsibility involves when supervising others.

“What does sufficient supervision look like, who needs to be supervised, and where do I go to find out everything that is expected of me?”

The Board's supervision policies detail everything you need to know, and can be found on the website at the link below.

If you are not 100% sure on any of the following questions—do refresh yourself on the requirements in the policies.

- ✓ **What** authorisation must you hold to supervise others?
- ✓ **Which** licence categories need to be supervised?
- ✓ **Who** needs to work in the presence of a supervisor at all times for the first year?
- ✓ **Who** needs to work in the presence of a supervisor at all times for the first two years?
- ✓ **What** are three things that a supervisor must ensure?
- ✓ **Who** can test and verify work done under supervision?
- ✓ **What** do you do if you wish to stop supervising a supervisee?
- ✓ **Have you** familiarised yourself with the new simplified supervision policies for each of the trades?

Refresh at : www.pgddb.co.nz/legislation-policies/policies

The first in a series of interviews with Board Members

An inside look at the Board

Graham Hardie, Deputy Chair speaks about his commitment, strengths, industry view and where he sees the biggest challenges.



Graham comes from a family of tradesmen stretching back several generations. Exposed from an early age to the industry, he started his apprenticeship in 1980.

Graham is the owner of River City Gas—a gas appliance and servicing company. He also owns New Zealand Gas Group Ltd—a business dedicated to increasing awareness and education of gas appliance servicing and installation specifically for health and safety.

Graham’s commitment to the Board stems from a passion for an industry in which he has experienced first-hand the challenges the Board faces. Disappointment with the regulatory process and culture in the early 2000s, prompted him to put his name forward for consideration in 2010. His appointment by the Minister was his opportunity to contribute to addressing the issues that existed.

.....
“I have been extremely driven in the work that has been done to improve the Board’s processes to where they are now. This has resulted in rebuilding the reputation of the Board and regaining respect for it.”

.....
Graham sees his strengths on the Board stemming from his many years as a tradesman, working with other trades, managing staff and training apprentices. He considers that he brings sound ethical values, and wants to do the best for the industry. He believes that he is thorough, analytical and has a strategic approach.

.....
“My goal, and vision is to contribute towards building good business practice within the organisation, with accountability for decisions and actions made.”

.....
Graham believes the industry in general is brimming with good tradespeople, who are struggling to rid the trade of bad apples that continue to work either unlicensed or unregistered.

.....
“While the Board is doing work in this area, it cannot achieve it alone.

Tradespeople need to promote the value of using an authorised person, by always striving to lift the bar when it comes to service and competence. Some simple things like showing their licence card to customers, help educate consumers about the value of the card. Tradespeople have worked hard to achieve their qualifications and need to be proactive in protecting them.”

.....
What does Graham believe is the biggest challenge the industry faces?

.....
“My view on this has not altered much in the last few years. It is solely and collectively our tradespeople taking pride in the competence of our industry. The role they play in protecting the health and safety of the consumer is paramount to ensuring the trades are well represented and respected. They need to continue to challenge themselves to improve knowledge, to ensure they are up with the play with the latest technology and compliance requirements.”

.....
This is also the reason Graham believes that the on-going benefits of CPD are something to be recognised and valued —whether in the current form or another.

.....
“If embraced, CPD adds value to a tradespersons skill-base, and the company employing them. It emphasises a point of difference. My experiences working within the gas industry has been evidence of that, and I have personally benefitted greatly from CPD.”

Top performers rewarded for excellence

More than just merely fulfilling the role

Each year, the Board formally recognises the outstanding achievements of an individual from each of the trades, who scores the highest results during the year in the Board's certifying registration examinations.

After being named as the top performers in 2013, Alister Nisbet from Auckland (gasfitting), Matthew Hobbs of Taihape (plumbing), and Cornelius Hannon of Kaikoura (drainlaying), were recognised with the awards at a ceremony in Wellington on 9 September this year.

This pinnacle award acknowledges and rewards high performing

tradespeople that are undertaking the comprehensive and rewarding journey towards becoming a certifying tradesperson.

Top performers such as these are contributors to the growth of the industry and lead by example in raising the profile and ensuring the highest of professional standards within the trades.

