

# Supervision policy

## Purpose

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This policy sets out the Plumbers, Gasfitters, and Drainlayers Board's (**Board**) approach to the supervision of people who do or assist in doing sanitary plumbing, gasfitting and drainlaying.

## Guiding principle

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All supervision must be carried out in accordance with the [Plumbers, Gasfitters and Drainlayers Act 2006 \(Act\)](#), the Board's registration and licensing notice (see Gazette notice under [Legislation and policies](#)) and the terms and conditions of a person's licence or authorisation.

## Board delegation to Registrar

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The Board has delegated the exercise of its power in relation to supervision to the Registrar.

## Meaning of supervision

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Supervision is defined in the Act as follows:

*"...work is undertaken under the control and direction of a person authorised under this Act to do the work or, in the case of sections 19, 21, 22, and 25, a person authorised to supervise work under those sections as is sufficient to ensure—*

- (a) that the work is performed competently; and*
- (b) that while the work is being undertaken, appropriate safety measures are adopted; and*
- (c) that the completed work complies with the requirements of—*
  - (i) regulations; and*
  - (ii) in the case of sanitary plumbing or drainlaying, regulations under the Building Act 2004; and*
  - (iii) in the case of gasfitting, regulations under the Gas Act 1992."*

## People who can supervise

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A certifier in a trade may supervise another person carrying out work in that trade.

A person authorised by the Board under section 18 of the Act may supervise a person doing sanitary plumbing that falls within the scope of their authorisation.

A person authorised by the Board under section 20 of the Act may supervise a person doing gasfitting that falls within the scope of their authorisation.

## People who must be supervised

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The following people must only work under supervision:

- Plumbers, Gasfitters, Drainlayers
- Restricted plumbers, gasfitters, and drainlayers
- provisional licence holders
- limited certificate trainees (**trainees**)
- people working under exemptions under supervision (**exempt people**).

## Supervisor's responsibilities

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A supervisor must exercise sufficient control and direction over all work undertaken by a person under their supervision to ensure the work is done competently, safely and compliantly. For a trainee in their first 12 months or an exempt person in their first 24 months, a supervisor must ensure they only work in their presence (eyesight and earshot) or in the presence of another licensed certifier or Plumber, Gasfitter, Drainlayer they have nominated to supervise them.

For all other people working under supervision, the level of control and direction that will be needed will vary from supervisee to supervisee, and from job to job. A supervisor must determine the required level of control and direction for each supervisee in each case.

When determining what level of control and direction is appropriate in any particular case, a supervisor should consider such things as:

- the skills, abilities, and experience of the person
- the work involved and its level of difficulty and risk
- the health and safety requirements for the work
- possible issues that could arise with the work and how likely it is those issue could arise
- the location of the job
- any particular requirements of the job (eg tight timelines)
- the general circumstances of the job (eg the presence or absence of others at the site)
- anything else that may be relevant.

Where a supervisor nominates another certifier or Plumber, Gasfitter, Drainlayer to provide supervision of a supervisee, the supervisor remains responsible for all work done by their supervisee. The nominated person should advise the supervisor of any concerns they have with the supervisee's work or the way in which the work is conducted.

A supervisor must notify the Board of the name, address and telephone number of any exempt person they are supervising and pay the required fee before that person can lawfully carry out any work. For all other supervisees, the supervisor must confirm their supervision before the supervisee can lawfully carry out any work.

A supervisor must notify the Board that they are no longer supervising a person. This must be done in writing to the Board, or through the supervisor's trade login. A supervisor remains responsible for all work done by their supervisee until the Board has received written notice they are no longer the supervisor.

A supervisor must test and certify a supervisee's work for compliance with the Gas Act 1992 and Gas (Safety and Measurement) Regulations 2010, or test and verify work for compliance with the Building Act 2004 and Building Regulations 1992.

A supervisor must ensure that an exempt person under their supervision does not undertake gasfitting while connected to a gas supply.

## Supervisee's responsibilities

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Plumbers, Gasfitters, Drainlayers, Restricted plumbers, gasfitters, drainlayers, provisional licence holders and trainees must notify the Board of the name of their supervisor when they apply for their licence or authorisation. Supervisees cannot lawfully carry out work until their supervisor has confirmed their supervision with the Board.

## Concerns about supervision

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The Registrar may inquire into a person's supervision arrangements if they have concerns:

- that a supervisor is not complying with supervision requirements
- about the performance of a supervisee.

When inquiring into a person's supervision arrangements, the Registrar has regard to:

- the need to act fairly, reasonably and lawfully
- the principles of natural justice
- the circumstances of the individual situation
- the role of the Board in protecting the health and safety of the public
- anything else that is relevant in the circumstances.

Wherever possible the Registrar works with supervisors and supervisees to address any supervision problems it identifies (refer to the Board’s [Supervision review policy](#)). However, the Registrar may take any action they consider fair, reasonable, lawful, and appropriate if they identify problems with supervision arrangements. This process does not apply if an investigator is appointed to investigate a complaint about a supervisor and/or supervisee under section 91 of the Act.

#### Version management

Date	Details
May 2023	Approved by Chief Executive
May 2026	Next review date