



# Infobrief

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**I am pleased to announce that the Board's Annual Report for the year ended 31 March 2016 is now available for viewing on the Board's website. Go to: [www.pgdb.co.nz/corporate](http://www.pgdb.co.nz/corporate)**

ANNUAL REPORT

**Peter Jackson**

CHAIRPERSON



The 2015-16 year has seen the Board consolidate changes made over the past five years and turn its attention to the future.

The focus has been on improving key business processes, building stronger industry relationships and developing strategies and goals for the future.

Particularly pleasing, has been the move from dealing with outstanding historic issues to focusing on a number of changes and new initiatives.

The creation of the mobile phone application "Report a Cowboy", which allows the industry to be the eyes and ears of the Board in reporting unauthorised work is progressing particularly well.

It's been great to see the number of reports coming through from practitioners notifying us of where

unauthorised persons are carrying out restricted work.

A large proportion of these app reports where confidentiality has been requested have been used to gather intelligence. This has allowed the Board to efficiently and effectively target its enforcement resources.

Equally pleasing is the percentage increase we are seeing of those waiving the confidentiality clause. This has allowed the Board to progress with further action in ensuring the chances continue to decrease for those taking work from legitimate tradespeople.

This help is definitely keeping the Board's investigations team busy and is ensuring those working without authorisation don't slip through the cracks.

## Unauthorised work

**PUTTING ILLEGAL OPERATORS BEHIND THE 8 BALL**

78 PERCENT | 18 PERCENT | 4 PERCENT

Of those who were reported:

- 78% served as intelligence (confidentiality requested)
- 18% received warning letters
- 4% progressed to charges.

When reporting concerns to the Board through the RAC app you are able to request confidentiality. These reports are used for intelligence gathering. To progress information received through the RAC app past the intelligence gathering stage, to laying charges, the Board requires a "complainant". When reports are received by the Board's investigations team, they will give you a call to explain the 'ins and outs' of both processes.



78%

THE PGDB CALENDAR

# Progress



## INDUSTRY UPDATE

### Martin Sawyers

CHIEF EXECUTIVE



**98 PERCENT**  
We are currently sitting at 98% of 2015's total for authorisations issued. This indicates we will more than likely supercede the 2015 final outcome for the current licensing year.

Building stronger relationships with key stakeholders is a top priority for the Board in 2016, with 36 Stakeholder meetings having been conducted to date this licensing year.

Feedback we have received from practitioners has generally been positive, and has been invaluable to the planning process that is now underway for the Board's 2017-20 strategic plan. Thank you to those who have taken the time to attend meetings and share your thoughts with us.

The Board is now in the final stages of implementing the Journeyman class of registration. Final approval for this class is currently with the Minister for Building and Housing. This new addition was identified as a result of feedback in relation to the recent consultation for change to the registration and licensing requirements.

Topical in the news recently has been corrections-based training programs in relation to plumbing.

As a result, the question has been raised with the Board around potential hurdles an employer may face if an apprenticeship was offered to graduates of corrections-based training.

These education programmes have a positive impact in teaching inmates about general employment skills to find and retain employment following release from prison.

However specific jobs and industries such as plumbing, do have strict eligibility criteria to be met at application for registration that also needs to be taken into consideration.

The fit and proper person assessment makes up part of the minimum standards for registration that the Board requires in ensuring those persons

carrying out regulated work are competent to do so.

Whether a graduate of corrections-based training would meet this requirement very much depends on an individual assessment. In the instance that offending had been serious it would definitely have an impact on the fit and proper person assessment.

If industry employers are looking at taking on a corrections-based training graduate as an apprentice, I would suggest contacting Board in the first instance to discuss each individual case.

## Health & Safety

### CARD NOTIFICATION

#### *Expiry dates on health and safety cards invalid*

Any expiry dates on health and safety cards that have been issued to tradespersons when they have completed a health and safety unit standard are invalid because there is no expiry date.

