



APPRENTICESHIP PROGRAMME TRAINING GUIDE

For National Certificates in Plumbing, Gasfitting & Drainlaying

Apprenticeship Programme Training Guide

This guide is for plumbing, gasfitting and drainlaying apprentices and employers and summarises what they need to know about the apprenticeship programme.

The guide has been developed by the Plumbing Gasfitting and Drainlaying Industry Training Organisation Limited (PGDRITO).

If you need further information about any issues discussed in this training guide contact:

PGDRITO

Freephone: 0800 277 736

Email: info@ito.co.nz

INTRODUCTION

Plumbing /Gasfitting/Drainlaying Apprenticeships

An apprenticeship is competency based. It is estimated that plumbing/gasfitting usually takes three and a half to four years (approximately 8000 hours) and drainlaying should take 2 years to complete (approximately 4,000 hours).

The apprenticeship is essentially an on-job training programme. The apprentice learns the skills of the industry working for their employer on a day-to-day basis. This on-job training is supplemented with structured off-job training and assessment.

Successful completion of the distance learning assessments and block courses is required to complete the apprenticeship and gain the National Certificate in Plumbing/Gasfitting/Drainlaying.

During the apprenticeship an apprentice will:

- Be in paid on-job training
- Be expected to complete off-job training consisting of:
 - Distance learning assessments and
 - Block course(s)

THE APPRENTICE PROGRAMME

On-Job Training

- Most of the apprenticeship learning is on-job.
- The employer/supervisor is the key trainer.
- Every working situation is different, so no precise outline or structure for on-job training can be provided.
- It is expected that during the apprenticeship, an apprentice will experience the full range of work required to achieve the qualification.
- In some situations this could involve an apprentice being seconded to another company for a specific section of on-job training. This would allow the apprentice to gain experience in a work area not covered by their employer.

On-Job Assessment

Some unit standards may be assessed on-job and others at block courses. For unit standards assessed on-job the apprentice will be assigned a workplace assessor, and the apprentice's supervisor will observe and verify the apprentice's on-job skills. The assessor will then carry out the workplace assessment. When the assessor is satisfied with the apprentice's competence they will sign off on the assessments leading to the unit standard. Refer to your employer and apprentice guides for more information.

On-job assessment is not yet used, but may be introduced at a later time.

On-Job Verification

The PGDRITO is now requiring employers/supervisors to verify practical work tasks to ensure each apprentice is observed and monitored, to make certain that apprentices are carrying out the required tasks for each practical unit standard.

The apprentice will be sent the verification forms from the PGDRITO, each form relates to the unit standard that requires verification. These forms are to be kept in the apprentices' assessment folder and **MUST** be taken to the block course for the assessors to complete.

The employer/supervisor is to only complete the Supervisor/Verifier Sign part of the form

On-job verification is only required for practical units which are assessed on block courses.

Work diary

Apprentices are supplied with a Work Diary. This is for keeping your own record of the on-job tasks you complete in relation to unit standards you are being assessed against. Refer to the employer and apprentice guides for more information.

It is suggested that the apprentice purchases a folder to hold the assessment evidence

Off-Job Training

Consists of two elements;

- distance learning and,
- block course(s).

Distance Learning

The theoretical knowledge component of the apprenticeship is important. Apprentices need to learn the theory behind why things are done in a certain way. They must develop a working knowledge of relevant codes and standards and the theory behind industry practices.

The workbooks contained in the distance learning packs are related to the unit standards in the national certificate. These workbooks contain assignments designed to check the apprentices knowledge and understanding of the material contained in the workbook. It is vital that the apprentice fully understands the material contained in the workbooks and textbooks.

The providers have been directed by the PGDRITO to automatically send the first assessments, three months from the date of the apprentice enrolling into their training. This will provide time for the apprentice to fully complete the assignments and workbook tasks to ensure they have a good understanding of the material, before they attempt the final assessments.

If an apprentice wants to request the assessments before this three month period they must first contact the PGDRITO to justify their request.

It is strongly suggested that the apprentice reads all relevant information in both the workbooks, relevant texts and completes the workbook assignments before requesting and attempting the final assessments.

Once the apprentice has successfully completed their first assessments they can contact their provider and request the next assessments at their stage, provided they have completed the workbook assignments and tasks.




The assessments are sent directly from the provider to the apprentice, and may vary in number depending on the internal systems used by the provider. For clarification please contact your provider.

