

Competence review policy

Ensuring practitioner competence

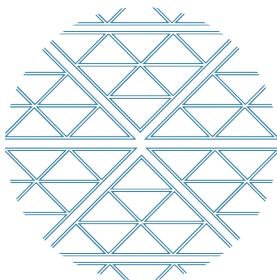
Under the Plumbers, Gasfitters, and Drainlayers Act 2006, the Plumbers, Gasfitters and Drainlayers Board (Board) is responsible for [promoting, monitoring and reviewing the ongoing competency](#) and safe work practices of registered people (**practitioners**).

Practitioners must be able to demonstrate that they have the skills and knowledge to practice competently in their trade. Carrying out reviews to ensure practitioners are meeting required standards of competence contributes to the Board's protection of public health and safety and assists in building trust and confidence in practitioners.

This policy sets out how the Board approaches and carries out competence reviews.

Ensuring practitioner competence aligns with our values

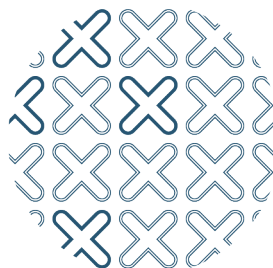
Working with practitioners to review, monitor, and promote competence and ensure work practices are compliant and safe aligns with our values of:



Mahi Tahī
Working together



Manaakitanga
Protecting



Whakaponō
Leading



Kia Māia
Having courage

How we approach reviewing competence

The Board can review a practitioner's competence at any time and does not need to believe that a practitioner's competence is deficient in order to carry out a review.

Competence reviews are not disciplinary in nature. They are intended to evaluate a practitioner's practices and assist them to improve and upskill. However, where the Board considers it necessary, a practitioner may be required to complete a [competence programme](#).

The Board takes a positive and constructive approach when conducting competence reviews. We endeavour to work with practitioners wherever possible to identify any areas for improvement and provide them with any appropriate direction, support, and tools to improve their competence either generally or in any particular area.

Competence reviews carried out by Registrar

The Board has delegated the exercise of its responsibilities for conducting competence reviews to the Registrar of Plumbers, Gasfitters, and Drainlayers (**Registrar**).

How we conduct competence reviews

Purpose of review

The main purpose of a competence review is to establish whether a practitioner:

- meets the applicable minimum registration standards
- poses any risk to public health or safety
- has failed to carry out work to the expected standard or caused work to be carried out in such a way.

When a review may be carried out

A competence review may be carried out at any time whether or not the Registrar has concerns about a practitioner's competence.

How review carried out

The way in which a competence review will be carried out will depend on the circumstances of the case and the reasons for carrying out the review.

Notification of review

A practitioner is advised in writing if they are required to undergo a competence review and is provided with enough information to fully inform them why they are being required to undergo the review. This applies whether there are concerns about their competence or not. A practitioner can make any submission they may wish to make in relation to the requirement to undergo the review.

Outcome of review

Where a review identifies areas where the practitioner's skills, knowledge, or processes may require improvement, the reviewer will make recommendations for how they can best be addressed.

Depending on the competency issues identified by the reviewer, the Registrar may:

- provide the practitioner with materials to assist them in any areas of concerns
- recommend that the practitioner voluntarily upskill in a specific area
- direct the practitioner to undertake a competence programme
- place conditions on the practitioner's practising licence.

Where the Registrar directs the practitioner to undertake a competence programme or places conditions on their licence as a result of a review, the practitioner will be provided with a copy of the order taking that action within 5 working days. Any conditions placed on a practitioner's licence apply from the date stated in the order.

Competence programmes

The Board can set or recognise competence programmes to examine or improve practitioner competence. Competence programmes can require a practitioner to do one or more of the following things:

- pass an exam
- complete a period of practical training
- complete a period of practical experience
- undertake a course of studies
- anything else the Board considers appropriate.

A practitioner may have to complete a competence programme within a period of time or at intervals and the Registrar may determine any timeframes that apply to a person undertaking a programme.

If a practitioner does not satisfy the requirements of a competence programme, the Registrar may impose any appropriate condition on their practising licence, suspend their licence, or decline to renew their licence.

If the Registrar is considering suspending a practitioner's licence, they must inform them they are thinking of suspending their licence and why. The practitioner will be given a reasonable opportunity to make submissions on the matter either personally or through their representative.

Where the Registrar orders that a practitioner's licence is suspended, they will provide them with a copy of that order. The order will come into effect on the date specified in the order and will remain in effect until the practitioner has satisfied all of the requirements of the competence programme. The Registrar may extend the time for the practitioner to satisfy the programme requirements.

Version management

Date	Details
March 2025	Approved by Chief Executive
October 2027	Next review date