The Master Plumbers Association of NSW

Guide to the Supervision of Plumbing Apprentices

Employers Guide
ACKNOWLEDGEMENT

This publication, the delivery of training and the requisite training resources would not be possible without NSW WorkCover Assist Funding. The Master Plumbers and Mechanical Contractors Association of NSW would like to thank NSW WorkCover for supporting the employment of apprentices and assisting the industry to better control workplace hazards and increase the OH&S knowledge of new entrants to the Plumbing Industry.

The Master Plumbers and Mechanical Contractors Association of NSW wishes to acknowledge the collaboration between the Construction Industry Advisory Board, Master Builders Association of NSW Master Plumbers Apprentices Limited and members of the Association’s staff in bringing this publication to fruition. Some of the information contained in this manual has been derived from the BCP03 Plumbing and Services National Training Package.

The Association also wishes to acknowledge the contribution to the manual by WorkCover NSW, NSW Department of Education and Training, Construction Industry Training Advisory Board and Master Plumbers Apprentices Limited in allowing the publication and distribution of material from their own publications, which further enhances the value and status of the manual as essential reading for all new entrant plumbing apprentices.

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Foreword

During the past decade there have been many changes to plumbing apprenticeship (Certificate III in Plumbing) and subsequent licensing course (Certificate IV in Advanced Plumbing) training in New South Wales. These changes have been introduced to meet various challenges including the National Skill Shortage in plumbing, the introduction of competency based training; the subsequent delivery of a National Training Package for Plumbing and Services and broader issues including changes to Occupational Health and Safety Legislation, taxation and licensing legislation.

The Master Plumbers Association of NSW is working in partnership with the plumbing industry to ensure that the training of plumbers is both relevant and flexible whilst ensuring the quality and the robustness of training and assessment is retained.

As we move forward with the training of apprentices in NSW the Master Plumbers Association of NSW will embrace innovation whilst ensuring that each and every apprentice is given the opportunity to learn the full facets of the plumbing trade and become a future plumbing contractor.

The Association is currently involved in negotiations to:

- Provide accelerated learning opportunities for apprentices through competency assessment;
- Increase the number of part-time school-based apprenticeships; and
- Enable flexible training options and new ways of delivering training.

However, the Association remains resolute to resist calls from some quarters to shorten the duration of plumbing apprenticeships without individual assessment of competency and proficiency.

This guide acknowledges the pivotal role employers play in training plumbing apprentices and demonstrates the Master Plumbers Association of NSW commitment to plumbing apprentices and the NSW plumbing industry in general.

I hope that this information will be useful for existing employers of plumbing apprentices and encourages others to assist in the training of plumbing apprentices by becoming future employers of plumbing apprentices in New South Wales.

Craig Scott
President Master Plumbers Association of NSW.
Table of Contents –
Employers Manual

Foreword ...................................................................................1
Introduction ...................................................................................5
A Note from MPAL .................................................................................6

**Section 1 NSW Apprenticeship Regulatory Requirements**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>NSW Apprenticeship Requirements</td>
<td>8</td>
</tr>
<tr>
<td>1.2</td>
<td>Training Requirements</td>
<td>9</td>
</tr>
<tr>
<td>1.3</td>
<td>Keeping Records</td>
<td>9</td>
</tr>
<tr>
<td>1.4</td>
<td>Employer Responsibilities</td>
<td>10</td>
</tr>
<tr>
<td>1.5</td>
<td>Wages and Awards</td>
<td>10</td>
</tr>
<tr>
<td>1.6</td>
<td>Transfers</td>
<td>10</td>
</tr>
<tr>
<td>1.7</td>
<td>Dismissal</td>
<td>10</td>
</tr>
<tr>
<td>1.8</td>
<td>Mutual Cancellation</td>
<td>11</td>
</tr>
<tr>
<td>1.9</td>
<td>Getting Started</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Step 1 Identify the Opportunity</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Step 2 Finding the Right Person</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Step 3 Arranging the paperwork</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Step 4 Sign up</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Step 5 Get Approval</td>
<td>15</td>
</tr>
</tbody>
</table>

**Section 2 Supervision**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Workplace Supervision</td>
<td>20</td>
</tr>
<tr>
<td>2.2</td>
<td>The Supervisors Role</td>
<td>20</td>
</tr>
<tr>
<td>2.3</td>
<td>What are the benefits of a workplace supervisor</td>
<td>21</td>
</tr>
<tr>
<td>2.4</td>
<td>What does a workplace supervisor do</td>
<td>21</td>
</tr>
<tr>
<td>2.5</td>
<td>Introducing your plumbing apprentice to the workplace</td>
<td>23</td>
</tr>
<tr>
<td>2.6</td>
<td>What does a workplace coach mean</td>
<td>23</td>
</tr>
<tr>
<td>2.7</td>
<td>Effective Coaching</td>
<td>24</td>
</tr>
</tbody>
</table>
2.8 Six steps to effective supervisor coaching
2.9 Supervision Practical tips
   Clear communications
   Demonstration
   Practice makes perfect
   Ask questions
2.10 What it means for the apprentice to be competent
2.11 What it means for the apprentice to be proficient
2.12 What are workplace competencies?
2.13 What is competency based assessment?
2.14 What is proficiency determination?
2.15 What records does the supervisor keep?
2.16 General Workplace issues
2.17 Training Plan
2.18 Financial Incentives
2.19 Resources for Supervisors

Section 3 OH&S Requirements
3.1 Duties of Employers
3.2 Duties of Self employed persons
3.3 Duties of employees
3.4 Duties of Principal Contractors
3.5 Responsibilities of Subcontractors
3.6 Supervisors Obligations
3.7 Apprentice Obligations
3.8 What is a proficient apprentice
3.9 An employer; supervisor and proficient plumbing apprentice
   Identify Hazards
   Assess Risks
   Eliminate or Controls Risks
   Review Risk control measures
   Provide instruction, training and information
   Provide supervision
   Provide personal protective equipment
   Obtain information
   Provide for Emergencies

Section 4 Supervision Planning
4.1 Protecting apprentices from workplace hazards
4.2 special attention for apprentices ............................................. 55
4.3 The use of supervisors in plumbing ............................................ 56
4.4 The use of Proficient plumbing apprentices ............................... 59
4.5 Managing or supervising workplace safety ................................. 59
4.6 Ensuring the safety of apprentices ............................................. 60
4.7 Legal responsibilities in summary ............................................. 60
4.8 Penalties ............................................................................. 60
4.9 Ensuring the safety of apprentices ............................................. 60
4.10 Determining suitable supervision ............................................ 61
  Direct Level Supervision .......................................................... 64
  Demonstrative Level Supervision .............................................. 64
  Preparatory Level Supervision .................................................. 65
  Development Level Supervision ............................................... 65
4.12 Proficient plumbing apprentice tasks ...................................... 66
4.13 Excluded proficient plumbing apprentice tasks ....................... 68

Section 5 Glossary
5.1 Key Terms ............................................................................ 71
4.2 Common Abbreviations .......................................................... 73
Introduction

The Plumbing industry is one of the largest employers of apprentices in NSW. There are approximately 1500 plumbing apprentices in training at any one time.

Unlike many trades, the plumbing industry is unique and you cannot become a plumbing contractor by simply completing the apprenticeship. An apprentice is required to successfully complete their apprenticeship and then:

- Complete another training course **Certificate IV in Advanced Plumbing** in their own time;
- Register with the Office of Fair Training as a Journeymen or registered plumbing tradesperson; and
- Complete another two years on-the-job training to increase their proficiency to become a plumbing contractor.

This can be seen as a long and arduous by some. However if we are to ensure the quality of training and retain our status as the protectors of public health for the community of NSW, we must retain these measures whilst providing every assistance to apprentices and journeymen to ensure they complete their training and become the future generation of plumbing contractors.

It is required by NSW legislation that all plumbing apprentices are properly and adequately supervised. **Supervision** means the act of watching over the work or tasks of another, who may lack full knowledge of the concept at hand. Supervision does not mean control of another, but training and guidance in work practices to ensure a quality result.

This guidance manual has been developed to assist plumbing contractors and their staff in the training of current and future apprentices. It is designed to ensure that apprentices receive the adequate level of supervision and training at different levels of their apprenticeship; it details a progression plan, to allow a plumbing apprentice; who is soon to complete their apprenticeship, to experience some of the responsibilities as a plumber when they become a registered journeyman, before they loose the helping hand of apprentice supervision.

It is the hope of the Master Plumbers Association of NSW that this guidance manual will clarify some of the issues around the employment and training of plumbing apprentices. Further, it is our hope that plumbing contractors will be encouraged to employ and train more plumbing apprentices in future years as a result of this guidance manual.

Finally, we know that by following the steps contained within this manual plumbing contractors will be made fully aware of their responsibilities and...
have a plan to progress an apprentice through the completion of their apprenticeship. Then following the achievement of that outcome, to then aspire to becoming, not just becoming a registered plumbing journeyman, but a full rounded plumbing contractor. These plumbing contractors will be administering successful and professional plumbing businesses and be involved in the employment and training of the next generation of plumbing apprentices.

This methodology will ensure a supply of professionally trained plumbing contractors in NSW to serve the needs of the community and have a primary focus on the protection of public health.

Paul Naylor  
General Manager  
The Master Plumbers  
Association of NSW.

A note of support from MPAL

Master Plumbers Apprentices Limited would like to congratulate both the Master Plumbers Association of NSW and WorkCover NSW on the delivery of this guidance manual for the NSW plumbing industry.

Since the introduction of the Apprenticeship and Traineeship Act 2001 the Occupational Health and Safety Act 2000, and the Occupational Health and Safety Regulation 2001 the plumbing industry has endeavoured to clarify the requirements for supervision and training of plumbing apprentices.

This guidance manual is the first step in providing assurance and certainty in relation to the employment and training of plumbing apprentices from an occupational health and safety prospective. Whether as a host employer or employer, plumbing contractors have wanted to ensure the practices they apply are correct. As a result of providing this guidance manual, I believe that many more plumbing contractors will be encouraged to participate in the training of future apprentices.

Steve Ackerley  
Chairperson  
Master Plumbers Apprentices Limited
Section 1

Master Plumbers Association of NSW
Guide to the Supervision of Plumbing Apprentices

Apprenticeship Regulatory Requirements
NSW Apprenticeship Requirements

All plumbing apprenticeships in NSW require:

- **a training contract** that is signed by both the employer and apprentice or trainee apprentices and approved by State Training Services, a division of the NSW Department of Education and Training (NSW DET)

- **paid employment** under an appropriate industrial arrangement (for example, an award or enterprise agreement)

- **a training plan** endorsed by a registered training organisation (RTO) that meets the requirements of the relevant vocational training order (VTO) for the plumbing apprenticeship and specifies the training required to achieve the appropriate nationally recognised qualification.

The apprenticeship and traineeship system in NSW is regulated by the Apprenticeship and Traineeship Act 2001, which is administered by NSW DET. NSW DET has nine State Training Services regional offices throughout NSW where employers, apprentices and trainees can obtain advice and assistance.

The locations of these offices are listed on the training market website [www.trainingmarket.gov.nsw.au](http://www.trainingmarket.gov.nsw.au)

Australian Apprenticeships Centres (AACs) assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Commonwealth and State Government financial incentives, subsidies and concessions. For a list of Australian Apprenticeships Centres, refer to the Australian Apprenticeships website ([www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)) or phone the Australian Apprenticeships Referral Line on 133873.

It is important that potential employers read this guide carefully in order to understand their roles, rights and responsibilities under training contracts.
**Training requirements**

Plumbing apprentices must be provided with “hands on” work, appropriate facilities and training at work to acquire the knowledge and skills they need to complete the apprenticeship.

Apprentices must be enrolled in an approved course of formal training with a registered training organisation. Apprentices and trainees must be allowed paid work time to undertake their formal training with a registered training organisation. This may involve attendance at a training institution, formal training in the workplace or self-paced learning.

Employers must sign an apprentice’s competency record book or work evidence guide (if available) which supports formal training. Employers must liaise with the registered training organisation regarding the apprentice’s attendance and their participation and progress in formal training.

