



## LITERACY ON THE JOB:

# Plumber, Gasfitter or Drainlayer

## Overview of tasks for Plumbers, Gasfitters or Drainlayers

- Travel to customers' premises
- Identify what work needs to be done, and the best order to do it in
- Carry out plumbing, gasfitting or drainlaying jobs
- Complete plumbing, gasfitting and drainlaying documentation
- Understand and follow plumbing, gasfitting and drainlaying legislation, regulations and standards
- Communicate with a range of people including work colleagues, customers, other trades people, and site managers

## Reading

*Everyday*, plumbers, gasfitters or drainlayers read:

- written job instructions on job sheets
- building or premises plans
- short notes and instructions written to supplement plans and job sheets
- site safety signage
- lists of tools and equipment required for tasks
- road maps.

*On a regular basis*, plumbers, gasfitters or drainlayers will read:

- texts that contain more detailed instructions or information, and that can be very complex to read e.g.
  - manufacturers' installation instructions
  - health and safety information sheets
  - company procedures or instructions
  - council consents
  - detailed job specifications
  - AS/NZS standards
- training materials when they attend courses on new or improved products, first aid, health and safety, and legislation, regulations and standards.
- apprenticeship training materials when going through training.

*Occasionally*, plumbers, gasfitters or drainlayers read

- excerpts from legislation and regulations
- company health and safety manual
- employment related information e.g. leave forms, employment agreement.

## Writing

*Everyday*, plumbers, gasfitters or drainlayers:

- write brief notes on job sheets e.g. check off, sign name, record work completed
- keep a diary of work completed.

*On a regular basis*, plumbers, gasfitters or drainlayers:

- make sketches to help them work out how to do a job
- write notes for customers to explain what they have done, leave instructions
- write detailed lists of all the equipment and tools they will need to complete a job
- record materials used on a job
- fill out timesheets and leave forms.

*Occasionally*, plumbers, gasfitters or drainlayers:

- fill in forms e.g. hazard identification, incident report
- write brief reports e.g. accident report
- write notes to help them remember training or explanations
- write up an invoice for customer payment
- write answers to formal assessment questions.

## Speaking and listening

*Everyday*, plumbers, gasfitters or drainlayers:

- talk to other plumbers, gasfitters or drainlayers to co-ordinate their work
- listen and respond to verbal instructions from their supervisor
- report the progress they have made on their work
- talk to customers about the work they are doing (especially when doing domestic work)
- co-ordinate with other trades people working on the same site.

*On a regular basis*, plumbers, gasfitters or drainlayers:

- order parts or equipment from suppliers (face-to-face and over the phone)
- discuss project with site project manager (especially for commercial / industrial work)
- listen to verbal explanations from people giving training or updates
- participate in team meetings.

*Occasionally*, plumbers, gasfitters or drainlayers will:

- discuss problems with a plan or design with supervisor or other plumbers, gasfitters or drainlayers
- answer verbal questions during training assessments
- talk to a range of people involved with apprenticeship training, including tutors, and apprenticeship co-ordinators.

## Numeracy

*Everyday*, plumbers, gasfitters or drainlayers:

- take accurate measurements
- work with 2D and 3D pictures of objects
- make calculations to help complete the job e.g. exact quantities of materials, flow, volume, pressure drop, temperature, converting from imperial to metric measurements, angles
- record how much time they spent on specific jobs
- check the temperatures of water and gas heating appliances.

Some plumbers, gasfitters or drainlayers will work out how much to charge customer and take payment from the customer.

## Critical thinking

*Everyday*, plumbers, gasfitters or drainlayers have to decide:

- the best and most efficient order to complete a job
- the correct method and tools to use to complete a plumbing, gasfitting or drainlaying task
- if they can do a job by themselves or need help from others
- if their work meets with the standards set in plumbing, gasfitting or drainlaying standards and regulations.

*On a regular basis*, plumbers, gasfitters or drainlayers will use a structured fault finding process to work out the source of a problem with plumbing or gas.

*Occasionally*, plumbers, gasfitters or drainlayers have to deal with contingencies e.g. problems with tools or equipment, injury or accident.

## Information Communication Technology

Plumbers, gasfitters or drainlayers use electronic devices to take measurements e.g. manometer, combustion analyser, gas and carbon monoxide detector.

Some plumbers, gasfitters or drainlayers use the internet to look up reference sources e.g. energy safe website, manufacturer or supplier information, road maps.

Some companies use computer-based job recording systems, and plumbers, gasfitters or drainlayers will look up and enter details on to these systems (some are beginning to use handheld computers for this purpose).

Some plumbers, gasfitters or drainlayers use GPS based tracking and navigation technology in their vans.

**Plumbing, Gasfitting and Drainlaying ITO Ltd** Allied Nationwide Finance Tower, Level 8, 142 Lambton Quay, Wellington 6011. Postal Address: PO Box 9951, Wellington 6141, New Zealand. Phone: 04 472 2099 Fax: 04 472 2098 [www.ito.co.nz](http://www.ito.co.nz)

**Workbase: the New Zealand Centre for Workforce Literacy Development** 2 Vermont St, Ponsonby, Auckland, PO Box 56571, Dominion Road, Auckland, New Zealand. Phone: 09 361 3800 Fax: 09 376 3700 [www.workbase.org.nz](http://www.workbase.org.nz)