



Infobrief

2016 | EDITION 05

CPD SUCCESS

Peter Jackson

CHAIRPERSON



Stakeholders, practitioners and product suppliers unite to create a successful industry continuing professional development scheme

It has been pleasing to see the launch of the new form of CPD for the 2016/17 licensing year kick off so successfully. Myself and Martin Sawyers, Chief Executive for the Board, have valued the associated Mico Plumbing and Bathrooms sponsored one day workshops that are currently rolling out across the country.

These opportunities have been invaluable to the Board in gathering feedback and ideas from practitioners. We are constantly looking to evolve the topics within the new scheme and the Board's service offering to ensure we are having a positive impact on the industry.

Just 11 months ago, a committee representing the interests of the Board, practitioners, industry membership organisations, and The Skills Organisation, was implemented with the aim of putting heads together and creating a unique CPD learning experience for the industry – created by the industry.

This collaborative approach has seen a great solution evolve that addresses the complexities of an effective regulatory CPD scheme which works for the industry as a whole. Seeing product suppliers coming on board and supporting the new concept to ensure a positive outcome has also been pleasing to see. We appreciate their backing of this new initiative.

I would personally like to thank José Gómez, the Board's Examinations and CPD Manager, The Skills Organisation and the teams within Mico Plumbing and Bathrooms for executing this mammoth task so seamlessly. I know this has been no easy feat to implement in the tight time frame required.

Finally, I look forward to the remaining workshops on the 2016 calendar, and meeting with you to discuss the possibilities and future direction for our trades.

Public awareness

THE STATS

69 PERCENT

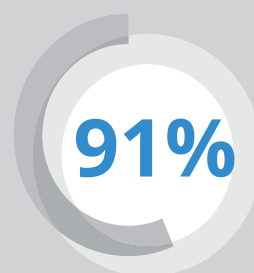
of kiwis prefer search engines as a source of news and information.

8.5 HOURS

is the cumulative time the average Kiwi spends on a normal weekday with TV, radio and internet.

1.6 MIL INCREASE

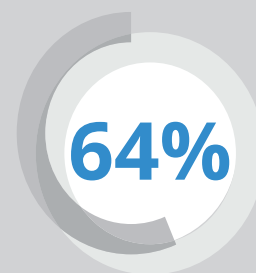
is the increase in those reading online news. Readership rose from 515,000 in 2009 to 1.6 mil in 2015.



THE FACTS

91 PERCENT

is the increase in consumers seeking DIY information in 2015/16 as a result of the ask-for-the-card campaign digital marketing strategy (using online news sites, app, radio and google advertising platforms).



64 PERCENT

is the increase in nationwide news media coverage achieved by the Board in 2015/16 in keeping consumers informed.

COMING UP IN THE PGDB CALENDAR

What's next

JULY/AUGUST

Martin Sawyers

CHIEF EXECUTIVE



Are you enrolled for CPD?

The first session of CPD started on 7 June and training sessions will be available throughout the country up until September 2016. The venues and dates for each session are set out on our website. You will also receive a text reminder from us to make sure you enrol.

Remember, by attending the training session (which takes around 3-4 hours to deliver), you will complete your CPD for the year.

CPD for next year

The Board will soon select and begin developing topics for the CPD courses to be delivered for the 2017-18 licensing year. It takes time to develop the materials for these courses so the topics have to be selected soon.

If you have any suggestions on potential topics please provide details to comms@pgdb.co.nz or phone 0800 743 262.

Stakeholder engagement

Board Chairman, Peter Jackson, and I will be attending some CPD training sessions to hold stakeholder meetings at their conclusion. This will give us a chance to outline some of the features of the Board's strategic

and business plans, as well as receive feedback from you about issues you are concerned about.

We are now also joining forces with large corporate identities in the industry to ensure those working in an illegal capacity don't slip through the cracks, and their chances continue to narrow for taking work from legitimate tradespeople. See page 07.

Relicensing

The response continues to be favourable to the request to get relicensed - with the majority having already done so. However, a minority still haven't despite numerous reminders.

I have now instructed staff to advise the councils of those practitioners who are not licensed and therefore are not permitted to carry out restricted work.

This could mean that some practitioners find that their local building inspectors will refuse to inspect their work. Also, the names of those who are not relicensed have been provided to our investigators for follow up.