The Stage 1 Distance Learning Assessments are sent out in the following order:

Unit standard	
1	21883 Demonstrate knowledge of hazards and precautions for working with gas in plumbing, gasfitting or drainlaying
2	2136 Identify and describe hand tools and testing equipment for plumbing
3	2137 Identify and describe trade equipment and power tools for plumbing
4	2114 Identify and describe hand tools and testing equipment for gasfitting
5	2115 Identify and describe trade equipment and power tools for gasfitting
6	2138 Demonstrate knowledge of asbestos and safety procedures
7	1099 Excavate and trench for plumbing, gasfitting or drainlaying}
7	1122 Establish line, level and gradient for plumbing or drainlaying}
	<i>Combined assessment</i>
8	2143 Install, secure and maintain water supply pipework in buildings
9	21884 Install and maintain roofing, rainwater handling and cladding systems and flashings
10	23845 Demonstrate metal welding for plumbing or gasfitting
11	21887 Draw patterns and construct sheet metal products for plumbing or gasfitting requirements

Plumbing/Gasfitting apprenticeship timeline
(It is important to note that the times are estimates)

Milestones to completing the plumbing/gasfitting apprenticeship

 <p>12 – 18 months completion stage 1</p>	<p>Start of stage 1</p>	<p>The apprentice receives:</p> <ul style="list-style-type: none"> • A welcome letter from PGDRITO • Their training agreement • This training guide • Relevant textbooks • Verification forms for practical units
		<ul style="list-style-type: none"> • Welcome letter from the Provider assigned to apprentice • Distance learning materials & workbooks are sent
		<p>The apprentice completes all the assessments that make up the first stage of distance learning, as above. These assessments are to be requested from the provider once the assignments in the workbooks have been completed.</p>
 <p>12 – 18 months completion stage 2</p>	<p>Start of stage 2</p>	<p>The apprentice completes all the distance learning assessments required to attend the next block course (2A)</p> <p>These assessments are to be requested from the provider once the assignments in the workbooks have been completed.</p>
		<p>The apprentice attends the FIRST block course, stage 1, which is three weeks long.</p>
		<p>The apprentice attends the SECOND block course, stage 2(A) which is two weeks long.</p>
 <p>12 – 18 months completion stage 3</p>	<p>Start of stage 3</p>	<p>The apprentice completes all the distance learning assessments required to attend the next block course (2B)</p> <p>These assessments are to be requested from the provider once the assignments in the workbooks have been completed.</p>
		<p>The apprentice attends the THIRD block course, stage 2(B) which is two weeks long.</p>
		<p>The apprentice attends the FOURTH block course, stage 3(A) which is two weeks long.</p>
	<p>The apprentice completes all the distance learning assessments required to attend the next block course (3B)</p> <p>These assessments are to be requested from the provider once the assignments in the workbooks have been completed.</p>	<p>The apprentice attends the FIFTH block course, stage 3(B) which is two weeks long.</p>

Drainlaying apprenticeship timeline (It is important to note that the times are estimates)	Milestones to completing the drainlaying apprenticeship
At registration	The apprentice receives: <ul style="list-style-type: none"> • A welcome letter from PGDRITO • Their training agreement • This training guide • Relevant textbooks
Within first month	The Open Polytechnic (TOPNZ) sends the distance learning materials and assessments required to complete stage 1.
During the first 12 months	The apprentice completes all the assessments required to complete stage 1
Start of next 12 months	Re-enrolment with The Open Polytechnic (TOPNZ) is required for stage 2. (No fee payable) The Open Polytechnic (TOPNZ) sends the distance learning materials and assessments required to complete stage 2
2 years (24 months)	The apprentice attends the block course.

Completing the Distance Learning Assessments

The completion of the Distance Learning assessments is paramount to the achievement of the apprentices' qualification.

Completed distance learning assessments provide evidence that the apprentice has a good understanding of the theoretical knowledge required for attending block courses.

Each completed assessment is posted to the training provider where it is marked by a tutor. The apprentice receives back the marked assessment including feedback. The apprentice may be asked to redo any section of the assessment where they have been deemed not yet competent.

As these assessments are a final assessment of the apprentices knowledge it is important that the apprentice only sends in assessments for marking, when they are confident they have answered the assessments correctly.