Those persons who have cards with expiry dates need to contact the provider and ask for a fresh card to be issued without an expiry date.

IMPROVING INDUSTRY PRACTICES

# Who's Responsible

THE SUPERVISION WATCH



**12 PERCENT** of the total authorisations issued for the 2016 licensing year to date accounts for those who are supervising others.

## Don't get it wrong

TUNE-IN THERE ARE NO EXCUSES



*Poor supervision continues to be an issue coming in front of the Board for disciplinary hearings. Don't make supervision one of your mistakes in 2016. Ensure your understanding is clear.*

### Your refresher resources:

- *Supervision requirements formed the basis of topic one in your 2016 CPD handbook.*
- *There are guidelines to give practical guidance to the industry on what the Board considers to be best practice supervision on their website.*

Who is responsible for supervision? In the case of each trade, the certifier must supervise the relevant restricted work.

This doesn't mean that the certifier actually has to physically supervise all the restricted work themselves. The certifier can also allow a nominated person (from the relevant trade) to physically supervise the work.

On most occasions the nominated person will be someone from within the same business. If someone from outside the business is engaged to physically supervise the work, the Board recommends that some sort of written acknowledgment or contract is entered into between the certifier and the nominated person

recording this arrangement.

Even when a nominated person physically supervises restricted work on behalf of a certifier, it is the certifier who remains ultimately responsible for supervision at all times. This means that the certifier is responsible for having appropriate systems and processes of supervision in place. They must ensure an appropriate level of oversight is applied to each task. This applies even if the physical supervision of the work is being carried out by a nominated person.

The Board has developed supervision guidelines in response to industry feedback that gives good clarity around how supervision needs to be carried out.

**Find the guidelines here:**

[www.pgdb.co.nz/legislation/policies](http://www.pgdb.co.nz/legislation/policies)



# Hang up the tools for a bit

... get a feel for industry career pathways

## Field Technical Evaluator (Investigations Team)

Current vacancies on a 'Case-by-case' basis (contracted to be available when needed)

Thinking about hanging up the tools - but not quite sure what that looks like?

It's no secret, the PGDB has evolved in new and exciting directions that are having positive effect on the industry and tradespeople.

### Get the know how

The Board are currently seeking applications from practitioners interested in assisting the investigations team out in the field on a 'case-by-case' basis.

These roles are a great way to get a good feel for how it all works and hands-on experience with the systems and procedures within a regulatory environment.

### We are looking for a people who

- Are registered plumbers and/or gasfitters and/or drainlayers.
- Display a good working knowledge of these trades, a good understanding of legislation and the various compliance requirements that relate to those trades.

You may be a good fit. Does this sound like you?

With these changes come new vacancies. Opportunities to proactively work with the Board to meet the challenges the industry faces within the current construction sector climate.

Reporting to the Board's Investigations Manager, these roles will involve (on an as required basis only);

- site examinations
- technical services analysis
- evaluation reports.

### Our ideal candidates

- Team players who enjoy working with others.
- Those with excellent people skills, who are hard working with high standards.

Note: A price plan will be set with regard to hourly rate, travel, accommodation and expenses.

Contact Jayson Thomas, PGDB Investigations Manager for a copy of the full job description. Email [jayson@pgdb.co.nz](mailto:jayson@pgdb.co.nz) or phone 0800 743 262 for a quick chat to find out more.

INVESTIGATIONS REPORT

# Queens- town

## CONSTRUCTION

### Building is booming

#### PROGRESS MONITORING

Queenstown is in expansion mode with \$250 million worth of construction underway or due to start in the next 18 months.

With about \$200m of the confirmed work happening in the Frankton area, two members of the Board's investigations team recently conducted a three day spot licensing compliance operation in this area and the Queenstown region in general.

The operation also followed information received highlighting a pattern of unauthorised work being conducted on a number of large and well known residential development projects.

Day one involved a number of visits to sites in Wanaka where all practitioners approached had their licenses on them and were all current. A visit to Arrowtown late that afternoon located an unsupervised person doing

drainlaying in an unauthorised capacity.