“Congratulations to this year’s Merit of Excellence Award recipients, who were recently recognised for outstanding industry achievement at a ceremony held in September.”



Matthew Hobbs



Alister Nisbet



Cornelius Hannon

Unable to attend ceremony



Opportunity knocks

Take your expertise to the next level

Plumbing and gasfitting lecturers are needed now. If you can tick the following boxes give Unitec a call.

- Registered plumber
- Registered gasfitter
- Hold a certifying plumbing licence (both plumbing and gasfitting is preferred)
- Have experience with training apprentices (or in an educational setting)
- Ability to communicate effectively to a diverse range of people
- Written and oral communications skills (both will be necessary)
- A tidy and professional appearance (required at all times)

Previous academic experience would be an advantage—but not necessary. Unitec would also like to see applications from those

working in industry. If you would like to begin an academic career, there is a lot of support for new lecturers. There will be coaching and workshops on offer, that will help you out with the essentials of teaching and learning. Advice and guidance on professional development is also available.



“Unitec bring the real-world to their students, and need you to give your knowledge in plumbing and gasfitting to the next generation of tradespeople.”

If you are interested in finding out more, take a look at the job description at <http://jobs.unitec.ac.nz> or give Stuart Peden a call on 021 298 0984.



Briefing the industry

“Don’t miss the opportunity to be updated on industry concerns and get answers for questions you have on any Board related business.”

Keeping the industry informed

Board Chairperson Peter Jackson, Deputy Chairperson Graham Hardie and Chief Executive Max Pedersen, met recently with tradespeople in the Hokitika and Timaru areas.

The briefing addressed current issues from the Board and gave the opportunity for questions about any Board related business.

Representatives from the Board regularly conduct industry briefings throughout New Zealand every year.

How do you know when the next briefing is in your area?

The Board will let you know that they will be in your area by email. An open invitation is sent out to all plumbers, gasfitters and drainlayers, in the scheduled area a week before the event.

Authorisation for XXXX - XXXX
EXPIRY DATE: 31 MARCH 2022

Plumbers,
Gasfitters and
Drainlayers Board

Licensed
Drainlayer

Certifying
Gasfitter

Certifying
Plumber

Your part in the industry.

Stand up and stand out

Don't get lost in the shuffle

In today's ultra-competitive market, customers turn to the internet for pretty much everything they can. Especially for information about a product or service they are looking for. Be proactive and show your card.

The Board's Ask-for-the-card public awareness campaign promoting the value of using only an authorised person, has gained strong momentum during 2014.

The Board's media and promotional activity has seen community and daily newspapers throughout New Zealand publishing the message, and showing prominent imagery of the card. Alongside this tradespeople, organisations and local government have also come on-board to help educate consumers.

Citizens Advice, the NZ Insurance Council, CERA, community groups and our industry government and stakeholder newsletters, have all helped to push the message out to the

New Zealand public. And, this list of supporters continues to grow.

The message is spreading fast, especially throughout the online world. New Zealand consumers are now becoming more aware of the need to protect their health and safety, their property and not to risk their insurance by only using authorised tradespeople.

Ask-for-the-card is becoming a familiar thing. First impression counts—proactively show your licence card to customers.

“ Help squeeze out illegal operators in your area. Show your card and continue to spread the word that only authorised people can undertake plumbing, gasfitting and drainlaying. Tradespeople work hard to achieve their qualifications. Be proactive in protecting them.”

Where to find it



LPG Association Code of Practice
LPGA COP No 2

Installation and maintenance of twin
45kg LPG cylinder systems

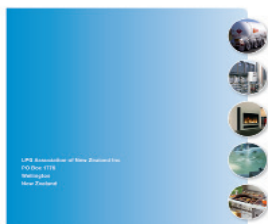
July 2014



LPG Association Code of Practice
LPGA COP No 3

Installation and maintenance of LPG
multi-cylinder systems

July 2015



New updates

- Installation and maintenance of LPG multi-cylinder systems
- Installation and maintenance of twin 45kg LPG cylinder systems

These codes of practice have been compiled with advice and input from across the industry in New Zealand and from international authorities. They capture the latest knowledge and design features gained from operating experience and investigative work conducted by the LPG Association.