**Keeping Records**

It is important for an employer to retain:

- the approval letter from State Training Services containing the Training Contract ID (TCID) number
- their copy of the training contract
- records of time worked and wages paid to the apprentice/trainee
- a copy of the industrial award or workplace agreement under which the apprentice/trainee is employed
- their copy of the training plan (as agreed with the registered training organisation)
- the apprentice’s/trainee’s attendance details from the registered training organisation
- results of formal training undertaken by the apprentice/trainee with the registered training organisation
- a copy of the trainee apprentice’s Progress Card, if applicable
Employers’ responsibilities

Employers must:

- provide apprentices with workers’ compensation insurance coverage
- provide annual and other leave entitlements and superannuation for apprentices in accordance with relevant legislation or as specified by the relevant industrial award or workplace agreement
- monitor each apprentice’s progress at work and the training each does with the registered training organisation, and
- discharge his/her obligations as specified in the training contract.

Wages and awards

Plumbing Apprentices must be paid at least the minimum or training wage as set out in the State or Federal industrial award or workplace agreement under which they have been employed. In NSW Apprentices Plumbers are employed under the following awards

- Plumbers and Gasfitters State Award (Sole Traders and Partnerships)
- Plumbers and Gasfitters NAPSA (Companies)

Transfer

A Plumbing apprentice or trainee can be transferred to another employer providing that all parties are in agreement. Applications to transfer must be lodged with State Training Services within 14 days of the transfer. Australian Apprenticeships Centres assist employers in this process.

Dismissal

A plumbing apprentice (other than a trainee apprentice) cannot be dismissed once the contract is binding (that is, after the training contract has been approved by State Training Services and the probationary period has elapsed). However a binding training contract can be cancelled by the mutual agreement of the parties.

Plumbing Trainee apprenticeships can only be established where the relevant industrial award or agreement provides for them. A trainee apprenticeship may be terminated by either the employer or the trainee apprentice giving notice in accordance with the provisions of the industrial award or agreement under which the trainee apprentice is employed.
**Mutual cancellation**

An employer and their apprentice or trainee can apply to cancel the training contract at any time if both parties agree. They must then submit an application to cancel the training contract to State Training Services within 14 days of the cancellation date. Australian Apprenticeships Centres assist employers in this process.

*If either the employer or apprentice does not agree to the proposed cancellation, a Training Advisor at your local NSW DET State Training Services centre (ph 13 28 11) must be contacted immediately.*

**Mutual suspension**

An employer and their apprentice can apply to mutually suspend the training contract in certain circumstances, such as if there is a lack of work or if the apprentice has to take a long time off work through injury or illness. Applications to suspend training contracts must be lodged with the State Training Services centre within 14 days of the date of suspension. Australian Apprenticeships Centres assist employers in this process.

*If either the employer or apprentice/trainee does not agree to the proposed suspension, a Training Advisor from the local State Training Services centre (ph 13 28 11) must be contacted immediately. Existing worker traineeships - industrial arrangements and financial incentives*
Getting started

How is an plumbing apprenticeship arranged?

**Step 1 Identify the opportunities**

Depending on the size of your organisation the decision to employ and apprentice or hire an apprentice from a Group Training Organisation may be as simple as replacing a graduating apprentice, or may involve a more comprehensive exercise identifying a range of opportunities to establish whether you can deliver training for the entire plumbing apprenticeships, or by using a Group Training Organisation training part of the apprenticeship.

Your AAC or Group Training Organisation will be happy to visit and provide advice about suitable apprentices organisation, choices of RTO and delivery of training, and eligibility to receive State and Australian Government financial incentives.

**Step 2 Finding the right person**

Recruiting and selecting a plumbing apprentice is a strategic way of growing and sustaining your business for the future. Using good selection and recruitment techniques to identify the most appropriate applicants can save you money by minimising staff turnover. For each applicant the selection process should try to evaluate:

- Their knowledge of the plumbing trade and industry
- How realistic their expectations are of the day to day work they will be undertaking
- Their motivation to succeed in the training
- Their educational ability to complete the training course
- Their physical ability to complete the apprenticeship
- Their previous experience in similar activities
- Their long term aspirations; and
- How likely they are to experience difficulty in adjusting to the workplace

**Example**

The Master Plumbers Apprentices Limited uses a six stage strategy to select and recruit apprentices.
1. All plumbing apprenticeship applicants are required to complete a standard application form and include a copy their resume and school reports for the last two years of schooling to MPAL.

The application, resume and school reports are assessed to ensure that the apprentices will be likely to:

   a. Successfully complete their apprenticeship
   b. Fit in with the organisational structure and culture
   c. Are receptive to plumbing training
   d. Are the most suitable applicant for the position

2. Suitable applicants are then invited to attend an assessment test comprising of English comprehension, mathematics and basic reasoning. *(This test is completed without calculators).*

This step is one of most important steps. As we know, plumbing is one of the most arduous of all the construction trades. There is six years of On-The-Job Training and a minimum of 5 years Off-the-Job training to become a plumbing contractor.

Assessing the potential of a plumbing apprentice to complete the training prior to the commencement of the training ensures a high percentage rate of completion by apprentices. MPAL in 2008 completed 98% of all apprentices completed.

This testing includes:

   - Short Answer Descriptive Questions (English Comprehension)
   - General mathematics calculations
   - Plumbing Applications
   - English Work Knowledge and Grammar
   - Geometry
   - Spatial Analysis
   - Drawing and Design

3. Only potential apprentices that score in the 60% and above percentile band are invited to attend a panel interview with MPAL’s plumbing and recruitment personnel.

4. Suitable applicants are invited attend a medical assessment to ensure the applicant is physically capable of completing the duties of an apprentice plumber.
5. Potential applicants are invited a two day plumbing OHS awareness course. Students are shown exactly what is required of plumbers, they experience:

- the rigors of manual handling in the plumbing industry
- the feeling of working at heights (several stories) whilst being tethered to a fall arrest system.
- The sense of falling as they conduct a simulated fall from a ladder using a fall arrest system.
- The atmosphere of working in a confined space, using a purpose built confined space simulator
- Hazard identification, risk assessment and the implementation of safety control techniques deployed by various plumbing contractors.
- Using and following a Safe Work Method Statement.
- Participating in simulated workplace consultation.

6. All applicants who successfully complete steps 1-5 are invited into an interview with the MPAL operations manager to determine suitability for employment by MPAL. Successful applicants are offered an apprenticeship at this stage.

Whilst the Association understands that not all plumbing contractors can replicate the systems and processes of MPAL. Using some of these techniques may assist you in selecting and recruiting a suitable apprentice. The Association has also negotiated with MPAL that members of the Association may defer part or all of their recruitment process to MPAL and receive a report back from MPAL for a nominal fee. Please contact Steve Mewett on 8789 7050 should you wish to take advantage of this opportunity.
Step 3 Arranging the paperwork

Arrange for an AAC representative to visit your organisation to complete an Apprenticeship Training Contract with you and your proposed plumbing apprentice.

Step 4 Sign-up

At this stage the AAC representative will explain the roles and responsibilities of the employer and the apprentice, the choice of RTO, how the training will be delivered and any financial incentives which may be available. Any possible reduction of the training duration due to prior experience of the apprentice, can be discussed at this point.

A Training Contract will be signed by the employer and the apprentice (and their parent/guardian if they are under 18 years of age). A Summary Training Plan is also completed at sign-up and is endorsed by the RTO. The summary indicates the qualification to be delivered, the mode of training delivery and the location of the training. Endorsement by the RTO secures a training place at the start date indicated.

Step 5 Get approval

The AAC checks the Training Contract and Summary Training Plan and lodges these with State Training Services for approval. On-the-job training should start from the commencement date of the Training Contract and formal training delivery from the RTO should start as soon as practicable. State Training Services will send a letter to the employer and apprentice approval of the apprenticeship indicating any probationary period.

Special arrangements exist for school based apprenticeships for more information contact a Training Advisor at your nearest State Training Services centre by ringing 13 28 11.
In NSW the competencies in plumbing that will be trained are:

### Water Service Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
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<tbody>
<tr>
<td>BCPCM2001A</td>
<td>Work effectively in the plumbing and services sector</td>
</tr>
<tr>
<td>BCPCM2002A</td>
<td>Carry out interactive workplace communication</td>
</tr>
<tr>
<td>BCPCM2003A</td>
<td>Carry out OH&amp;S requirements</td>
</tr>
<tr>
<td>BCPCM2004A</td>
<td>Read plans and calculate plumbing quantities</td>
</tr>
<tr>
<td>BCPCM2005A</td>
<td>Handle and store plumbing materials</td>
</tr>
<tr>
<td>BCPCM2006A</td>
<td>Use plumbing hand and power tools</td>
</tr>
<tr>
<td>BCPCM2008A</td>
<td>Cut and join sheet metal</td>
</tr>
<tr>
<td>BCPCM2010A</td>
<td>Mark out materials</td>
</tr>
<tr>
<td>BCPCM2011A</td>
<td>Apply first aid in the workplace</td>
</tr>
<tr>
<td>BCPCM2012A</td>
<td>Weld using oxy-acetylene equipment</td>
</tr>
<tr>
<td>BCPCM3003A</td>
<td>Fabricate and install non-ferrous pressure piping</td>
</tr>
<tr>
<td>BCPDR3004A</td>
<td>Install water main pipe systems</td>
</tr>
<tr>
<td>BCPFS2001A</td>
<td>Connect Static Storage Tanks</td>
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<tr>
<td>BCPFS3001A</td>
<td>Fabricate and install fire hydrant and hose reel systems</td>
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<tr>
<td>BCPFS3007A</td>
<td>Install domestic and residential life safety sprinkler systems</td>
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<tr>
<td>BCPWT3001A</td>
<td>Set out and install water services</td>
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<tr>
<td>BCPWT3002A</td>
<td>Install and adjust water service controls and devices</td>
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<tr>
<td>BCPWT3003A</td>
<td>Install and commission water heating systems</td>
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<tr>
<td>BCPWT3005A</td>
<td>Install water pump sets</td>
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<tr>
<td>BCPWT3006A</td>
<td>Fit off and commission hot and cold water services</td>
</tr>
<tr>
<td>BCPWT3007A</td>
<td>Connect irrigation systems from drinking water supply</td>
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<tr>
<td>BCPWT3008A</td>
<td>Install water Service</td>
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### Sanitary Stream

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<tr>
<td>BCPSN3001A</td>
<td>Plan the layout for a residential sanitary plumbing system</td>
</tr>
<tr>
<td>BCPSN3002A</td>
<td>Install discharge pipes</td>
</tr>
<tr>
<td>BCPSN3003A</td>
<td>Fabricate and install sanitary stacks</td>
</tr>
<tr>
<td>BCPSN3004A</td>
<td>Install and fit off sanitary fixtures</td>
</tr>
<tr>
<td>BCPSN3005A</td>
<td>Install pre-treatment facilities</td>
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### Drainage Stream

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<tr>
<th>Unit Number</th>
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<tr>
<td>BCGCM2003B</td>
<td>Install trench support</td>
</tr>
<tr>
<td>BCGCO2003B</td>
<td>Carry out concreting to simple forms</td>
</tr>
<tr>
<td>BCPCM2007A</td>
<td>Carry Out levelling</td>
</tr>
<tr>
<td>BCPDR2001A</td>
<td>Locate and clear blockages</td>
</tr>
<tr>
<td>BCPDR2002A</td>
<td>Install domestic treatment plants</td>
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### Mechanical Services Stream

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<tr>
<td>BCPDR2004A</td>
<td>Install stormwater and sub-soil drainage systems</td>
</tr>
<tr>
<td>BCPDR2005A</td>
<td>Drain worksite</td>
</tr>
<tr>
<td>BCPDR2006A</td>
<td>Install pre-fabricated inspection openings and enclosures</td>
</tr>
<tr>
<td>BCPDR3001A</td>
<td>Plan the layout for a residential sanitary drainage system</td>
</tr>
<tr>
<td>BCPDR3002A</td>
<td>Install below ground sanitary drainage systems</td>
</tr>
<tr>
<td>BCPDR3003A</td>
<td>Install on-site disposal systems</td>
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### Metal Roofing Stream

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<tbody>
<tr>
<td>BCPPCM2009A</td>
<td>Cut with Oxy-LPG/Acetylene</td>
</tr>
<tr>
<td>BCPPCM2013A</td>
<td>Weld using arc welding equipment</td>
</tr>
<tr>
<td>BCPPCM3002A</td>
<td>Weld polyethylene (PE) pipe using fusion method</td>
</tr>
<tr>
<td>BCPMS2001A</td>
<td>Assemble mechanical services components</td>
</tr>
<tr>
<td>BCPMS3001A</td>
<td>Fabricate and install steel pressure piping</td>
</tr>
<tr>
<td>BCPMS3003A</td>
<td>Install small bore heating systems</td>
</tr>
<tr>
<td>BCPMS3005A</td>
<td>Install and Test ducting systems</td>
</tr>
<tr>
<td>BCPMS3006A</td>
<td>Install air handling units</td>
</tr>
</tbody>
</table>