Investigations Manager, Jayson Thomas says; "This was restricted work being undertaken for a large company on a commercial basis - and what was more concerning was the absence of his supervisor (also unlicensed)."

"This is a common occurrence from what we are seeing and hearing from industry stakeholders, and something we are monitoring - and will act on if there is evidence of offences being committed", he said.

Days two and three involved visits to Frankton, Glenorchy, Jacks Point and Cromwell which again produced a good result. All practitioners spoken to produced current licences.

Queenstown can expect further spot checks from the PGDB investigations team in the near future.



**Jayson Thomas, Investigations Manager:** *An ex police officer with 9 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.*

### On target

#### CHRISTCHURCH SETS THE BAR HIGH

*Christchurch was also subject to a spot check recently by the investigations team and the reports were pleasing.*

**Jayson Thomas, Investigations Manager**

I have to say that I was very impressed with what I found.

We visited six large commercial developments containing multiple operations throughout the three disciplines and large amounts of staff.

All were licensed, they had their cards with them and were happy to see us out and about.

It was great to see these guys in Christchurch setting the bar on the importance of being licensed and taking responsibility for keeping them that way.

# In the media

## PROSECUTION ROUND-UP

### Cleaning up the industry

#### ILLEGAL OPERATORS



#### Dunedin company and employees fined for lapsed licenses

EC Shaw Plumbers Ltd and two employees have been fined a total of \$5,750 for carrying out restricted sanitary plumbing, gasfitting and drainlaying work without authorisation.

In this case, EC Shaw Plumbers Ltd faced a charge of employing a person to carry out unlawful sanitary plumbing, and was fined \$2,500 and ordered to pay \$113 toward solicitors costs.

Kenneth Shaw, Managing Director of EC Shaw Plumbers Ltd, faced charges of undertaking unauthorised (unlicensed) sanitary plumbing, gasfitting and drainlaying work. Mr Shaw was fined \$2,500 and ordered to pay \$113 toward solicitors costs. Mr Shaw had failed to renew his licence for the 1 April 2015 to 31 March 2016 year.

Employee, Christopher Jenkins

faced a charge of undertaking sanitary plumbing without authorisation, and was fined \$750 and order to pay \$113 toward solicitors costs. Mr Jenkins had not held a current license since 2013.

#### \$3000 fine for home handy man reinforces message

Hastings home handyman, Dennis Rosser was found guilty and sentenced to pay a \$3,000 fine, \$113 in solicitor's fees and \$130 in court costs, for conducting restricted sanitary plumbing work without authorisation.

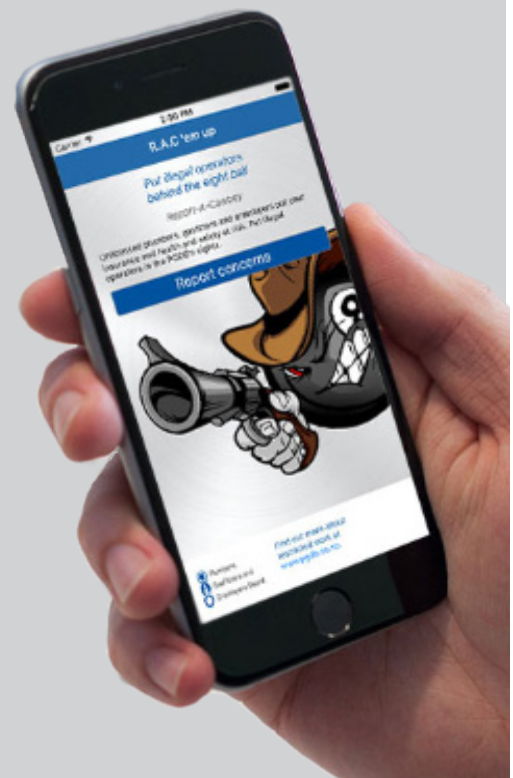
A Hastings landlady (the complainant in the case), engaged Mr Rosser to repair a leaking hot water cylinder at her property.