You can find them here:

<http://www.lpga.org.nz/aboutUsPractice.php>



Helpful link

[click here](#)

The Board's
Annual Report
is now available for viewing

www.pgdb.co.nz/publications/corporate



Annual Report
2014

New tool gives confidence

Making business compliance requirements easy to find, understand and manage



Manage key business
requirements easily



Whether you're starting a business or have been around a while, this new tool is designed to give you confidence when it comes to compliance with government requirements.

How? Because it brings requirements from across government into one place.

It's the first-stop-shop for small business owners and operations looking for advice, information and tools to help better understand and manage business compliance.

Do make a point of checking out Compliance Matters. It has everything from employing staff to exporting overseas, tax requirements to health and safety, and everything else you might need to know about your business obligations.

“ Make life easier by reducing the time and effort it takes to deal with government ”

The tool can be found at:

www.business.govt.nz/compliance-matters



Ask for one of the web links

Hiring a Plumber, Gasfitter or Drainlayer?

Before you do...

Ask to see their card to check they have our authorisation.

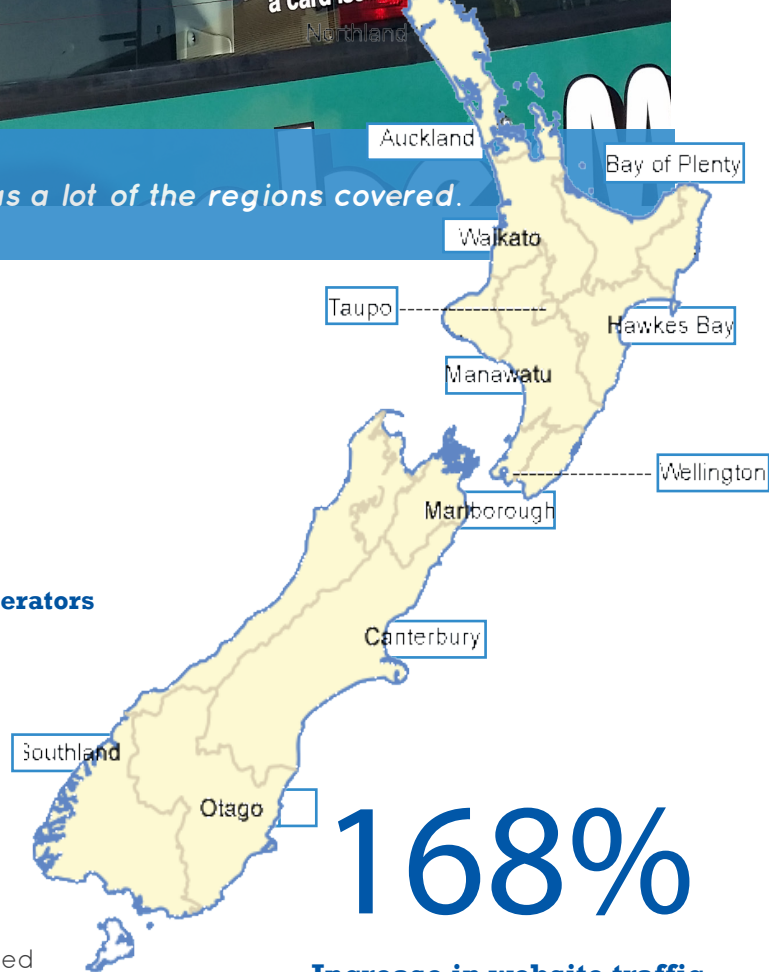
Without it, it's illegal for anyone to do this work in NZ.



You can also check if someone's authorised
www.pgdb.co.nz 0800 743 262



Trade support alone has a lot of the regions covered.



168%

Increase in website traffic

In comparison to 2013, media coverage, plus industry and stakeholder organisation support, has helped to drive 168% more consumers to the Ask-for-the-card message on the Board's website in 2014.

Awareness is high get on-board

Support the campaign and help squeeze out illegal operators

Alongside the Board's media and promotional activity it is refreshing to see tradespeople, organisations, and local government also coming on-board to help spread the message. This has extended national coverage extensively and the campaign gains more momentum each month.