Report a cowboy

The RAC app continues to be successful, with a number of practitioners now notifying us where unauthorised persons are carrying out restricted work. We want to catch these people as they are endangering the health and safety of the public, and also taking business away from those who are authorised.

We need your help to catch them. If you haven't already - please download the app. Remember that if you do make a notification to us you can request confidentiality.

We're recruiting

The Board is currently looking to extend it's service level in the area of technical expertise and investigation. See page 05. All interested parties need to get their applications in to us by Friday 8 July 2016.

Remaining CPD sessions with stakeholder meetings

| | |
|---------------|------------------|
| 4 July | : West Auckland |
| 28 July | : Hamilton |
| 9 August | : Keri Keri |
| 10 August | : Whangarei |
| 11 August | : Warkworth |
| 24 August | : Tauranga |
| 25 August | : Rotorua |
| 30/31 August | : South Auckland |
| 6/7 September | : Wellington |
| 8 September | : Masterton |
| 14 September | : Oamaru |
| 15 September | : Timaru |
| 16 September | : Ashburton |

IMPROVING INDUSTRY PRACTICES

Auckland inspections

12%

12 PERCENT accounts for inspection failures related to plumbing and drainlaying issues.

FAILURES

The main findings

THE PERCENTAGES ARE LOW



Recently the Board joined with industry stakeholders to conduct research into the issues around inspection failures in Auckland. This was to help identify where improvements can be made by industry practitioners.

The good news is that the research identified that plumbing and drainlaying issues were not the main contributors to inspection failures.

However, there were some things identified that plumbers and drainlayers should take notice of and, if necessary, improve their practices to help ensure an efficient building consent process.

Plumbing issues account for 5% of the overall inspection failures and drainage issues 7%.

Practice improvements: The reasons for plumbing failed inspections include;

- 1 the plumber not having a current licence and lack of minor variation documentation
- 2 preline building inspections account for 18% of failures. Identified within that category are occasions where the reason for the failure is the incorrect drilling and notching of framing with the main instigators being plumbers.

Practice improvements: In relation to drainage the identified issues include;

- 3 the designer not reading the contour plans resulting in insufficient or no fall, retention tanks not being taken into consideration at design phase and higher density housing meaning tighter sites.

In final inspections some of the common reasons for failure include;

- 4 inadequate flashings around service penetrations
- 5 lack of backflow prevention devices on outside taps
- 6 no haunching on the gully trap
- 7 lack of signage for non-potable water
- 8 undersized cesspits for the size of the catchment area
- 9 terminal vents not having a vent cowl and cheap plumbing fittings failing inspection.

INVESTIGATION UNIT REPORT

Front-line Q&A's

SOUTH ISLAND VISIT

New ideas

THE PGDB IS CONSTANTLY EVOLVING

The regular licence check sweeps nationwide are now the new normal. However, these visits from the investigations team are not strictly all about identifying illegal operators in the industry.

These visits are also an open opportunity to ask questions, provide feedback and give new ideas to help the Board to evolve it's service delivery in a positive direction.

Feedback from the recent South Island visit

Q: Those who have a number of employees are finding that even though they pay for all of them online at the same time, they are not getting the updated licence cards back in one go - why?

A: The issue here is that not everyone is active at the same time. Licensed and Limited Certificate Trainees may be waiting on supervisors to log-in and accept supervision

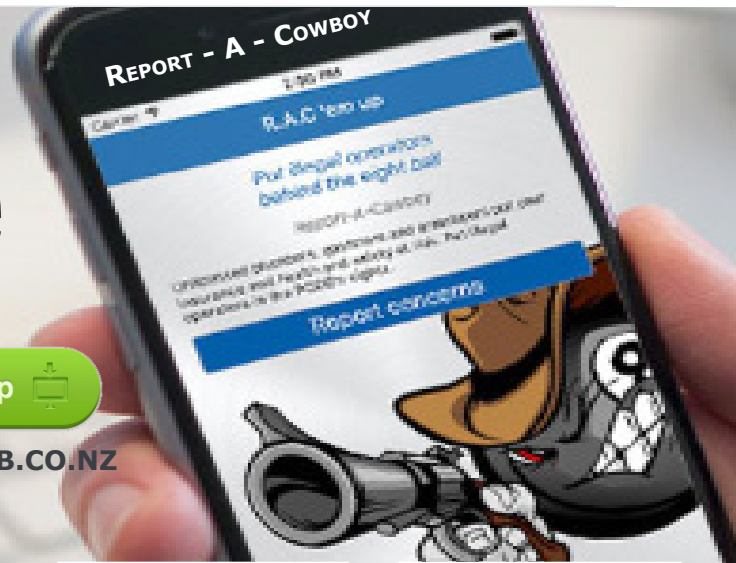
nominations. This can hold up cards being sent within the same order.