The restricted sanitary plumbing work undertaken in relation to the leaking hot water cylinder included replacing a 20mm gate valve and installing a crox tee.

The complainant became concerned sometime after the repairs when high electricity

invoices were received. This made her suspect that the hot water cylinder continued to leak, and subsequently she engaged another contractor (who was properly qualified).

It was discovered that the work was defective, causing hot water to leak under the house and leaving the area saturated.



# Show the card



The Board's ask-for-the-card public awareness campaign promoting the value of using only authorised tradespeople has established a strong media and digital profile during 2015/16.

The message is spreading fast, especially throughout the online world. More and more consumers each day

are becoming aware of the need to protect their health and safety, and insurance by only using authorised tradespeople.

*Ask-for-the-card is a familiar thing*

First impressions count. Proactively show your licence card to potential customers.

## Times up!

HAVEN'T RELICENSED YET?

If you are a registered tradesperson carrying out sanitary plumbing, gasfitting or drainlaying work you should have already uplifted your licence for the 2016/17 year.

If you haven't - the Board now intends to take a hard line.

Get it done at [www.pgdb.co.nz](http://www.pgdb.co.nz) online or phone 0800 743 262.

**Join** Naylor Love, The NZ Insurance Council, EQC, Consumer NZ, The Citizens Advice Bureau, [www.builderscrack.co.nz](http://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](mailto: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](http://www.pgdb.co.nz) 0800 743 262

# Noticeboard

## Policy change

### CRITERIA FOR THE LICENSED LEVEL EXAMS

At its 21 June meeting, the Board adopted a change to the eligibility criteria for the licensed level examinations.

From now, candidates are able to apply to sit their licensed level exams at any stage of their National Certificate, as long as their enrolment is current.

Other eligibility criteria to sit examinations remains unchanged.

Even though this change in policy allows for these exams to be sat during the earlier stages of training, the Board recommends that candidates attempt the exam towards the end of, or after completing, their National Certificate. This will give the best chance of achieving a pass mark on the first attempt.

**Note** that passing the exams and becoming a registered tradesperson are different and separate processes, and completing the National Certificate training is still a requirement for registration.

## November enrolments

### REGISTRATION EXAMS

Enrolments for the November round of registration examinations are now open and will close at 5pm on Friday 30 September 2016.

Application forms and examination information are available from the Board's website.

Go to : [www.pgdb.co.nz/trade/exams](http://www.pgdb.co.nz/trade/exams)

**Note** that for certifying examinations only, enrolments can also be completed online through your Trade Login.

## Info for gasfitters

### GAS METERS AND DISTRIBUTION SYSTEMS

Energy Safety occasionally receives reports from gas meter owners that meters have been removed and placed into houses or garages for storage while work is being carried out on consumer properties.

They have also received reports that distribution system pipes (the pipe supplying the gas meter) have been dug up and thrown in the corner of the property.

.....  
**The question is:** what can gasfitters legally do with gas meters and distribution systems?

**The short answer is – nothing.**  
.....

The Gas (Safety and Measurement) Regulations 2010 (GSMR) state that gasfitting starts at the outlet of the gas meter. Most gasfitters do not have the permission of the meter owner or distribution system owner to work on the gas meter or the upstream supply pipe.

Unless they have permission, the only thing a gasfitter can do is remove the union on the outlet of the meter. A gasfitter cannot undo the union on the gas meter inlet, or the unions related to the regulator. This does not preclude operating the meter inlet valve to isolate the installation.

If a gasfitter, or any person, interferes with a gas meter or the supply pipe the GSMR impose a penalty – you can be prosecuted for doing this work without permission from the equipment owner.

If a person needs to remove a gas meter or distribution pipe, the process is to contact the consumer's gas supplier who will arrange for an authorised technician to do this work.

Nobody is allowed to bypass this process to enable a job to go faster.