

Title	Describe ethical and legal considerations for plumbing, gasfitting, or drainlaying services		
Level	2	Credits	2

Purpose	<p>This unit standard is for people who work, or intend to work, in the plumbing, gasfitting, or drainlaying industries.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – describe ethical behaviour in and around customers' property for plumbing, gasfitting, or drainlaying services; – demonstrate knowledge of ethical and legal responsibilities in relation to provision of plumbing, gasfitting, or drainlaying services; – demonstrate knowledge of on-site customer communication and interaction; and – demonstrate knowledge of employee responsibilities to their employer.
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Classification	Plumbing, Gasfitting and Drainlaying > Core Plumbing, Gasfitting, and Drainlaying
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Available grade	Achieved
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Guidance Information

- 1 References
 Building Act 2004;
 Consumer Guarantees Act 1993;
 Fair Trading Act 1986;
 Health Act 1956;
 Health and Safety at Work Act 2015;
 Privacy Act 1993;
 and all subsequent amendments and replacements.
- 2 All practical activities must be carried out so as to avoid harm to people and damage to property, environment, other services, materials, tools, and equipment.
- 3 Definition
Other services – any existing installed services such as water, gas, electricity, or telephone network cables.

Outcomes and performance criteria

Outcome 1

Describe ethical behaviour in and around customers' property for plumbing, gasfitting, or drainlaying services.

Performance criteria

- 1.1 Identify reasons why the details of customers' transactions and other private information are not divulged to any other party in accordance with the Privacy Act 1993.
- 1.2 Explain ethical conduct in terms of respect for customers' privacy, property, and personal values.

Range personal values may include cultural values.
- 1.3 Explain workplace practice, involving clean up following completion of a job, in terms of respect for customers' property.

Outcome 2

Demonstrate knowledge of ethical and legal responsibilities in relation to provision of plumbing, gasfitting, or drainlaying services.

Performance criteria

- 2.1 Identify legislation that creates consumers' rights and service providers' obligations.
- 2.2 Identify the service provider legal responsibilities relating to the services provided being fit for purpose.

Range repair, return, replacement, refund, credit.
- 2.3 Identify the legal considerations relating to the provision of goods or services that are not of acceptable quality.

Range inferior quality, non-compliance.
- 2.4 Identify the service provider legal responsibilities relating to false and misleading statements or misleading conduct in relation to provided services.

Range advertising, selling, servicing, conditions of warranties.
- 2.5 Describe the impact of business association, employer, or franchise group codes of practice.

- 2.6 Describe appropriate responses when faced with recognising limitations of one's own experience and remaining within expertise.

Range seeking other guidance, locating manufacturer instructions.

- 2.7 Describe appropriate responses following identification and confirmation of existing non-compliant installations.

Outcome 3

Demonstrate knowledge of on-site customer communication and interaction.

Performance criteria

- 3.1 Describe the importance of setting expectations and clarifying instructions.

- 3.2 Describe processes for keeping the customer informed of job progress and further requirements.

Outcome 4

Demonstrate knowledge of employee responsibilities to their employer.

Performance criteria

- 4.1 Describe typical workplace requirements of employees in respect of personal behaviour.

Range personal presentation, time management and punctuality, use of electronic devices, breaks, personal appointments, absences, task/production deadlines, care of equipment.

- 4.2 Describe typical expectations of ethical behaviour towards one's employer as an employee.

Range private use of company tools and materials, misappropriation of offcuts and wastage, private use of company vehicles.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 October 2007	31 December 2022
Review	2	15 March 2012	31 December 2022
Review	3	28 September 2017	N/A

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.