### Gas Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCPGS3001A</td>
<td>Install gas piping systems</td>
</tr>
<tr>
<td>BCPGS3002A</td>
<td>Size consumer piping systems</td>
</tr>
<tr>
<td>BCPGS3003A</td>
<td>Install and commission Type A gas appliances</td>
</tr>
<tr>
<td>BCPGS3004A</td>
<td>Install LP gas storage of aggregate storage capacity up to 500 litres</td>
</tr>
<tr>
<td>BCPGS3006A</td>
<td>Install LP gas systems in caravans/mobile homes, watercraft and mobile work places</td>
</tr>
<tr>
<td>BCPGS3007A</td>
<td>Install gas detection devices</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>BCPGS3008A</td>
<td>Install gas pressure control equipment</td>
</tr>
<tr>
<td>BCPGS3009A</td>
<td>Install a Type A appliance flue</td>
</tr>
<tr>
<td>BCPGS3011A</td>
<td>Purge consumer piping</td>
</tr>
<tr>
<td>BCPGS3012A</td>
<td>Maintain Type A Gas Appliance</td>
</tr>
<tr>
<td>BCPGS3013A</td>
<td>Disconnect and reconnect Type A appliances</td>
</tr>
<tr>
<td>BCPGS3014A</td>
<td>Calculate and install natural ventilation for Type A gas appliances</td>
</tr>
</tbody>
</table>
Section 2

Master Plumbers Association of NSW
Guide to the Supervision of Plumbing Apprentices

Supervision
Workplace Supervision

This part of the Guide looks at how you can optimise the learning opportunities of your plumbing apprentice using good supervisory and coaching skills, whilst providing information on the more detailed aspects of the plumbing apprenticeship.

Prior to commencing work and training On-the-Job a plumbing apprentice should have completed the General Occupational Health and Safety for the construction industry course.

The workplace induction and ongoing support of the plumbing apprentice is normally the job of the workplace supervisor. The supervisor may also be the employer of the plumbing apprentice, especially in a smaller organisation, but the crucial aspect is that the supervisor is the person who is responsible for training the learner at the worksite in the day to day working environment.

The Supervisor answers any questions the plumbing apprentice may have regarding their training or other aspects of plumbing. It is their responsibility to inform the apprentice of what it means to work for the employer, safety rules, codes of conduct, lunch breaks, OH&S information etc. Supervisors also ensure the apprentice is not harassed or bullied in the workplace.

The supervisor’s role
As a supervisor you will act as a role model and coach to the learner. The learner will look to you for guidance and help in learning to do their job. You will need to organise and record training activities undertaken in the workplace, as well as help to provide assessment evidence to the RTO assessor if required.

You will also assist the learner in gaining access to equipment and training as needed or shown in the Training Plan. Individual learning styles vary between individuals and between workplaces. For instance some individuals learn best from written instructions while others prefer practical demonstration, some organisations provide opportunities for learning in a simulated work environment while others train on site. Training, whether delivered by the RTO or by you will be easier and more effective if the learner’s preference for a particular learning style can be recognised and accommodated.

An effective workplace supervisor
- Provides a safe and supportive workplace
- Integrates learning tasks into work activities based on the Training Plan
• Manages risks in safety and production
• while training
• Acts as a role model
• Meets with the RTO on a regular basis to ensure effective training delivery and assessment practices and to review progress
• through the Training Plan
• Manages the apprentice or trainee’s training needs and motivation
• Helps the apprentice or trainee develop problem solving and general employability skills
• Provides feedback and encouragement
• Promotes independence and self direction in learning
• Maintains records of progress

**What are the benefits of being a workplace supervisor?**

While supervising a learner you will:
• Have the satisfaction of passing on your skills and knowledge
• Enjoy seeing the apprentice or trainee develop their skills
• Apply and develop skills as a mentor and coach
• Improve skills in communication as you explain work and answer questions
• Develop staff who are able to complete delegated tasks which enables you to complete other work
• Gain the opportunity to assist the apprentice in building work relationships, and to understand how the business operates.

**What does a workplace supervisor do?**

Different supervisors will do different things, depending on the workplace and the kind of training being undertaken. For example:
• the workplace supervisor will participate in delivering structured training to the learner with the help of the RTO,
• whilst in more traditional workplace the structured training is delivered in the RTO’s classroom and backed up by the supervisor, who is more involved with coaching the learner in understanding how the classroom instruction translates to the workplace.
The workplace supervisor is responsible for:

- Directing work outputs;
- Ensuring the Safety of all workers at the worksite;
- Ensuring the Safety of any one else at the worksite;
- Monitoring the progress of the apprentice towards completion;
- Familiarise the worker with workers, procedures, requirements and OH&S induction;
- Liaising with the RTO about Training;
- Giving clear instructions on work tasks;
- Assisting the developmental training of the worker;
- Ensuring On-the-job Training is taking place; and
- Keeping records of training.

Once the plumbing apprenticeship is underway you can also focus on checking progress through setting regular meeting times with the learner and ensuring that the Training Plan is being followed and that the training record book, if issued, is signed off. Remember that feedback is important as it allows the learner to measure their progress, be encouraged and gain confidence.
Introducing Your Plumbing Apprentice to the Workplace

NOTE: All plumbing apprentices should complete the General OH&S Induction Training for the construction industry prior to commencing their apprenticeship.

A good introduction to the workplace is crucial in providing a basis from which an apprentice can build effective workplace relationships.

A structured induction will leave the new learner with a clear understanding of what is expected of them and what they can expect of others. Most importantly, an effective induction will affirm the new learner’s decision to join your organisation, convey a sense of your organisation’s culture, reduce the time for the new learner to reach full proficiency, reduce staff turnover and lead to your better understanding the new learner’s strengths and career aspirations.

You should ensure that you cover these points.

- A description of the business, its goals and strategies and how the apprentice fits into the overall picture
- Terms of employment including the Training Contract, the probationary period and award coverage or employment contract
- A review of the Training Plan issued by the RTO to clarify the competencies to be achieved
- Basic work rules and work conditions
- Method and time of wage payment
- A tour of the workplace and facilities
- An introduction to key personnel and immediate work colleagues
- Grievance procedures including who to contact and what to do
- Leave provisions including annual, sick and other leave
- Information on the organisations apprentices policies and procedures
- Occupational health and safety procedures
- How to participate in OH&S workplace consultation.

What does being a workplace coach mean?

In your role as a supervisor you will undoubtedly be coaching others often, even if you have not thought of it in these terms. Coaching includes
all the efforts you make to motivate others teach them about the work, develop their skills, provide them with feedback and recognise their achievements.

**Effective coaching**

The following are a few tips to assist you in coaching effectively:

- Acknowledge what the apprentice already knows – they may have knowledge and experience that they have gained in a variety of ways, e.g. school, hobbies, previous employment
- Explain the ‘big picture’ – give the reasons why a particular task may need to be done in a certain way. In your explanation draw on real examples
- Provide incentives to learn – explain what the apprentice will achieve
- Provide choice – everyone learns differently, find out from the apprentice how they like to learn, e.g. do they prefer written instructions or to be shown how to do something a number of times
- Remember though, that where skills are being learned, you will need to give the learner the opportunity to practice
- Encourage initiative and innovative thought by listening to the apprentice’s ideas and providing feedback
- Communicate with the apprentice think about:
  - how and how often you are going to communicate with them
  - whether your instructions are clear and simple and are not more complex than necessary for the job
  - how you are going to ensure a two-way communication flow
- Check whether you have realistic expectations
- Remember that people work and learn best in a supportive environment so make sure that you act immediately against any bullying or harassment you see happening.
**Six steps to effective supervisor coaching**

**One**
Explain the task to the apprentice or trainee and its purpose and why we do it.

**Two**
Explain to the apprentice or trainee all the steps in completing the task.

**Three**
Demonstrate the task and explain what will be assessed and how it will be assessed and recorded.

**Four**
Provide the apprentice or trainee with sufficient opportunity to practice.

**Five**
Provide encouragement, feedback and help to organise assessments with the RTO.

**Six**
When a competency has been achieved, ensure the apprentice or trainee is advised and the RTO confirms competence.
Supervision practical tips

People learn best when actively involved in their learning, so when teaching your apprentice a new task make sure they know why they are doing things, why these things are important, and how and when they will be assessed on it.

Clear communications

Take time to think about the instructions you give. Write down your instructions or break the job into steps if necessary. To give clear instructions you should:

- Assume no prior knowledge
- Explain why the job is done this way
- Use clear and simple language
- Include safe work practices in your instructions
- Ask the apprentice to restate the instructions back to you to check their understanding
- Make sure there are no distractions

Demonstration

Take time to show your apprentice how to do things the correct way. You may find it helps to break the task down into manageable pieces. Observation is a quick and very effective way to learn, it allows you to

- Show the learner correct procedures and sequences
- Explain why the task is done that way
- Use correct work practices

Practice makes perfect

Allow time for the apprentice to practice new skills. Everyone makes mistakes, so expect mistakes. Point the apprentice or trainee in the right direction. Watch and coach and

- Be patient
- Ask questions to encourage the apprentice to think about the task e.g. "That’s right Sarah, now what should you do next?", or "If the nut is seized on the bolt, how could you loosen it?"
- Give praise when it is due
- Suggest ways to improve, e.g. “You’ve mastered the power tools Jason, now I want you to concentrate on hand tools”
**Ask questions**

- Check for understanding, e.g. "What are the four steps in checking the order form?"
- Involve the apprentice in decision making, e.g. "Should we set the guide rails now?"
- Obtain information and feedback, e.g. "How is your training in power tools going, is there anything you don’t understand?"

### What it means for the Apprentice to be competent

Apprenticeships are based on learning and developing skills through a combination of hands on experience and structured training. An apprentice is competent in our training system when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, against the standard of performance expected in the workplace and across industry.

Competency includes what are known as employability skills – the ability to support the workplace through communication, team work, problem solving, self-management, planning and organising, technology, learning, and taking initiative.

Registered Training Organisations will assist you to establish whether your apprentice is competent or not and you will receive a report from your RTO that details each competency individually and whether the RTO has assessed the apprentice against the competency standard as being competent.

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**Being competent means:**

<table>
<thead>
<tr>
<th>Knowing how to do a job</th>
<th>Understanding why it should be done that way</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding workplace policies and procedures</td>
<td>Being able to apply skills consistently</td>
</tr>
<tr>
<td>Fitting in with others in the workplace</td>
<td>Being able to transfer skills to different situations</td>
</tr>
<tr>
<td>Dealing with everyday problems that may occur</td>
<td>Being able to do different tasks at the same time</td>
</tr>
</tbody>
</table>
What it means for the Apprentice to be proficient

Proficient literally means having or marked by an advanced degree of competence, as in an art, vocation, profession, or branch of learning.

Therefore in regards to the plumbing apprenticeship, proficiency means

- Having or showing knowledge, ability, and skill, in plumbing and implies an advanced degree of competence acquired through training and regular practice of this competency by the apprentice. Further, to be proficient the apprentice should be able to replicate the knowledge, ability and skill with a minimum of supervision time after time without flaw.
- To be able to complete the plumbing work and comply with legislative and other requirements whilst completing work.
- To be able to complete the plumbing work whilst ensuring the safety of all workers and anyone else exposed to the work or the effects of the work.
- To be able to explain and if required deliver training on how the plumbing work is to be completed.
- To be able complete the administrative and other requirements associated with the plumbing work.

Assessing proficiency is a job that is usually completed by the workplace supervisor and coach alone. It is not determined by a single event but by repetition and practice. Although a supervisor determines proficiency alone they should have a document process and retain records of how the supervisor determined an apprentices’ proficiency.
What are workplace competencies?

An apprenticeship is made up of training and assessments of abilities to develop a number of competencies - sets of skills and knowledge relevant to the workplace, and the level of performance required to do them satisfactorily at work.

For plumbing apprenticeships the training and assessment outcomes are achieved through assessments and assignments and the completion of actual work in the workplace.

