

## PERSONAL LEARNING REQUIREMENTS

### CPC32413 Certificate III in Plumbing

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Communicate job and project requirements with all stakeholders
- Demonstrate accurate and clear written communication (e.g. compliance forms, messages)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Ability to be on your feet for extended periods of times, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to undertake frequent handwashing including in chemically based substances
- Ability to work at heights, including roofs & roof cavities
- Ability to work in confined spaces
- Ability to work in dirty and unsanitary conditions (e.g. sewage)
- Ability to work in physically demanding environments
- Ability to work in various environments (e.g. changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards, read measurements)
- Capacity to undertake shift work and/or work on weekends
- Capacity to use computers/smart devices
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks and gloves)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Good hand and eye co-ordination (e.g. hacksawing, welding, cutting sheet metal)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on a consistent basis ( e.g. lifting, bending, squatting, kneeling, twisting, climbing)
- Hand and arm strength (e.g. hacksawing, holding pipes, using power tools, digging)
- Manual handling techniques (e.g. regular lifting, including heavy items such as pipes, roof sheets, gas bottles)
- Manually operate machinery and equipment (e.g. hand tools, drills, sheet bender)
- Tolerance to solvents and glues

### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. measuring/calculating length, area, volume)
- Ability to perform financial / budgeting skills (e.g. costing of projects)
- Able to apply and interpret industry related terminology, symbols, abbreviations, language
- Accept responsibility for accurate completion of work and seek help when required
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain plumbing industry knowledge
- Capacity to maintain focus and concentration whilst undertaking routine or repetitive tasks (e.g. digging, roofing)
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Effective problem-solving ability (e.g. identify suitable materials for job requirements, maintain timely operations)
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Project management skills (e.g. design concepts, oversee jobs)
- Read, understand and interpret written materials (e.g. health & safety documents, standard operating procedures, workshop manuals, diagrams & plans, product labels)
- Understand and follow policies and procedures (e.g. work instructions, work health and safety, internal processes, frameworks)

### Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work as part of a team and/or independently
- Ability to work under direct supervision and/or independently
- Adaptability/flexibility (e.g. being open to change and considerable variety in workplace)
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Commitment to sustainable work practices
- Comply with legal and/or licencing requirements of industry
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm to undertake all tasks
- Hands-on, practical and realistic approach to work
- Integrity (e.g. honest and ethical)
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure)

### Technical Skills

- Capacity to develop knowledge of machines and tools, including safe use and maintenance
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files

- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

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### Industry Legislation or Licencing

- To work as a registered or licensed plumber you must have the applicable Victorian Building Authority (VBA) registration or licence
- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>

- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>