Each provider has a strict criterion for re-marking assessments, please contact the provider directly for more information on their re-sit policy.

Completion of the required distance learning assessments at each stage of the distance learning programme is a prerequisite to attending block courses.

The programme of distance learning assessments is provided by the same training provider an apprentice will attend for block courses.

Distance learning assessments are sent to the EMPLOYERS address. If apprentices have not received assessments within two weeks of requesting them, they are to contact the PGDRITO.

IMPORTANT

- Return each assessment to the training provider for marking as soon as it is completed, assessments should **not** be stored and sent to the training provider in batches for marking.
- Keep a copy of your assessment for your records and in case they get lost in the post.
- Revision of distance learning is required prior to block course attendance.
- Keep your distance learning workbooks for revision before you attend a block course, it is a good idea to take your distance learning workbooks to the block courses as well.

Block Course(s)

Block courses are provided to complement on-job training and to reinforce and test the knowledge gained through distance learning assessments. They provide formal assessments of skills and knowledge leading to the award of the unit standards which make up the national certificates in plumbing, gasfitting and drainlaying.

Attendance at training provider block courses provides more than just theory learning and testing. It also assesses practical skills and theoretical knowledge and provides individual tuition to extend apprentices' practical skills, where required.

Examples of this are:

- Apprentices may not get much on-job training in welding or brazing, so their skills will be extended on the block course
- Apprentices may need tuition to extend their drawing skills
- Apprentices may not get sufficient experience in aspects of plumbing & gasfitting and this can be supplemented on the block courses.

Block courses are conducted at a training provider which is accredited to teach plumbing and gasfitting and drainlaying.

Block Course Reports

Employers and apprentices will receive a statement of achievement at the end of each block course.

The block course report process is as follows:

- The training provider reports to the PGDRITO at the end of each block course.
- The PGDRITO sends the apprentices unit standards achieved to the New Zealand Qualifications Authority (NZQA).
- NZQA updates the apprentice's record of learning.
- The apprentice and the employer receive a copy of the apprentices report.

Block Course Attendance and Behaviour

Block courses are critical to the successful completion of the apprenticeship programme.

Lifelong friendships are often made on block courses and the courses may include some socializing.

However it is not acceptable for apprentices to:

- Be disruptive during block courses,
- Have unexplained absences or unacceptable timekeeping,
- Not be able to work productively or safely during the day.

A Block Course Attendance and Behaviour Protocol is issued to apprentices and their employers prior to each block course. In addition, a summary of the protocol is given to apprentices at the beginning of each block course.

Apprentices who do not behave appropriately will be reported to their employers. Both the PGDRITO and the employer can impose penalties and repeated offenses can lead to the termination of an apprenticeship.

Block courses should be seen as an extension of the apprentices work environment and are to be treated with the same consideration as any work situation.

Block Course Scheduling

Course attendances are confirmed with the apprentice and employer before the commencement of each block course.

Apprentices are sent a “pre-scheduling” letter from the PDGRITO advising they are pre-scheduled on a block course. After checking this date suits the employer and apprentices, and that distance learning is up-to-date, a final scheduling letter will be sent to confirm block course dates.

Remember – If you do not successfully complete the required distance learning assessments, your eligibility for attending scheduled block courses will be affected.

Block Course Travel and Accommodation

If you need to attend a block course away from your home town, you may be eligible for an allowance. You will get information about this when you receive your block course Statement of Achievement.

Managing your Studies

Apprentices manage their own progress through this apprenticeship and need motivation and self discipline to keep up with the learning schedule.

Apprentices who don't keep up with the distance learning extend the time of their apprenticeship. **This is because attendance at each block course is dependent on completing a block of distance learning assessments.**

The PGDRITO and the training provider will work with any apprentice who has fallen behind in their studies, but apprentices need to complete all the distance learning assessments to progress through their apprenticeship.

These are some of the tools that are provided by the PGDRITO to help manage training and studies.

Access Your Progress

Apprentices and their employers can track their achievements via the PGDRITO website.

For Apprentices

1. Access the PGDRITO website at www.ito.co.nz
2. On the left hand panel scroll to "Click here to login to myProgress" and click on the icon
3. Select "Use this link to login to the apprentice section of myProgress." And click on »Trainee Login
4. Enter your Trainee ID and date of birth.
5. Click on submit

For Employers

1. Access the PGDRITO website at www.ito.co.nz
2. On the left hand panel scroll to "Click here to login to myProgress" and click on the icon
3. Select "Click here to log into the Employer section of myProgress." And click on »Employer Login.
4. Enter your Employer ID.
5. The initial password is 12345. Enter this and you will be prompted to change to one of your choosing.
6. Click Submit

Failure of an apprentice to progress satisfactorily through their studies may result in their training agreement being terminated.