Examples of a competency in plumbing would be for an apprentice to demonstrate competency in the use of plumbing power tools BCPCM2006A and the apprentice would be required to do the following:

1 **Identify hand and power tools**
   1.1 OH&S requirements associated with the use of plumbing hand and power tools, and the workplace environment, are adhered to throughout the work
   1.2 Quality assurance requirements for company operations are identified and adhered to
   1.3 Types of hand and power tools and their functions are identified
   1.4 Power source(s), and access to power supply is recognised

2 **Select appropriate hand tools**
   2.1 Hand tools are selected consistent with the needs of the job
   2.2 Hand tools are checked for serviceability and safety and any faults reported to supervisor in accordance with workplace requirements
   2.3 Equipment is selected to hold, position or support material for hand tools application

3 **Use appropriate hand tools**
   3.1 Material is located and held in position for hand tool application
   3.2 Hand tools are safely and effectively used according to their intended use
   3.3 Hand tools are safely located when not in immediate use

4 **Select appropriate power tools**
   4.1 Appropriate personal protective equipment is selected, correctly fitted and used
   4.2 Power tools are selected consistent with the needs of the job in accordance with conventional work practice
   4.3 Power tools are visually checked for tags, serviceability/safety in accordance with OH&S requirements and any faults reported to supervisor in accordance with enterprise procedures
   4.4 Equipment is selected to hold, position or support materials for power tool application
5 Use appropriate power tools
5.1 Material is located and held in position for power tool application
5.2 Power tools are safely and effectively used in application processes
5.3 Power tools are safely switched and located when not in use

6 Clean up work area
6.1 Work area is cleared in accordance with workplace procedures
6.2 Tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturers’ recommendations and workplace procedures
6.3 Documentation is completed in accordance with workplace requirements

To be assessed as competent the apprentice will have to demonstrate

- Demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- Adopt and carry out correct procedures prior to, during and after use of hand and power tools
- Follow work instructions, operating procedures and inspection practices to use the listed plumbing hand and power tools for their appropriate application ensuring:
  - there is no damage to materials, tools or equipment
  - all work is completed to specification
  - compliance with regulations, standards and organisational quality procedures and processes
- Communicate and work effectively and safely with others

To complete an apprenticeship and receive a qualification, the apprentice must successfully complete all of the units of competency that make up the National Qualification – BCP30103 Certificate III in Plumbing..
What is Competency-based assessment?

Assessment means collecting evidence about the apprentice or trainee’s skills and knowledge, comparing the evidence to a set of industry-based standards and judging whether, on the basis of the evidence gathered, the learner meets those standards.

The RTO assessor will carry out the assessment. This will mean determining whether the apprentice or trainee is ‘competent’ or ‘not yet competent’ (although some RTOs may use slightly different terms).

As a workplace supervisor you will not be required to make decisions on the apprentice or trainee’s competence but you will be requested to provide evidence of how they have applied their skills in the workplace and your opinion about their ability to do the job.

What is Proficiency determination assessment?

Proficiency determination is the documented process undertaken by a supervisor to determine:

- how much supervision the apprentice needs
- what mentoring and training is needed by the apprentice,
- the quality of work completed by the apprentice.
- how satisfactorily the apprentice follows standard procedures or Safe Work Method Statements,
- how suitably the apprentice ensures the safety of himself and other workers on the worksite
- how suitable the apprentices ensure the safety of others on the worksite
- If the apprentice correctly complies with the
  - legislative and regulatory requirements
  - OH&S procedures and Safety Management System
  - Administrative and other procedures of the company.

And finally and most importantly, is the apprentice each and every time able to replicate compliance with the above whilst under a minimum of supervision?
What records does the supervisor keep?
As the workplace supervisor involved in supervising an apprentice or trainee you are required to maintain certain records to confirm that effective training is occurring.

Below is a table setting out the basic record keeping requirements, however they may vary depending on workplace requirements.

<table>
<thead>
<tr>
<th>Record</th>
<th>Supervisor</th>
<th>Apprentice</th>
<th>Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval letter from State Training Service that the Apprentice has been approved</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Copy of the Apprenticeship Traineeship Training Contract.</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Copy of the full training plan</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Record of the time the Registered Training Organisation spends with you and the apprentice at the workplace and what activities were undertaken.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Records of time worked and wages paid</td>
<td>You may keep a record of time worked for learning processes</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Results of any On-the-job training undertaken by the apprentice with the Registered Training Organisation</td>
<td>Discuss progress regularly with the apprentice and the RTO.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Results of any Off-the-job training undertaken by the apprentice with the Registered Training Organisation</td>
<td>Discussion of results in Off-the-job training is as important as On-the-job training results</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Proficiency determination procedures</td>
<td>Yes</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Results of any proficiency determinations as carried out by the supervisor</td>
<td>Yes</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>
General workplace issues

As the workplace supervisor of an apprentice you will have access to support from your employer and possibly other supervisors at your workplace who have either been apprentices themselves or have supervised learners.

Further Support may be received by contacting the Master Plumbers Association of NSW by phoning 02 8789 7000 or emailing training@masterplumbers.com.au or by visiting the Master Plumbers Association of NSW Website www.masterplumbers.com.au

Training Plan
The Training Plan, which has been negotiated between the employer, the learner and the training provider is the essential guide to the what, where and when of training and assessment and will guide you through the training process. The relevant representative of your RTO should be your first point of contact for questions about the Training Plan.

Training Contract
If you have general questions about apprenticeship or are:
- experiencing difficulties with your RTO which you cannot resolve
- experiencing difficulties in the workplace, or
- concerned about the progress of the training contract

Contact a Training Advisor at your State Training Services local centre by phoning 132 811 or see www.skilling.nsw.gov.au and click on Contact Us.

Financial Incentives
If you have questions about the payment of government incentives to your organisation or to your apprentice, contact your Australian Apprenticeships Centre. See www.australianapprenticeships.gov.au for a list of Australian Apprenticeships Centres.
Resources for Supervisors

General information on apprenticeships and traineeships is available on the internet, and the web sites listed below are a useful starting point. Some of these sites contain a wide range of information, and will require you to navigate through the content to find answers to specific questions:

- www.skilling.nsw.gov.au
- www.australianapprenticeships.gov.au
- apprenticeship.det.nsw.edu.au
- www.det.nsw.edu.au
- www.training.com.au
- www.education.gov.au

Some useful publications include

- the State Training Services booklet *A Guide to Apprenticeships and Traineeships in NSW, NSW DET 2008*, a copy of which can be found on the web site apprenticeship.det.nsw.edu.au/docs/fullguide.pdf
- the NSW Office of Industrial Relations has information on workplace laws and for employers of young workers on the web site www.industrialrelations.nsw.gov.au

Numerous books are available on the topic of supervision and can be found in major book shops.

In addition there are also industry bodies, including National Industry Skills Councils and State Industry Training Advisory Bodies, which provide advice about training and develop competency standards for each main industry. See www.education.gov.au

Finally the Master Plumbers Association of NSW has developed a specific training manual for Plumbing Apprentices entitled to Apprentice to Contractor the Master Plumbers way forward. This manual was developed through funding received the the Australian Government Department of Education, Employment and Workplace relations through the National Skill Shortage Strategy and may be downloaded from www.masterplumbers.com.au

General information about plumbing apprenticeships in NSW may be accessed by contacting with Master Plumbers Association of NSW on 02 8789 7000 or emailing www.training@masterplumbers.com.au
Section 3

Master Plumbers Association of NSW
Guide to the Supervision of Plumbing Apprentices

Occupational Health and Safety Requirements
OH&S Requirements

Duties of Employers

(1) Employers

An employer must ensure the health, safety and welfare at work of all the employees of the employer. That duty extends (without limitation) to the following:

(a) ensuring that any premises controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe and without risks to health,
(b) ensuring that any plant or substance provided for use by the employees at work is safe and without risks to health when properly used,
(c) ensuring that systems of work and the working environment of the employees are safe and without risks to health,
(d) providing such information, instruction, training and supervision as may be necessary to ensure the employees’ health and safety at work,
(e) providing adequate facilities for the welfare of the employees at work.

(2) Others at workplace

(This includes sub-contractors and apprentices hired through Group Training Organisations)

An employer must ensure that people (other than the employees of the employer) are not exposed to risks to their health or safety arising from the conduct of the employer’s undertaking while they are at the employer’s place of work.
Duties of self-employed persons

A self-employed person must ensure that people (other than the employees of the person) are not exposed to risks to their health or safety arising from the conduct of the person’s undertaking while they are at the person’s place of work.

Duties of employees

• An employee must, while at work, take reasonable care of the health and safety of people who are at the employee’s place of work and who may be affected by the employee’s acts or omissions at work.

• An employee must, while at work, co-operate with his or her employer or other person so far as is necessary to enable compliance with any requirement under this Act or the regulations that is imposed in the interests of health, safety and welfare on the employer or any other person.

• A person must not, intentionally or recklessly, interfere with or misuse anything provided in the interests of health, safety and welfare under occupational health and safety legislation.
Responsibilities of contractors to be in addition to responsibilities as employers

The responsibilities imposed on a principal contractor or a subcontractor by the Occupational Health and Safety Act 2000 are in addition to any other responsibilities that the principal contractor or sub-contractor may have as an employer or self-employed person or other person having responsibilities under this Regulation.

Principal Contractor

1) When the cost of construction work undertaken exceeds $250,000.

The principal contractor for the construction work must ensure that:

   (a) a site specific occupational health and safety management plan is prepared for each place of work at which the construction work is to be carried out before the work commences, and

   (b) the plan is maintained and kept up to date during the course of the work.

A. A principal contractor for the construction work must ensure that each sub-contractor, before commencing work at a place of work, provides the principal contractor with a written safe work method statement for the work to be carried out by the sub-contractor.

   (d) A principal contractor must ensure that:
       (a) a sub-contractor is directed to comply with:
           (i) the safe work method statement that the subcontractor has provided, and
           (ii) the requirements of the OH&S Act 2000 and the OH&S Regulation 2001, and
(b) the activities of a sub-contractor are monitored to the extent necessary to determine whether the sub-contractor is complying the safe work method statement that the sub-contractor has provided, and the OH&S Act 2000 and the OH&S Regulation 2001

2) When the construction work undertaken to any place of work at which high risk construction work (including demolition work or asbestos removal work for which a licence is required) is undertaken and the cost of the work does not exceed $250,000

The principal contractor for the construction work must ensure that:

(a) A principal contractor for the construction work must ensure that each sub-contractor, before commencing work at a place of work, provides the principal contractor with a written safe work method statement for the work to be carried out by the sub-contractor.

(b) A principal contractor must ensure that:
   (a) a sub-contractor is directed to comply with:
      (i) the safe work method statement that the subcontractor has provided, and
      (ii) the requirements of the OH&S Act 2000 and the OH&S Regulation 2001, and
   (b) the activities of a sub-contractor are monitored to the extent necessary to determine whether the sub-contractor is complying the safe work method statement that the sub-contractor has provided, and the OH&S Act 2000 and the OH&S Regulation 2001
Responsibilities of sub-contractors

This applies to any place of work at which:

(a) Construction work is undertaken and the cost of the work exceeds $250,000, or

(b) When the construction work undertaken to any place of work at which high risk construction work (including demolition work or asbestos removal work for which a licence is required) is undertaken and the cost of the work does not exceed $250,000

(1) A sub-contractor must not commence construction work at a place of work unless the sub-contractor:

(a) has been provided by the principal contractor for the construction work with a copy of the parts of the occupational health and safety management plan for the place of work that are relevant to the sub-contractor, and

(b) has undertaken an assessment of the risks associated with the work to be carried out and provided to the principal contractor a written safe work method statement that includes a copy of the assessment of risks, and

(c) has completed induction training with respect to occupational health and safety as specified in the occupational health and safety management plan for the place of work.

(2) A subcontractor must not allow an employee of the subcontractor to start work at a place of work at which construction work is carried out unless the employee has completed induction training with respect to occupational health and safety as specified in the occupational health and safety management plan for the place of work.

(3) A sub-contractor must maintain and keep up to date the subcontractor’s safe work method statement for a place of work, and must provide the principal contractor with any changes made to the safe work method statement.
Supervisor’s obligations

The supervisor of an apprentice doing plumbing work must directly supervise the apprentice while the apprentice is doing the work, unless the employer of the apprentice or the supervisor has established:

(a) that the apprentice's competency makes direct supervision unnecessary, and
(b) that a lesser degree of supervision would not endanger the health or safety of the apprentice or any other person.