Solution: There is a call cycle system in place to prompt supervisors to get this done.

Q: Is it possible for an employer to access staff profiles in order to relicence - instead of going through a staff member and waiting for them to submit the form and have them sign it off?

A: Yes. If you give hand-written signed permission and send it to the Board that a particular staff member can be given a password. The Board can't give out passwords to anyone without hand-written permission as this is a privacy issue.

Point to note: As each applicant updates their own personal contact details and what goes on the public register - it's probably best to make your own application.



Get the App

WWW.PGDB.CO.NZ



Jayson Thomas,
Investigations Manager:

An ex police officer with 13 years of his career spent as an investigator in the Criminal Investigation Branch, Jayson has also worked previously as a regulatory investigator for the Civil Aviation Authority before joining the PGDB.



Dean Wakelin,
Investigator: *An ex police officer with nine years investigative experience. Dean has also previously worked within the police communications and court prosecutions environment.*

Security measures

CLOSING IN ON REGISTRATION # FRAUD

South Island practitioner feedback triggers alteration to public register

Q: registration numbers are visible on the public register. It leaves us open to fraud. Why can't the registration number be only used to 'search' the database but not displayed? This would make it difficult to use our registration numbers for fraudulent purposes?

Solution: the Board looked in to the legalities and found that this change can be implemented. Registration numbers are no longer viewable on the public register.

Apply in confidence

Head Hunting

Vacancy : Trade Advisor (investigations)

Reporting to the Board's Investigations Manager, the Trade Advisor will:

- provide evidence and technical assistance as required
- act as a help desk advisor to tradespeople seeking assistance in relation to compliance and legislation issues
- contribute technical information for the preparation of industry publication articles
- provide technical input as required to the Board and other staff members
- provide assistance to the Board's investigators.

We are looking for a person who;

- is a registered plumber and/or gasfitter and/or drainlayer
- displays a good working knowledge of these trades, and the various compliance requirements that relate to those trades
- displays knowledge or experience in a technical environment
- has an interest in technical investigation work, or is wanting to gain/extend experience in to this area of expertise
- has excellent written and verbal communication skills.

Our ideal candidate is also;

- a team player with a sense of humour who enjoys working with others
- someone with excellent people skills, who is hard working with high standards
- and, may have previous experience in working in a regulatory environment.

Does this sound like you?

Let us know by emailing your CV and covering letter through by Friday 8 July 2016. Send to jayson@pgdb.co.nz.

For further information, or a copy of the full job description also email jayson@pgdb.co.nz

Big business backing

ILLEGAL OPERATORS

Championing professional practice

EARLY ADOPTERS DRIVE THE MESSAGE HOME "ASK-FOR-THE-CARD"



EARLY ADOPTERS RECOGNISE THE RISK AND IMPACT

Recently the Board has been engaging with major construction companies and product retailers in New Zealand to implement joint initiatives to help reach the general public, DIY'ers and construction work sites.

WHY?

To ensure the stay safe approach when engaging in the services of trades-people, 'ask-for-the-card'.

This approach is set to effectively spread the reach of the campaign and continue to drive the message home to consumers.

"Work carried out by unauthorised people carries the risk that it will not be done competently. Therefore can have significant impact on insurances, and there is a very high risk to public health and safety."

Early adopters of the Board's stay safe approach 'ask-for-the-card', recognise the consequence of having restricted work done by unauthorised people.

They know that by backing the campaign to extinguish unlawful activity, that they are not only managing the impact to themselves, but their clientele and the wider community.

CHAMPIONING PROFESSIONAL PRACTICE

Currently backing the Board's efforts, are the NZ Insurance Council, EQC, Consumer NZ, The Citizens Advice Bureau, www.builderscrack, Yellow home maintenance app, Build and Renovate Today magazine, Mico Plumbing and Bathrooms, Plumbing World, My Plumbing Depot, licensed practitioners and local councils throughout New Zealand.

CONSTRUCTION COMPANY NAYLOR LOVE JOINS THE LIST OF EARLY ADOPTERS

The Board can now confirm that joining the list of large corporate identities that have been approached, who are currently underway with implementing strategies into their every-day practice is Naylor Love.