If you require help, please ask!!

Employment Issues

Employment Agreements

The Training Agreement registered with the PGDRITO is not an employment agreement.

However under New Zealand legislation there must be an employment agreement negotiated between every employer and apprentice. If you are unsure of your rights, seek professional legal advice.

Further information about pay rates is available from the Department of Labour www.dol.govt.nz

There is mutual loyalty and respect with a well-functioning apprentice-employer relationship.

A snapshot of an effective apprentice –employer relationship could look like:

The Apprentice:

- Understands what is required of them at work
- Is reliable and honest
- Has the communication skills to act as the front-person for the employer's company
- Is on time for work, and is keen and able to work and learn
- Monitors their appearance and clothing to make sure they are appropriate for each work situation
- Is aware of their employer's expectations of them and is comfortable in the work environment
- Is aware of and follows company health, safety and employment-related policies and practices
- Is able to discuss any work or study-related concerns with their employer
- Is able to ask questions, seek clarification of set work tasks, and ask for help if required
- Needs to maintain a clean drivers licence, to be able to operate work vehicles
- Has good communication with supervisors and co-workers and can relate appropriately to clients
- Communicates appropriately if they are ill or need to take leave
- Is motivated to complete their distance learning assessments and block courses and is taking advantage of help and support if required
- Does not use offensive language or behave in any way that would endanger the reputation of the company
- Works diligently on block courses and observes course requirements in respect of timekeeping and behaviour
- Is drug free. The use of illegal drugs is unacceptable

The Employer

- Provides a safe workplace
- Provides regular work and pays the apprentice at the agreed hourly pay rate and on the agreed pay dates
- Provides training and work that covers the full range of plumbing & gasfitting or drainlaying work (or arranges for the apprentice to gain the training and experience elsewhere)
- Makes the apprentice aware of company health and safety and employment policies and practices and checks that they are following them
- Provides appropriate on-job training and supervision. If not delivering the instruction themselves, they make sure their staff give the apprentice clear instructions on how to do the work correctly and safely
- Supervises the apprentice closely, especially in the early stages of the apprenticeship
- Communicates clearly with the apprentice and provides indications of how the apprentice is progressing
- Has an appropriate procedure to discuss any emerging performance issues
- Gives the apprentice appropriate guidance on how to relate to clients, co-workers and supervisors
- Checks the apprentice is completing the distance learning assessments and offers appropriate support for the apprentice
- Releases the apprentice for all block courses
- Explains clearly the conduct required of employees of the company to ensure the company maintains its professional reputation

Terminations and re-enrolments

A termination of apprenticeship occurs when an apprentice leaves the employer for any reason other than a mutually agreed transfer to another employer.

If a person then decides to resume an apprenticeship with another (or the same) employer a re-enrolment fee of \$500 (GST inclusive) may be payable by that person, before the new training agreement can be registered.

Employers must advise the PGDRITO immediately when a training agreement is being terminated so the PGDRITO can update its records and inform the relevant training providers and the Plumbers, Gasfitters and Drainlayers Board.

Instant Dismissal

Apprentices need to be aware of the provisions in the employment agreement which relate to instant dismissal.

Any apprentice who is instantly dismissed cannot automatically expect to resume their apprenticeship with another employer.

If an apprentice wants to resume their apprenticeship there are procedures that will be followed which assess the apprentice's suitability to resume their apprenticeship and be part of the plumbing/gasfitting/drainlaying industry.

Provision of Tools

The apprentice needs a basic set of tools at the beginning of the apprenticeship, and other tools should be added during the apprenticeship. The apprentice should discuss this with their employer.

Registration and Licensing

The industry is regulated under the provisions of the Plumbers Gasfitters and Drainlayers Act 2006. The Act is administered by the Plumbers Gasfitters and Drainlayers Board (PGDB).

Training agreements are not registered by the PGDRITO until the PGDB has confirmed licencing requirements are in order and the apprentice has been issued with the appropriate limited certificate.