A supervisor designated to supervise an apprentice by the apprentice’s employer:

(a) must ensure that the apprentice keeps and maintains a record of training, and
(b) must check the record on each date on which the scheduled work is done by the apprentice, and:
   (i) if satisfied that the record is correct in respect of that date, must sign the record on that date, or
   (ii) if not so satisfied, must make and sign on that date a note to that effect on the record.
To determine competency and Proficiency

A person is competent to do a particular kind of scheduled work if the person’s competency to do the work is of a standard equal to or better than the appropriate competency standard. Proficiency determination would include a competency assessment and should ensure that the apprentice is able to constantly complete all the requirements of the job including OH&S Regulatory and Administrative requirements with a minimum of supervision.

For the purposes of this Chapter, the appropriate competency standard for work that involves scaffolding, dogging or rigging or the operation or use of a crane, hoist, truck-mounted concrete-placing boom, boiler, steam turbine or reciprocating steam engine is:

(a) the standard of competency set out in Schedule A, B or C to the National Certification Standard in relation to that work, or
(b) any other standard of competency that WorkCover considers to be equivalent to that standard.

For the purposes of this Chapter, the appropriate competency standard for scheduled work involving the operation or use of a loadshifting machine is:

(a) the standard of competency set out in the National Competency Guidelines in relation to that work, or
(b) any other standard of competency that WorkCover considers to be equivalent to that standard.

For the purposes of this Chapter, the appropriate competency standard for work that involves the application of pesticides or the use of fumigants is the standard of competency set out in relation to that work in the National Standard for Licensing Pest Management Technicians.

For the purposes of this Chapter, the appropriate competency standard for work that involves the water plumbing, draining, sanitary plumbing gasfitting, metal roofing, mechanical services and fire services is the standard of competency set out in relation to

(a) the standard of competency set out in the Australian and New Zealand Standard AS/NZ 3500 Plumbing and Drainage in relation to that work, and
(b) the New South Wales Code of Practice for Plumbing and Drainage 2006 in relation to that work, and
(c) superceded by AS5601-2004 (referred to as Gas Installations Code)
(d) the Plumbing and Service National Training Package BCP03.
Apprentice’s obligations

An apprentice must follow the legal instruction from an employer or Host Employer and should discharge his or her duties as an employee of the employer.

In addition an apprentice must keep and maintain a record of training. The record must contain the following information in relation to scheduled work of the kind to which the training relates:

(a) the name and address of the apprentice,
(b) the name and address of each employer for whom the apprentice does that work,
(c) the name of each person who supervises the apprentice while the apprentice is doing that work,
(d) a description of that work as it is actually done by the apprentice in the course of training,
(e) a record of the dates on which that work was done.
What is a PROFICIENT APPRENTICE

A “Proficient Apprentice” is a plumbing apprentice that
• has completed all requisite Off-The-Job Training.
• has been deemed competent by an external Registered Training Provider as having met all the requirements of Certificate III in Plumbing.
• is within the final year of the plumbing apprentices
• has been deemed to be proficient by the employer to undertake plumbing work unsupervised
• has been trained in risk assessment

Inclusions
A proficient apprentice will be different from any other apprentice because the may complete small plumbing task without direct supervision.

Exclusions
A proficient Apprentice may at no time supervise another apprentice or another employee.

An employer, supervisor and proficient apprentice should:

Employer or designated supervisor or proficient apprentice (under strict controls) to identify hazards

An Employer or designated supervisor or proficient apprentice (under strict controls) must take reasonable care to identify any foreseeable hazard that may arise from the conduct of the employer’s undertaking and that has the potential to harm the health or safety of:

(a) any employee of the employer, or
(b) any other person legally at the employer’s place of work, or both.

In particular, the Employer or designated supervisor or proficient apprentice (under strict controls) must take reasonable care to identify hazards arising from:

(a) the work premises, and
(b) work practices, work systems and shift working arrangements (including hazardous processes, psychological hazards and fatigue related hazards), and
(c) plant (including the transport, installation, erection, commissioning, use, repair, maintenance, dismantling, storage or disposal of plant), and

(d) hazardous substances (including the production, handling, use, storage, transport or disposal of hazardous substances), and

(e) the presence of asbestos installed in a place of work, and

(f) manual handling (including the potential for occupational overuse injuries), and

(g) the layout and condition of a place of work (including lighting conditions and workstation design), and

(h) biological organisms, products or substances, and

(i) the physical working environment (including the potential for any one or more of the following:
   (i) electrocution,
   (ii) drowning,
   (iii) fire or explosion,
   (iv) people slipping, tripping or falling,
   (v) contact with moving or stationary objects,
   (vi) exposure to noise, heat, cold, vibration, radiation, static electricity or a contaminated atmosphere,
   (vii) the presence of a confined space), and

(j) the potential for workplace violence.

An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that effective procedures are in place, and are implemented, to identify hazards:

(a) immediately prior to using premises for the first time as a place of work, and

(b) before and during the installation, erection, commissioning or alteration of plant in a place of work, and

(c) before changes to work practices and systems of work are introduced, and

(d) before hazardous substances are introduced into a place of work, and

(e) while work is being carried out, and

(f) when new or additional information from an authoritative source relevant to the health or safety of the employees of the employer becomes available.
Employer or designated supervisor or proficient apprentice (under strict controls) to assess risks
An Employer or designated supervisor or proficient apprentice (under strict controls) must assess the risk of harm to the health or safety of the following persons arising from any hazard identified in accordance with this heading:

(a) any employee of the employer, or
(b) any other person legally at the employer’s place of work, or both.

Employer or designated supervisor or proficient apprentice (under strict controls)s are required to keep and maintain risk assessment reports in relation to confined spaces, record results of risk assessments in relation to hazardous substances and prepare written risk assessments in respect of electrical work on electrical installations.

Note. Provisions of this OH&S Regulation 2001 (for example, in Chapters 4 and 5) impose more specific risk assessment requirements on particular persons such as controllers of places of work, designers and manufacturers of plant and so on.

Employer or designated supervisor or proficient apprentice (under strict controls) to eliminate or control risks
An Employer or designated supervisor or proficient apprentice (under strict controls) must eliminate any reasonably foreseeable risk to the health or safety of:

(a) any employee of the employer, or
(b) any other person legally at the employer’s place of work, or both, that arises from the conduct of the employer’s undertaking.

If it is not reasonably practicable to eliminate the risk, the Employer or designated supervisor or proficient apprentice (under strict controls) must control the risk. (An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.

**Employer or designated supervisor or proficient apprentice (under strict controls) to review risk assessments and control measures**
An Employer or designated supervisor or proficient apprentice (under strict controls) must review a risk assessment, and any measures adopted to control the risk, whenever:

(a) there is evidence that the risk assessment is no longer valid, or
(b) injury or illness results from exposure to a hazard to which the risk assessment relates, or
(c) a significant change is proposed in the place of work or in work practices or procedures to which the risk assessment relates.

**Employer or designated supervisor or proficient apprentice (under strict controls) to provide instruction, training and information**
An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that each new employee receives induction training that covers the following:

(a) arrangements at the place of work for the management of occupational health and safety, including arrangements for reporting hazards to management,

(b) health and safety procedures at the place of work relevant to the employee, including the use and maintenance of risk control measures,

(c) how employees can access any health and safety information that the employer is required by the OH&S Regulation 2001 to make available to employees,

(d) any other matter that the OH&S Regulation 2001 specifies should be the subject of induction training and that is relevant to the place of work concerned having regard to the competence, experience and age of the new employee.

An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that any person who may be exposed to a risk to health and safety at the employer's place of work:

(a) is informed of the risk, and

(b) is provided with any information, instruction and training necessary to ensure the person’s health and safety. The information, instruction and training (and the timing of its provision) must be commensurate with the risk to health and safety concerned.

An Employer or designated supervisor or proficient apprentice (under strict controls) must provide persons who have responsibilities with respect to the following under this Regulation with all available information necessary to enable them to fulfil those responsibilities:

(a) identifying hazards,

(b) assessing risks arising from those hazards,

(c) eliminating or controlling those risks,

(d) monitoring or reviewing risk control measures,

(e) providing information.

Nothing in this clause requires an Employer or designated supervisor or proficient apprentice (under strict controls) to train or instruct members of the public in the use of lifts or amusement devices.

**Note.** Specific requirements as to the provision of information relating to the Occupational Health and Safety Regulation 2001:
• plant and hazardous substances are set out in Chapters 5 and 6
• Part 8.2 in relation to occupational health and safety induction training for construction work.
• Clause 171 requires employers to retain records of induction or other training provided to employees who are likely to be exposed to hazardous substances.

Employer or designated supervisor (under strict controls) to provide supervision
An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that the employer’s employees are provided with reasonable supervision necessary to ensure the health and safety of the employees and any other persons at the employer’s place of work.

The Employer or designated supervisor (under strict controls) must ensure that the supervision is undertaken by a competent person. It is not acceptable for a proficient apprentice to supervise any other apprentice or worker than themselves.

In determining the nature and extent of necessary supervision, the Employer or designated supervisor or proficient apprentice (under strict controls) must have regard to the competence, experience and age of each employee.

Note. Specific requirements for supervision in relation to excavation work are imposed on employers by Chapter 8. of the Occupational Health and Safety Regulation 2001
Provision by an employer of personal protective equipment

If measures taken by an Employer or designated supervisor or proficient apprentice (under strict controls) to control a risk include the use of personal protective equipment, the employer must provide each person at risk with personal protective equipment and ensure that:

(a) the equipment provided is appropriate for the person and controls the risk for that person, and

(b) the person is informed of any limitations of the equipment, and

(c) the person is provided with the instruction and training necessary to ensure that the equipment controls the risk for the person, and

(d) the equipment is properly maintained and is repaired or replaced as frequently as is necessary to control the risk for the person, and

(e) the equipment is provided in a clean and hygienic condition to the person, and

(f) the equipment is stored in a place provided by the employer for the purpose, and

(g) areas in places of work where personal

Employer or designated supervisor or proficient apprentice (under strict controls) to obtain information

An Employer or designated supervisor or proficient apprentice (under strict controls) must obtain such information as is necessary to enable the employer to fulfil the employer’s responsibilities under this Regulation with respect to the following:

(a) identifying hazards,

(b) assessing risks arising from those hazards,

(c) eliminating or controlling those risks,

(d) providing information.
the information is to be reasonably available information from an authoritative source.

**Employer or designated supervisor or proficient apprentice (under strict controls) to provide for emergencies**

An Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that, in the event of an emergency at any place of work at which the employer’s undertaking is conducted, arrangements have been made for:

(a) the safe and rapid evacuation of persons from the place of work, and
(b) emergency communications, and
(c) appropriate medical treatment of injured persons. If the Employer or designated supervisor or proficient apprentice (under strict controls) does not have control, or has only limited control, of the place of work, the duty applies only to the matters over which the Employer or designated supervisor or proficient apprentice (under strict controls) has control.

In making arrangements, an Employer or designated supervisor or proficient apprentice (under strict controls) must take the following into account:

(a) the nature of the hazards at the place of work,
(b) the size and location of the place of work,
(c) the number, mobility and capability of persons at the place of work.

If employees work at a fixed place of work, the Employer or designated supervisor or proficient apprentice (under strict controls) must ensure that:
(a) adequate arrangements are made for the shutting down and evacuation of the place of work in the event of an emergency, and
(b) details of the arrangements for any such evacuation are kept on display in an appropriate location or locations at the place of work, and
(c) one or more persons are appointed and appropriately trained to oversee any such evacuation and, if appropriate, in the use of on-site fire fighting equipment.
Section 4

Master Plumbers Association of NSW Guide to the Supervision of Plumbing Apprentices

Supervision Planning
Supervision Planning

Protecting Apprentices from Workplace Hazards

Most plumbing apprentices are aged between 16 and 20 years old. They believe they are bullet proof and often take more chances than someone who has had a lot of experience or is a seasoned plumber.

Apprentices must be protected from the risk of injury or illness arising from workplace hazards. Employers and Host Employer must pay special attention to the needs of Plumbing apprentices because they lack experience and may not be familiar with workplace procedures.

Employers and Host Employers must provide apprentices with information and training about work hazards and safe work practices that gives consideration to their age and experience. As is the case with all workers, employers must also maintain safe equipment, a safe work environment and a safety management system.

The statistics show a clear picture. Young workers, those between the ages of 15 and 25, are being hurt or killed on the job every day.

- In 1998/99, nine young workers were killed in New South Wales.
- More than 1,000 suffered a permanent disability.
- Over 8,400 young workers were injured at work.