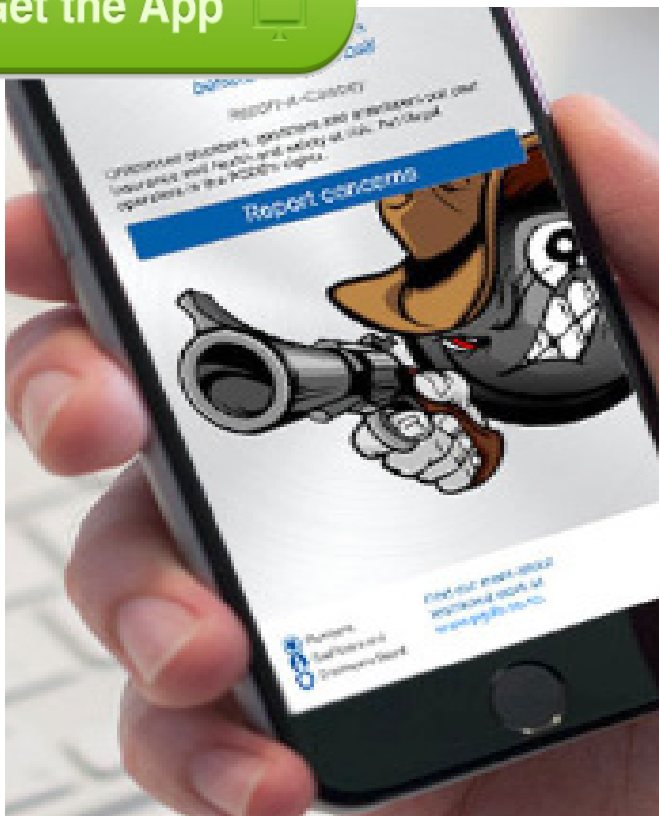
Naylor Love are currently rewriting into their tender and prestart paperwork documentation that contractors providing plumbing, gasfitting and drainlaying services to them need to demonstrate that they are authorised to carry out restricted work.

If you are looking to contract your services to large construction companies you should ensure that you/and or staff hold a current licence as you could now be asked for licence details.

Show the card

**NOW
IS THE
TIME**

Get the App



SIGNAGE COMPETITION

I've downloaded the app - did I win?

WE'RE NOTIFYING THE WINNERS!

If you entered last month's competition to win free van signage - watch your email! We're notifying the winners soon.

Join Naylor Love, The NZ Insurance Council, EQC, Consumer NZ, The Citizens Advice Bureau, www.builderscrack.co.nz, Yellow home maintenance app, national community and daily newspapers, Newstalk ZB, Radio NZ, Build & Renovate Today magazine, Progressive Building magazine, MICO Bathrooms, Plumbing World, My Plumbing Depot, licensed practitioners and local councils throughout New Zealand to help ensure the consumer is informed.



Phone 0800 743 262 or email comms@pgdb.co.nz for free promotional material. There are plenty of options available:

- Stickers and posters
- Consumer guides
- Website and signage imagery
- Newspaper advertisements, flyers etc

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

Cutting through the clutter

IN BRIEF

Compliance

INDUSTRY UPDATES




Building controls update

GLASS BARRIER REQUIREMENTS TO BE AMENDED


On 1 June 2016 the Ministry of Business Innovation & Employment amended the glass barrier requirements in the acceptable solution B1/AS1, to those requirements in NZS 4223.3:2016. The current glass barrier requirements in B1/AS1 ceased to have effect at the same time.

The changes mean that all new frameless glass barriers that comply with B1/AS1 will be required to have an interlinking rail, unless the barrier is laminated safety glass and has features to retain panes of glass in the event of breakage.

Your online library *Portfolio*

[TRADE LOGIN](#) 

DO IT ONLINE...

What do you want to do? 

[GO](#)

The following standards in your online library Portfolio have been updated

- AS/NZS 5601.1:2010:Gas installations - Part 1: General installations (replaces Appendix I to NZS 5261:2003:Gas installation - Large installation commissioning (Appendix I))
- AS/NZS 5601.1:2010:Gas installations - Part 1: General installations (replaces Appendix H to NZS 5261:2003:Gas installation - Guidelines for gas appliance commissioning (Appendix H))

Both versions of the above are now available from your online library. You can view the updates by logging in through your trade login on the Board's website.