Support for the campaign is mostly shown through information distribution opportunities. The

message features in advertising, newsletter articles and helpful consumer links on websites.

Spreading the message and the value of the licence through van signage has also remained another popular way to spread the word.

Email comms@pgdb.co.nz for stickers, posters, weblinks and other promotional options.



Multi-choice baffle

What some gasfitters knew that a lot didn't

In the recent licensed gasfitter examination was a multiple-choice question that went as follows:

Which of the following is the government agency responsible for managing the database that contains the compliance declarations for gas appliances?

- a) Plumbers Gasfitters and Drainlayers Board
- b) Environmental Protection Agency
- c) WorkSafe New Zealand
- d) Housing New Zealand
- e) Gas Association of New Zealand

Of those sitting the examination, the majority didn't answer correctly.

Do you know? Submit your answer (a,b,c,d or e) online at the Board's website at the link below.
www.pgdb.co.nz/publications/infobrief

Findings to be published in the November Info Brief.

Lock & load these dates



✓ November exam enrolments

Enrolments for the November 2014 examination round are still open and close on **30 September**.

Application forms are to be posted (post-marked) no later than 30 September 2014, or hand delivered no later than 5pm on this date to be considered.

✓ Take the time to refresh

Weekly refresher courses are available for the November exams every week from the **8 October** right up until the **17 November**.

To take a look at refreshers available go to:
www.pgdb.co.nz/trade/exams.html

✓ Exam timetable

8 November

Licensed Drainlayer
 Certifying Drainlayer

15 November

Licensed Plumber
 Certifying Plumber

22 November

Licensed Gasfitter
 Certifying Gasfitter

The right component

When is a backflow prevention device required?



Where required a backflow prevention device is a necessary component of a sanitary plumbing system to prevent cross contamination. Each sanitary plumbing installation (this includes bidets) requires a **certifying plumber** to determine if a backflow prevention device needs to be installed. The decision is based on the cross connection hazard type, high, medium or low.

Step 1

How do I identify what type of hazard I am working with?

High Hazard - any condition, device or practice, in connection with the potable water supply system, that has the potential to cause death.

Medium hazard - any condition, device or practice, in connection with the potable water supply system, that has the potential to injure or endanger health.

Low hazard - any condition, device or practice, in connection with the potable water supply system, that would be a nuisance—by colour, odour or taste, but not injure or endanger health.

Step 2

Where can I find a list of examples?

A list of examples of the hazard types is provided in the acceptable solution **G12/AS1 part 3**—however this is not an complete list.

What if it's not on the list?

Where there is doubt about a sanitary fixture or appliance that is not covered in the lists, comparison must be made with the hazard definitions provided.

Step 3

Bidets are not listed in the examples provided as acceptable solutions. How do I choose?

Bidets, whether stand-alone or toilet seat replacement type, deal with issues around potential potable water contamination from human waste. Base the decision on a check against the examples in **G12/AS1 part 3**—look for examples that deal with the same or similar hazard definitions.

Handy tip: Sewage pumps, sump ejectors, sluice sinks and bed pan washers, which deal with human waste, are listed as high hazard. A bidet also sits in the high hazard definition as it also deals with human waste and this is what the decision would be based on.

Step 4

Where else can I go if I'm still unsure?

If you are still unsure about the hazard type, you can request advice from the local Council. You can also request a determination from the Ministry of Business Innovation and Employment at the following link.

www.dbh.govt.nz/determinations.

Handy tip: There are Building Code compliance documents (Acceptable Solutions and Verification Methods) here: www.dbh.govt.nz/compliance-documents.

“Recently the Board has received calls wanting clarity around the installation of backflow prevention devices, with a particular emphasis on bidets and similar toilet seat type attachments.

To help point you in the right direction, the Board's technical services team suggests these guidelines.”

Handy tip:

Authorised tradespeople also have free to view access (use your personal trade login), to Standards New Zealand (SNZ) documents. Including the AS/NZS 3500 suite. Log in to your personal profile, select the SNZ logo, this will link you to the SNZ website and standards.