That's over 23 injured every day of the year!
**Special attention for apprentices**

In most cases apprentices are working in an environment that is new or even alien to them. They are not aware of the inherent dangers. As a new apprentice, most apprentices do not possess a great deal of plumbing skills and they tend to be given some of the more menial tasks on the worksite.

However, a simple fact remains true with apprentices ... they may not see the dangers that these menial tasks offer, they may take risks and they “sky lark” whilst completing these tasks. This is a recipe for danger!!! Each of these jobs and the many others available to apprentices has its own particular hazards. The only way to ensure the apprentice is not exposed to workplace hazard and workplace is risk is to maintain a constant vigil on them.

**Special note for employers of apprentices.**

You must know your legal rights and responsibilities prior to employing an apprentice. You must ensure the safety of your apprentice and avoid exposure to risks such as the following:

- slipping and falling on a wet or greasy floor, or being burned by a hot water boiler.
- getting splashed by a chemical, such as sulphuric acid or ammonia, and getting burned.
- A fire or an explosion that can cause serious injury or death.
- Burns, cuts, muscle strains and broken bones are acute injuries that can be felt as soon as the accident happens.

Some hazards can cause plumbing apprentices to become sick or injured over a period of time. For instance, if they work with certain hazardous chemicals, the damage that happens in their bodies may not be noticed.

Additionally, apprentices could injure themselves by doing repetitive jobs over and over again or in an incorrect manner. For example when lifting boxes, tools or equipment, loading or unloading the work van, truck or ute. These chronic injuries sometimes are not noticed for years. Similarly long term exposure to noise can lead to hearing loss when older.

As an apprentice develops their skills they apprentice is given more and more complex tasks to complete. However, that does not take away the fact that apprentices can and are injured at a phenomenal rate. Anecdotal evidence suggests that as an apprentice begins to progress they take more risks and are more often injured.

Some minor injuries are often “laughed off” as part of the job. Injuries, no matter how minor are never part of the job. All risks for injury and illness need to be controlled.
To protect their apprentices, plumbing contractors must know the range of hazards in their workplace, on the worksite, in the Van or truck and at the depot. The employer or Host Employer must apply the necessary controls to ensure that people are not injured or made ill because of their work.

Common workplace hazards include:

- Manual handling, eg pushing, pulling, carrying, lifting etc
- Work environment, eg floor surfaces, noise, temperature, ventilation and access
- Machinery, eg powered and non powered equipment
- Heat, eg burns and scalds
- Electricity, eg electrocution
- Harassment, bullying and/or violence involving co-workers or customers
- Hazardous substances, eg chemicals, fumes
- Biological waste
- Skin penetrating injuries, eg knife or syringe injuries
- Noise
- Confined spaces

The use of Supervisors in Plumbing

The Plumbing industry is a unique trade that has many small contractors where the employer is also the On-the-Job Supervisor and Trainer.

However, within the plumbing industry there are also contractors that use supervisors to fulfill many duties of the employer. A supervisor, may mean any of the following

- foreman
- foreperson
- team leader
• overseer
• cell coach
• facilitator
• leading hand or
• registered journeyman.

For the purpose of this guide, an employee is a supervisor if they have the power and authority to do the following actions:
- Give instructions and/or orders to subordinates.
- Be held responsible for the work and actions of other employees.

A supervisor is equally responsible for
- Worker safety
- Safety of other people
- Ensuring work is done to an acceptable standard
- Ensuring an acceptable amount of work is completed
- Ensuring costs, quality and safety meet the development and safety management plans.

A Supervisor is responsible for the productivity and actions of a small group of employees. The Supervisor may have several manager like roles, responsibilities, and powers.

Two of the key differences between a Supervisor and a Manager are
- (1) the Supervisor does not typically have "hire and fire" authority, and
- (2) the Supervisor does not have budget authority.

Lacking "hire and fire" authority means that usually a Supervisor may not recruit the employees working in the Supervisor's group nor does the Supervisor have the authority to terminate an employee. The Supervisor may participate in the hiring process as part of interviewing and assessing candidates but the actual hiring authority rests in the hands of another.

The Supervisor may recommend to management that a particular employee be terminated and the Supervisor may be the one who documents the behaviours leading to the recommendation but the actual firing authority rests in the hands of another.

Lacking budget authority means that a Supervisor is provided a budget developed by management within which constraints the Supervisor is expected to provide a productive environment for the employees of the Supervisor's work group. A Supervisor will usually have the authority to make purchases within specified limits. A Supervisor is also given the power
to approve work hours and other payroll issues. Normally, budget affecting requests such as travel will require not only the Supervisor's approval but the approval of management.

As a member of management, a supervisor's main job is more concerned with orchestrating and controlling work rather than performing it directly. An equally important part of a supervisors’ role is to be integrally involved in the training and development of plumbing apprentices and directing work flow through a developing workforce.

The term training refers to the acquisition of knowledge, skills, and competencies as a result of the teaching of vocational or practical skills and knowledge that relate to specific useful competencies.

It forms the core of apprenticeships and provides the backbone of content at Registered Training Organisations. In addition to the basic training required for a trade, occupation or profession, observers of the labour-market recognize today the need to continue training beyond initial qualifications: to maintain, upgrade and update skills throughout working life. People within many professions and occupations may refer to this sort of training as professional development. And supervisors will also be involved in the professional development of registered journeymen that have completed their training. For example a licensed Plumbers can obtain additional skills and competencies by completing the Sustainable Plumbing Practices course (91141NSW) that currently sits alongside the training of apprentice plumbers, registered plumbers and licensed plumbers.

Also called workplace training, professional development and lifelong learning the process of post trade trading is very important for plumbers.

One can generally categorize such training as on-the-job or off-the-job: On-the-job training takes place in a normal working situation, using the actual tools, equipment, documents or materials that trainees will use when fully trained. On-the-job training has a general reputation as most effective for vocational work.

Off-the-job training takes place away from normal work situations — implying that the employee does not count as a directly productive worker while such training takes place. Off-the-job training has the advantage that it allows people to get away from work and concentrate more thoroughly on the training itself. This type of training has proven more effective in inculcating concepts and ideas.

Training differs from exercise in that people may dabble in exercise as an occasional activity for fun. Training has specific goals of improving one's capability, capacity, and performance.
The use of Proficient Apprentices

A proficient apprentice is different to a supervisor and is essentially a supervisor in training but does not direct anyone but themselves. Proficient apprentices must
- have completed all the training designated with the apprenticeship and been deemed competent by a Registered Training Organisation; and
- be in the final year of their apprenticeship; and
- have been assessed by a competent plumber as being proficient to undertake some of the duties of a registered journeyman prior to the completion of their apprenticeship.

A proficient plumbing apprentice does not supervise another plumber, apprentice or plumbers labourer without the assistance of a registered or licensed plumber.

What is a PROFICIENT APPRENTICE?

A “Proficient Apprentice” is a plumbing apprentice that
- has completed all requisite Off-The-Job Training.
- has been deemed competent by an external Registered Training Provider as having met all the requirements of Certificate III in Plumbing.
- is within the final year of the plumbing apprentices
- has been deemed to be proficient by the employer to undertake plumbing work unsupervised
- has been trained in risk assessment

Inclusions
A proficient apprentice will be different from any other apprentice because the may complete small plumbing task without direct supervision.

Exclusions
A proficient Apprentice may at no time supervise another apprentice or another employee.
Managing or supervising Workplace Safety
To effectively manage or supervise workplace safety employers and host employers need to work with employees to:

- Identify all hazards in the workplace
- Assess the potential for harm each hazard presents for workers and explore options for control
- Control the hazards.

For example, a plumbing apprentice accepting deliveries from a plumbing supplies retailer may be asked to move some heavy crates, equipment, tools and product.

Without the correct training equipment or procedures in place, the apprentice could strain their back or shoulders, trip while carrying the equipment or injure themselves or others if they drop the load.

The employer should

- identify these potential hazards in moving the equipment;
- assess the situation and available options for controlling these risks; and
- control the situation by providing a more effective solution to moving the load, i.e. using a trolley, getting assistance from another employee or reducing the size and weight of the load to a more manageable level.

Ensuring the Safety of apprentices
Employers and Host Employers must give young workers the information they need to undertake their work safely. There is no substitute for thorough training and careful supervision until the new worker is competent to do the tasks required.

Legal Responsibilities in Summary
The Occupational Health and Safety Act is very clear about the need to protect people from injury or illness at work. Under this Act employers and Host Employers must:

- Provide and maintain systems of work that are safe and without risk to health.
- Arrange the safe use, handling, storage or transport of machinery, equipment and substances.
- Provide the information, instruction, training and supervision necessary to ensure the health and safety of all workers.
- Maintain the working environment and workers’ facilities in a safe condition and without risks to health.
**Penalties**
Most employers understand they have a responsibility and a duty to keep their apprentices and workers safe. They want to ensure the safety of the workers and no one wants to have to explain to a workers loved ones how they injured themselves. However, just wanting to do the right things is not enough you must actively follow and maintain a safety management system to ensure the safety of all workers on the worksite.

In addition, the OHS Legislation provides severe penalties for breaches of the Act. The maximum penalty under the OHS Act 2000 is currently near 1 million dollars however there are other costs as well.

These include:
- Hiring of replacement staff
- Modifications to the workplace or work systems
- Possible increases in workers’ compensation premiums
- Loss of productivity

**Ensuring the Safety of apprentices**
Employers and Host Employers must give young workers the information they need to undertake their work safely. **There is no substitute for thorough training and careful supervision until the new worker is competent to do the tasks required.**

**Determining Suitable Supervision**
In order to assist you to determine what level of supervision is required by your apprentices the Master Plumbers has come up with the following guide. However, you must assess each situation as it comes and determine if you believe an apprentice is competent.

In NSW to be determined competent a Vocational Training Order is approved. In NSW, the Vocational Training Order for a Plumber, Drainer Gasfitter establishes that the following competencies must be satisfactorily completed prior to receiving a statement of attainment in plumbing.
In plain English this means:
As a minimum the following competencies must be passed to successfully complete a plumbing apprenticeship and be deemed competent in NSW.

In NSW the competencies in plumbing that will be trained are:

### Water Service Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>BCPCM2001A</td>
<td>Work effectively in the plumbing and services sector</td>
</tr>
<tr>
<td>BCPCM2002A</td>
<td>Carry out interactive workplace communication</td>
</tr>
<tr>
<td>BCPCM2003A</td>
<td>Carry out OH&amp;S requirements</td>
</tr>
<tr>
<td>BCPCM2004A</td>
<td>Read plans and calculate plumbing quantities</td>
</tr>
<tr>
<td>BCPCM2005A</td>
<td>Handle and store plumbing materials</td>
</tr>
<tr>
<td>BCPCM2006A</td>
<td>Use plumbing hand and power tools</td>
</tr>
<tr>
<td>BCPCM2008A</td>
<td>Cut and join sheet metal</td>
</tr>
<tr>
<td>BCPCM2010A</td>
<td>Mark out materials</td>
</tr>
<tr>
<td>BCPCM2011A</td>
<td>Apply first aid in the workplace</td>
</tr>
<tr>
<td>BCPCM2012A</td>
<td>Weld using oxy-acetylene equipment</td>
</tr>
<tr>
<td>BCPCM3003A</td>
<td>Fabricate and install non-ferrous pressure piping</td>
</tr>
<tr>
<td>BCPDR3004A</td>
<td>Install water main pipe systems</td>
</tr>
<tr>
<td>BCPFS2001A</td>
<td>Connect Static Storage Tanks</td>
</tr>
<tr>
<td>BCPFS3001A</td>
<td>Fabricate and install fire hydrant and hose reel systems</td>
</tr>
<tr>
<td>BCPFS3007A</td>
<td>Install domestic and residential life safety sprinkler systems</td>
</tr>
<tr>
<td>BCPWT3001A</td>
<td>Set out and install water services</td>
</tr>
<tr>
<td>BCPWT3002A</td>
<td>Install and adjust water service controls and devices</td>
</tr>
<tr>
<td>BCPWT3003A</td>
<td>Install and commission water heating systems</td>
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<tr>
<td>BCPWT3005A</td>
<td>Install water pump sets</td>
</tr>
<tr>
<td>BCPWT3006A</td>
<td>Fit off and commission hot and cold water services</td>
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<tr>
<td>BCPWT3007A</td>
<td>Connect irrigation systems from drinking water supply</td>
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<tr>
<td>BCPWT3008A</td>
<td>Install water Service</td>
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### Sanitary Stream