It is the responsibility of the apprentice to ensure that their limited certificates remain current.

They have to be renewed in March each year. Failure to maintain a current certificate can lead to prosecution. It can also impede the successful completion of the apprenticeship programme.

There is no charge for the renewal of your limited certificate while you are training under registered training agreement.

COMPLETION OF THE APPRENTICESHIP

Successful Completion

The apprenticeship ends when your National Certificate has been achieved.

The PGDRITO recommends that the employer and the apprentice discuss their future relationship at least three months before the final block course.

If the employer and the apprentice want to continue working together a new employment agreement may be negotiated.

Unsuccessful Completion

The apprenticeship will not be completed successfully until the apprentice successfully completes all of the unit standards in the National Certificate.

If an apprentice has not finished all the unit standards or cannot achieve at the block course(s) the training provider will report the completed results and propose arrangements for the apprentice to complete the remaining unit standards.

These arrangements will be confirmed by the PGDRITO to the apprentice, the employer and training provider.

What Happens Next

The industry offers many opportunities for further advancement. These include:

- Securing registration
- Teaching or working in the industry supply sector
- Gaining craftsman

Apprentices are encouraged to discuss these options with their employer and to seek further information to help them decide how to progress in the industry once the apprenticeship is over.

Plumbing and Gasfitting Industry Training Organisation Ltd (PGDRITO)

The PGDRITO

- Sets the skill standards for plumbing gasfitting drainlaying and roofing in consultation with industry
- Develops arrangements for the delivery of training.
This includes: registering apprentices, recording and monitoring apprentices, and moderating results to ensure standards are being maintained.
- Organises distance learning delivery, block courses and assessment
- Reports training results to NZQA
- Liaises with employers, apprentices, modern apprenticeship coordinators and industry

The Plumbers Gasfitters and Drainlayers Board (PGDB)

The Plumbers Gasfitters and Drainlayers Board is a ministerially appointed body corporate committed to the promotion of high standards of work, professional conduct and the protection of public health and safety through the registration and licencing of competent plumbers, gasfitters and drainlayers.

Registration and Licencing

All PGDRITO apprentices will be issued with a limited certificate from the PGDB at the start of their apprenticeship and it is each apprentice's **individual responsibility** to renew their licence **each year**. All licences expire on 31st March each year. All apprentices who are in current training with the PGDRITO are exempt from paying an annual licence fee.

For more information please see their website www.pgdb.co.nz

New Zealand Qualifications Authority (NZQA)

The NZQA's primary function is to coordinate the administration and quality assurance of national qualifications in New Zealand.

Every apprentice who starts with the PGDRITO requires a NZQA record of learning number. When an apprentice achieves a unit standard the PGDRITO reports these to the NZQA. The NZQA places these on the framework and attaches these to the apprentices record of learning.

Complaints Procedure Regarding the PGDRITO

The PGDRITO endeavours to provide excellent service standards at all times. If employers or apprentices have a concern we urge you to phone email or visit us to discuss the matter.

If you remain dissatisfied, you can lodge an official complaint. We have a documented complaints procedure which you can access by requesting a copy. Your complaint will be logged and actioned in accordance with the documented procedure.

Contact details for:

Industry bodies

Master Plumbers

Freephone: 0800 502 102

Tel: 04 384 4184

Fax: 04 384 2456

PGDB

Tel: 04 494 2970

Fax: 04 494 2975

Email: registrar@pgdb.co.nz

Contact details for Training Providers

WELTEC (Lower Hutt)

Freephone: 0800 WELTEC (935 832)

Tel: 04 920 2400

Fax: 920 2401

Email: information@weltec.ac.nz

WINTEC (Hamilton)

Freephone: 0800 2 WINTEC (2 946 832)

Tel: 07 838 6399

Fax: 07 858 0246

Email: info@wintec.ac.nz

TOPNZ (Lower Hutt)

Freephone: 0800 0508 650 200

Tel: 04 913 5300

Fax: 04 913 5308

Email: customerservices@openpolytechnic.ac.nz

CPIT (Christchurch)

Tel: 03 940 6073 or 03 940 6005

Fax:

Email: info@cpit.ac.nz

SIT (Invercargill)

Freephone: 0800 403 337

Tel: 03 218 2599

Fax: 03 214 4977

Email: info@sit.ac.nz

G&H Training Ltd (Auckland)

Tel: 09 273 2093