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<tr>
<td>BCPSN3001A</td>
<td>Plan the layout for a residential sanitary plumbing system</td>
</tr>
<tr>
<td>BCPSN3002A</td>
<td>Install discharge pipes</td>
</tr>
<tr>
<td>BCPSN3003A</td>
<td>Fabricate and install sanitary stacks</td>
</tr>
<tr>
<td>BCPSN3004A</td>
<td>Install and fit off sanitary fixtures</td>
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<tr>
<td>BCPSN3005A</td>
<td>Install pre-treatment facilities</td>
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### Drainage Stream

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<th>Title</th>
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Page 64 of 84
<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
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<tr>
<td>BCGCM2003B</td>
<td>Install trench support</td>
</tr>
<tr>
<td>BCGCO2003B</td>
<td>Carry out concreting to simple forms</td>
</tr>
<tr>
<td>BCPCM2007A</td>
<td>Carry Out levelling</td>
</tr>
<tr>
<td>BCPDR2001A</td>
<td>Locate and clear blockages</td>
</tr>
<tr>
<td>BCPDR2002A</td>
<td>Install domestic treatment plants</td>
</tr>
<tr>
<td>BCPDR2004A</td>
<td>Install stormwater and sub-soil drainage systems</td>
</tr>
<tr>
<td>BCPDR2005A</td>
<td>Drain worksite</td>
</tr>
<tr>
<td>BCPDR2006A</td>
<td>Install pre-fabricated inspection openings and enclosures</td>
</tr>
<tr>
<td>BCPDR3001A</td>
<td>Plan the layout for a residential sanitary drainage system</td>
</tr>
<tr>
<td>BCPDR3002A</td>
<td>Install below ground sanitary drainage systems</td>
</tr>
<tr>
<td>BCPDR3003A</td>
<td>Install on-site disposal systems</td>
</tr>
</tbody>
</table>

### Mechanical Services Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCCPCM2009A</td>
<td>Cut with Oxy-LPG/Acetylene</td>
</tr>
<tr>
<td>BCCPCM2013A</td>
<td>Weld using arc welding equipment</td>
</tr>
<tr>
<td>BCCPCM3002A</td>
<td>Weld polyethylene (PE) pipe using fusion method</td>
</tr>
<tr>
<td>BCPMS2001A</td>
<td>Assemble mechanical services components</td>
</tr>
<tr>
<td>BCPMS3001A</td>
<td>Fabricate and install steel pressure piping</td>
</tr>
<tr>
<td>BCPMS3003A</td>
<td>Install small bore heating systems</td>
</tr>
<tr>
<td>BCPMS3005A</td>
<td>Install and Test ducting systems</td>
</tr>
<tr>
<td>BCPMS3006A</td>
<td>Install air handling units</td>
</tr>
</tbody>
</table>

### Metal Roofing Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCCPCM3001A</td>
<td>Flash penetration through roof and walls</td>
</tr>
<tr>
<td>BCPRF2001A</td>
<td>Work Safely on roofs</td>
</tr>
<tr>
<td>BCPRF2002A</td>
<td>Select and install roof sheeting and wall cladding</td>
</tr>
<tr>
<td>BCPRF2003A</td>
<td>Collect and store roof water</td>
</tr>
<tr>
<td>BCPRF2004A</td>
<td>Fabricate roof coverings for curved structures</td>
</tr>
<tr>
<td>BCPRF3001A</td>
<td>Receive roofing materials</td>
</tr>
<tr>
<td>BCPRF3002A</td>
<td>Fabricate and install roof drainage components</td>
</tr>
<tr>
<td>BCPRF3003A</td>
<td>Fabricate and install external flashings</td>
</tr>
<tr>
<td>BCPRF3004A</td>
<td>Install roof components</td>
</tr>
<tr>
<td>BCPRF3005A</td>
<td>Install roof coverings to curved roof structures</td>
</tr>
<tr>
<td>BCPRF3006A</td>
<td>Install composite roof systems</td>
</tr>
</tbody>
</table>

### Gas Stream

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCPGS3001A</td>
<td>Install gas piping systems</td>
</tr>
<tr>
<td>BCPGS3002A</td>
<td>Size consumer piping systems</td>
</tr>
</tbody>
</table>
Supervision
As previously stated, “there is no substitute for thorough training and careful supervision until the new worker is competent to do the tasks required.”

The following guide and the attachment
- Plumbing and Service competency requirements
- Plumbing Employers competency and functionality assessment tools have been designed to assist you determine the level of supervision you should give your apprentices.

Level 1 – Direct Supervision
Direct Supervision is constant and direct supervision over everything the apprentice does whilst at work. The apprentice is constantly supervised by a plumber who has completed Certificate III in plumbing, draining and gasfitting. You direct the apprentice at every level and you determine every aspect of the job. Apprentices who should receive direct supervision could include those apprentices:
  - who have not completed their apprenticeship; and / or

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCPGS3003A</td>
<td>Install and commission Type A gas appliances</td>
</tr>
<tr>
<td>BCPGS3004A</td>
<td>Install LP gas storage of aggregate storage capacity up to 500 litres</td>
</tr>
<tr>
<td>BCPGS3006A</td>
<td>Install LP gas systems in caravans/mobile homes, watercraft and mobile work places</td>
</tr>
<tr>
<td>BCPGS3007A</td>
<td>Install gas detection devices</td>
</tr>
<tr>
<td>BCPGS3008A</td>
<td>Install gas pressure control equipment</td>
</tr>
<tr>
<td>BCPGS3009A</td>
<td>Install a Type A appliance flue</td>
</tr>
<tr>
<td>BCPGS3011A</td>
<td>Purge consumer piping</td>
</tr>
<tr>
<td>BCPGS3012A</td>
<td>Maintain Type A Gas Appliance</td>
</tr>
<tr>
<td>BCPGS3013A</td>
<td>Disconnect and reconnect Type A appliances</td>
</tr>
<tr>
<td>BCPGS3014A</td>
<td>Calculate and install natural ventilation for Type A gas appliances</td>
</tr>
</tbody>
</table>
• who have not successfully received a certificate of completion for Certificate III in Plumbing, Draining and Gasfitting from their Registered Training Provider; and /or
• who have less than 2 years experience on the job; and /or
• who have not successfully completed the relevant competencies at “off-the-Job” Training and / or;
• who have not previously demonstrated the skill or competency to the supervisor under direct supervision; and/or
• where there is any doubt of them being able to successfully complete the task without direct supervision.

Level 2 – Demonstrative Supervision
Demonstrative Supervision is close supervision where the supervisor completes a risk assessment of the job and the task performance. The supervision allows the apprentice to explain what is to be completed and how it is to be completed. The supervisor approves the work practice prior to the commencement of the work. The apprentice receives direction and training from the supervisor. The apprentice is watched by a plumber who has completed Certificate III in plumbing, draining and gasfitting. The apprentice determines some aspects of the job. Apprentices who should receive demonstrative supervision could include those apprentices:
• who have not completed their apprenticeship; and / or
• who have not successfully received a certificate of completion for Certificate III in Plumbing, Draining and Gasfitting from their Registered Training Provider; and /or
• who have more than 2 years experience on the job; and /or
• who have successfully completed the relevant competencies at “off-the-Job” Training and / or;
• who have previously demonstrated the skill or competency to the supervisor under direct supervision; and/or
• who has been assessed by the supervisor as being able to complete the work without risk.

Level 3 – Preparatory Supervision
Preparatory Supervision is close supervision where the supervisor and the apprentice complete a risk assessment of the job and the task performance. This supervision allows the apprentice to determine most aspects of the task to be performed. The supervisor is consulted by the apprentice about the work practices prior to the commencement of the work. The apprentice receives direction and training from the supervisor. The apprentice is working with a plumber who has completed Certificate III in plumbing, draining and gasfitting. The apprentice directs most aspects of the job. Apprentices which should receive Preparatory supervision could include:
• Apprentices who have not completed their apprenticeship; and / or
• Apprentices who have successfully received a certificate of completion for Certificate III in Plumbing, Draining and Gasfitting from their Registered Training Provider; and /or
• Apprentices who have more than 3 years experience on the job; and /or
• Apprentices who have successfully completed the relevant competencies at “off-the-Job” Training and / or;
• Apprentices who have previously demonstrated the skill or competency to the supervisor under direct supervision; and/or
• An apprentice who has been assessed by the supervisor as being able to complete the work without risk.

**Level 4 – Development Supervision (Proficient Plumbing Apprentice)**

Development Supervision is close supervision where the apprentice and the supervisor may not be on the same job but are in contact with each via a communication device such as a mobile phone that has video capability. This supervision allows the apprentice to determine most aspects of the task to be performed. This supervision is designed only for those apprentices that within six months will be completing their apprenticeship. Safe Work Method statement have been prepared by the supervisor in consultation with the proficient apprentice. A formal documented risk assessment is completed by the proficient apprentice prior to the commencement of work. The apprentice receives assistance and training from the supervisor. The apprentice directs most aspects of the job. Apprentices who should receive Development supervision could include:

- Apprentices who have not completed their apprenticeship; and / or
- Apprentices who have successfully received a certificate of completion for Certificate III in Plumbing, Draining and Gasfitting from their Registered Training Provider; and /or
- Apprentices who have more than 3 years 6 months experience on the job; and /or
- Apprentices who have successfully completed the relevant competencies at “off-the-Job” Training and / or;
- Apprentices who have previously demonstrated the skill or competency to the supervisor under direct supervision; and/or
- Apprentices who have been assessed by the supervisor as being able to complete the work without risk.
- Apprentices who have been assessed by the RTO as competent in all competencies and who have been assessed using the Plumbing Employers competency and functionality assessment tool

**Strict conditions**

The apprentice may only complete work task that match a unit of competency from the training package that

1. Have been deemed as competent by a Registered Training Organisation; and
2. Has been assessed by the employer as being proficient enough to be able to complete the job to an acceptable standard whilst controlling any and all risks associated with the task.

In addition to the above plumbing apprentice employers should use other factors to assist in determining what level of supervision you are going to give your apprentice.
What it means for the Apprentice to be proficient

Therefore in regards to the plumbing apprenticeship, proficiency means

- Having or showing knowledge, ability, and skill, in plumbing and implies an advanced degree of competence acquired through training and regular practice of this competency by the apprentice. Further, to be proficient the apprentice should be able to replicate the knowledge, ability and skill with a minimum of supervision time after time without flaw.

- To be able to complete the plumbing work and comply with legislative and other requirements whilst completing work.

- To be able to complete the plumbing work whilst ensuring the safety of all workers and anyone else exposed to the work or the effects of the work.

- To be able to explain and if required deliver training on how the plumbing work is to be completed.

- To be able complete the administrative and other requirements associated with the plumbing work.

Assessing proficiency is a job that is usually completed by the workplace supervisor and coach alone. It is not determined by a single event but by repetition and practice. Although a supervisor determines proficiency alone they should have a document process and retain records of how the supervisor determined an apprentices’ proficiency.
Proficient Plumber

- Competency determined by an RTO
- Practice
- Comply with Legislative requirements
- Technique
- Ensure Safety of Workers
- Practice
- Ensure Safety of others
- Explain what, how, when and why of the plumbing work
- Deliver Training to others as required
- Practice
- Technique
- Practice
- Practice
- Technique
- Completes work with a minimum of supervision
- Practice
- Practice
- Comply with administrative and other requirements
Proficient Plumbing Apprentice Tasks

The following are some examples of what a proficient plumbing apprentice may be required to do with minimal supervision.

Domestic Maintenance
- Tap Washers/ Mixers repair or replace
- Install and replace PC items
- Replace downpipes and guttering 3 metres
- Sewer chokes
- Install small rainwater tanks at ground level
- Fabricate metal roof components at ground level
- Repair and replace sewer to 1 metres depth
- Repair replace stormwater to 1 metre
- Clean out storm water pits and grease traps to 1 metre.

Commercial Maintenance
- Tap Washers/ Mixers repair or replace
- Install and replace PC items
- Replace downpipes and guttering 3 metres
- Sewer chokes
- Install small rainwater tanks at ground level
- Fabricate metal roof components at ground level
- Repair and replace sewer to 1 metres depth
- Repair replace stormwater to 1 metre
- Clean out storm water pits and grease traps to 1 metre.

New Cottage
- Rough in
- Stackwork
- Some drainage work to 1 metre in depth
- Fabricate metal roof components at ground level
- Install small rain water tanks at ground level
- Fit out PC items into new cottage.
Please note that the above list is in no way extensive and each plumber should assess his work systems, the apprentice and the type of work completed to ensure that it can be completed by a proficient plumbing apprentice with minimal or development supervision.

In addition each plumbing contractor, before enacting the ability to work under minimal or direct supervision, is required to check with the NSW Code of Practice for Plumbing and Draining 2006 for compliance.
Excluded Proficient Plumbing Apprentice Tasks

A proficient plumbing apprentice should **NOT** complete any of the following work without the direct supervision of a registered or licensed plumber.

(a) Plumbing and services and construction work involving structural alterations that require temporary support,
(b) Plumbing and services and construction work at a height above 3 metres. This includes all work where any person, tool, equipment, component or fixture include what you are working on can fall 3 or more metres,
(c) Plumbing and services and construction work involving excavation to a depth greater than 1.5 metres,
(d) Demolition work for which a licence is required, or demolition work for which a licence is not required under Chapter 10 of the Occupational Health and Safety Regulation 2001 to carry on the business of that work,
(e) Plumbing and services and construction work in tunnels,
(f) Plumbing and services and construction work involving the use of explosives,
(g) Plumbing and services and construction work near traffic or mobile plant,
(h) Plumbing and services and construction work in or around gas or electrical installations,
(i) Plumbing and services and construction work over or adjacent to water where there is a risk of drowning.
(i) Asbestos removal
(i) Plumbing and services and construction in confined spaces
Section 5

Master Plumbers Association of NSW
Guide to the Supervision of Plumbing Apprentices

Glossary
Key Terms

**Apprenticeship and Traineeship Act 2001** – the legislation which governs the Apprenticeship and traineeship system in NSW.

**Apprentice** – a person who has been employed in a recognised trade vocation and who has entered into a training contract with his/her employer under the Apprenticeship and Traineeship Act 2001.

**Associated occupational health and safety legislation** - means the following Acts and the regulations and rules made under them:

(a) Coal Mines Regulation Act 1982,
(b) Dangerous Goods Act 1975,
(c) Mines Inspection Act 1901,
(d) Rural Workers Accommodation Act 1969.

**Australian Apprentices** – the national term used to describe both apprentices and trainees collectively.

**Australian Apprenticeships Centres (AACs)** – organisations that are funded by the Commonwealth Government to promote apprenticeships and traineeships and provide advisory services and administrative support to employers, apprentices and trainees. All applications to establish an apprenticeship or traineeship must be lodged with NSW DET through an Australian Apprenticeships Centre.

**Competency standard** – a specification of knowledge and skill and the application of that knowledge and skill to the standard of performance required in the workplace.

**Competency record book** – a log book that provides evidence that an apprentice or trainee has completed specific tasks and gained knowledge and skills on the job. The competency record book supports formal training being delivered by the registered training organisation, and may be used by the registered training organisation in making an assessment of competency.

**Department of Education and Training (NSW DET)** – the NSW Government department responsible for the administration of vocational education and training. Acting in this capacity, NSW DET may also be referred to as the state training authority.

**Employee** - means an individual who works under a contract of employment or apprenticeship.
**Employer** - means a person who employs persons under contracts of employment or apprenticeship.

**Full apprenticeship** – an apprenticeship under which the training contract binds the employer and the apprentice from the end of the probationary period until the completion of the term of the apprenticeship. (See also trainee apprenticeship.)

**Group training organisations (GTOs)** – organisations that employ large numbers of trainees and apprentices each year. GTOs can place apprentices or trainees with one or several host employers so that the apprentice/trainee can develop a range of skills and work experience with different companies or businesses. Group training organisations may be registered under the Apprenticeship and Traineeship Act 2001.

**National training contract** – a nationally consistent form developed and adopted by all states/territories in conjunction with the Commonwealth Government, for use by the employer, the apprentice/trainee and their nominated Australian Apprenticeships Centre when applying to establish an apprenticeship or traineeship. (See also training contract.)

**Nominal term** – the term of training specified for an apprenticeship or traineeship under the relevant vocational training order. (Note: Also referred to as the appropriate term or nominal duration in the national training contract.)

**Occupational Health and Safety Act 2000 (OH&S)** – The Act of the NSW parliament that created the NSW Legislation - The OH&S Act 2000. The objectives of the Act are:

1. (a) to secure and promote the health, safety and welfare of people at work,
2. (b) to protect people at a place of work against risks to health or safety arising out of the activities of persons at work,
3. (c) to promote a safe and healthy work environment for people at work that protects them from injury and illness and that is adapted to their physiological and psychological needs,
4. (d) to provide for consultation and co-operation between employers and employees in achieving the objects of this Act,
5. (e) to ensure that risks to health and safety at a place of work are identified, assessed and eliminated or controlled,
(f) to develop and promote community awareness of occupational health and safety issues,

(g) to provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of changes in technology and work practices,

(h) to protect people (whether or not at a place of work) against risks to health and safety arising from the use of plant that affects public safety.

**Proficient** - has demonstrated the capacity to be able to complete a particular plumbing task several times to both an RTO and the employer.

**Registered Training Organisation (RTO)** – a training organisation registered to provide vocational education and training and/or assessment services and issue nationally recognised qualifications. Registered training organisations are registered in NSW by the Vocational Education and Training Accreditation Board (VETAB). There are equivalent registering bodies in the other states and territories. All registered training organisations are required to meet the standards of the Australian Quality Training Framework (AQTF). The nationally recognised qualifications a registered training organisation can issue are defined by its scope of registration.

**State Training Services** – the division of NSW DET responsible for the administration and quality assurance of vocational education and training in NSW. State Training Services manages registration of training organisations and training courses in NSW and funds and administers a range of vocational education and training programs throughout NSW, including apprenticeships and traineeships. State Training Services has nine offices in metropolitan and regional areas of the State from which services are delivered. Your local State Training Services centre can be contacted by phoning 13 28 11.

**Supervision** - means the act of watching over the work or tasks of another who may lack full knowledge of the concept at hand. Supervision does not mean control of another but guidance in a work, professional or personal context.

**Trainee apprentice** – a person employed in a trainee apprenticeship under the Apprenticeship and Traineeship Act 2001. Trainee apprentices receive the same on-the-job and formal training and are eligible to gain the same qualifications and certificates as other apprentices.
Trainee apprenticeship – an apprenticeship, mainly in the construction and furnishing industries, in which the training contract can be broken by either party simply by giving notice as required under the relevant industrial award or agreement. Trainee apprenticeships are restricted to those trades in which the relevant industrial award or agreement makes specific provision for them. Rates of pay for trainee apprentices may be slightly more than for other apprentices employed under the same award or agreement.

Training contract – a contract which establishes an apprenticeship or traineeship under the Apprenticeship and Traineeship Act 2001. (See also national training contract.)

Training packages – comprehensive publications developed by industry to support the national vocational education and training system. Training packages are made up of endorsed components (national competency standards, assessment guidelines and qualifications) and non-endorsed components (which may include learning and assessment resources).

Training plan – outlines the course of formal training the apprentice/trainee will undertake, with a registered training organisation, to gain a nationally recognised qualification. It includes information on the mode and dates of delivery of the training, the units of competency that will make up the qualification, details of any RPL or RCC that will be applied and information about the role the employer will play in recording details of on-the-job training. The training plan (or a summary of it) is attached to the national training contract when applying to establish an apprenticeship or traineeship.

NB If a summary is provided initially, a full training plan must be developed by the registered training organisation, in consultation with the employer and apprentice / trainee, within 6-12 weeks of the apprentice / trainee commencing work with the employer.

VETAB – the Vocational Education and Training Accreditation Board (or VETAB as it is usually known) is the statutory authority responsible for accrediting vocational education and training courses and registering training organisations that provide vocational education and training in New South Wales.

Vocational Training Tribunal (VTT) – the statutory body established under the provisions of the Apprenticeship and Traineeship Act 2001. The Tribunal’s functions include resolving complaints, recognition of trade skills acquired outside the NSW apprenticeship and traineeship system, administering training contracts, and considering applications for the transfer, suspension, cancellation and variation of apprenticeships and traineeships.
Work evidence guide – is another name for a Competency record book - a log book that provides evidence that an apprentice or trainee has completed specific tasks and gained knowledge and skills on the job. The log book supports formal training being delivered by the registered training Organisation, and may be used by the registered training organisation in making an assessment of competency.

WorkCover NSW – is the NSW State regulator for Occupational Health and Safety and Workers Compensation and means the WorkCover Authority constituted by the Workplace Injury Management and Workers Compensation Act 1998.
Common abbreviations

For ease of reading, the most commonly used terms are abbreviated as follows:

AAC = Australian Apprenticeships Centre
DEWR = Australian Government Department of Employment and Workplace Relations
GTO = Group Training Organisation
NSW DET = NSW Department of Education and Training
RCC = Recognition of Current Competencies
RPL = Recognition of Prior Learning
RTO = Registered Training Organisation
TA = Training Advisor
VTO = Vocational Training Order
VTT = Vocational Training Tribunal

employee means an individual who works under a contract of employment or apprenticeship.

employer means a person who employs persons under contracts of employment or apprenticeship.
MEMBERSHIP SERVICES PROVIDED BY
MASTER PLUMBERS ASSOCIATION OF NSW

PROFESSIONAL SERVICES
Legal
The Association has a qualified industry specialist on staff to assist members with legal questions
Industrial Relations
Free Industrial Relations advice
Vocational
Free advice in relation to employment conditions in NSW
Training
Free advice in relation to the Vocational Educational & Training system in NSW
Recruitment
Lodge vacancies through the Jobs Network

INDUSTRY TRAINING
MPA NSW offers a wide range of industry specific courses at a discount rate to its members.

Program
• Sustainable Plumbing Practices
• Sustainable Alternatives—Rainwater Tanks Installation and Design
• More to come in the future

OH&S
• Occupational Health & Safety Systems for the Plumbing Industry
• Safe Work Method Statement Workshops for the Plumbing Industry
• General OH&S Induction Training for the Construction Work (Greencard)
• Safety Committee, Site Safety
• Senior First Aid Certificate
• Confined Space Training

Operational
• Electrical Tagging & Testing Course
• Restricted Electrical Course
• Working at Heights Course
• Traffic Control

REHABILITATION SERVICES
Assist Group provides both "on demand" and "solution focused" Health and wellness strategies for Company's Human Resources.

SAFETY MANAGEMENT SYSTEMS
The Master Plumbers Association of NSW in conjunction with WorkCover Assist Funding has developed the Master Plumbers Safety and Management System for the Plumbing Industry development tool templates to assist members to develop and maintain their safety management system

MCA OH&S
Mel Crook offers assistance for plumbers and builders developing a Site Safety Management Plan

INSURANCE
Wesfarmers Federation Insurance has over 80 years experience and a longstanding philosophy of providing excellence in claims &
THE CONTRACTORS COMMERCIAL PLAN provides:
• General Property Cover – (fire, collision & theft of tools and stock)
• Motor Vehicle Cover – comprehensive and third party
• Business Liability Insurance – should a claim be made against you for damage to property or bodily injury to third parties.

Home Warranty Insurance
Now Made Easy for Non-Structural plumbing work
Lumley Insurance has provided a product, especially for Association members - now making it easy to be eligible for Warranty Insurance and to issue job certificates

VEHICLE SAVINGS
• Mitsubishi National Fleet Discount
• Other Manufacturers

DISCOUNT FUEL
Caltex StarCard
Save 2 cents per litre off pump price on Unleaded and Diesel,
StarCard accepted by 2150 Caltex, Ampol and Woolworths service stations. One detailed Monthly Statement – makes bookkeeping simple! Payment by monthly Direct Debit 21 days after end of month.
• Optional - 24/7 Roadside Assistance $3.52 per month

FINANCIAL SERVICES
Merchant Service Fee (MSF) reduction
• 0.860% of total Credit Card transactions processed (min $22.00 per month)
• $0.15 per debit card transaction and pay a low $27.50 Monthly Terminal Access Fee for the EFTPOS Advantage (usually $33.00) and $60.00 for the EFTPOS Advantage Mobile Terminal (usually $93.50).

PUBLICITY
• Members are listed on the Association’s websites:
  www.findaplumber.com.au
  www.masterplumbers.com.au
• the master plumber—current issues are featured in this bi-monthly magazine
• THE PLUMBERS’ PIPELINE—keep up-to-date with technical information through this monthly newsletter

OTHERS
Product awareness - Trade Shows
Future Service – Online Training in OH&S

Call us on (02) 8789 7000 or visit our websites: