



Submission to Policy and Finance

AWCINSW response to Discussion Paper July 2018

## Easy and Transparent Trading - Empowering Consumers and Small Business

## REMOVAL OF DRY PLASTERING LICENSE

The Association of Wall & Ceiling Industries of NSW (AWCINSW) is the peak industry association that represents wall & ceiling professionals in NSW. The AWCINSW has been representing our members since 1946. Our members include plastering contractors, fit out contractors, representatives from both the Residential and Commercial sectors state wide, suppliers, manufacturers and distributors to the building industry, tradespeople, apprentices and other industry professionals, including architects, building surveyors, draftsmen and estimators.

AWCI NSW is a member of The Association of Wall and Ceiling Industries Australia and New Zealand (AWCIANZ).

The AWCINSW have recently reviewed the discussion paper titled Easy and Transparent Trading - Empowering Consumers and Small Business. The AWCINSW and have prepared our respond accordingly:

The role of NSW Fair Trading is to protect the consumers, tradespeople and businesses in NSW. The role of licensing is an essential component to this protection.

In the discussion paper there is a comment on the first paragraph on page 18, where it states "The trades and occupations identified in the breakout box do not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **These trades appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged).**

The AWCINSW have serious concerns that the people involved in developing this discussion paper have not fully taken into account the integral role that a dry plasterer (wall & ceiling liner) undertakes in their capacity as a qualified licensed tradesperson in the sound structure of a building. The short sighted and unreliable comments made that the trades in the breakout box (Dry Plastering) **do not justify the additional revenue raising or knowledge which requires refreshing through training** is naive and unprofessional. Furthermore, the AWCINSW considers the comment in the discussion paper that goes on to state that "**these trades appear to involve less complex tasks, which, if done badly are not likely to give rise to major safety risks or risks of significant financial detriment**" is extraordinarily alarming to our industry and would indicate that the author/s do not fully understand the skills and knowledge that are required to successfully undertake a role in dry plastering. Considering the required skills and knowledge a qualified wall & ceiling tradesperson is required to be competent in before being issued with a trade qualification, the AWCINSW are extremely concerned that this paper aligns the role of a professional wall & ceiling tradesperson having completed 4 years training to that of a lay person.

The people involved in developing the discussion paper appear to have significantly disregarded the wall & ceiling tradesperson's critical underpinning knowledge and trade skills that have been acquired through 4 years of apprentice training or valued recognised skills training. It further appears that the discussion paper lends itself to take an approach to simplify a licensing program that currently is **not a burden or overcomplicated** to a business either financially or otherwise. In fact, the "carrot" dangled to the licensed tradesperson to ensure that Australian Standards, Trade Guidelines and other valuable licensing requirements are met will be eroded, along with any value, merit or practicality for a tradesperson to remain sufficiently skilled and up to date with industry expectations. The AWCINSW see the removal of the licensing system for Dry Plastering will be completely contradictory to NSW Fair Trading role of protecting consumers, tradespeople and businesses in NSW.

Further to the above, removal of the licensing system would mean that the protection to consumers provided by the Home Building Act 1989 would be removed. The facility offered by section 48E of that Act is of very limited utility. The ACL is not a substitute for the provisions of the Home Building Act 1989.

If indeed the role of NSW Fair Trading is to protect the consumer, removing a licensing requirement from a trade will only lead to poor, unreliable and dangerous work being undertaken by unscrupulous operators that

are already impacting on the building and construction industry. This is also having a detrimental effect on consumers, tradespeople and businesses in NSW.

The very nature of the Wall & Ceiling Linings trade means that the tradesperson is working in a high risk environment day in day out. We attempt to bring your attention to a few (not all) of the elements that need addressing before considering any changes to the status quo of dry plastering, these include but are certainly not limited to:

Working at Heights safely

A dry plasterer is required to ensure that plasterboard is delivered and stored on site to minimise damage to property or safely secured so that it does not fall leading to death of people

The role that a properly installed passive fire system plays in saving life

The secure installation of a ceiling so that it does not collapse causing damage to property and life

In order to gain a license to be a wall & ceiling liner (dry plasterer) in NSW, the tradesperson is required to produce a Certificate III in Wall & Ceiling Linings. In order to get a Certificate III Wall & Ceiling Linings, the tradesperson must either complete a 4 year apprenticeship or have gained recognised prior learning in this trade. In order to be granted a Certificate III Wall & Ceiling Lining either by completing an apprenticeship or gaining recognised prior learning, the tradesperson is required to show competence in 26 Units that form part of the CPC31211 training package. For the purpose of this submission, AWCINSW have taken 5 units of competency to demonstrate that contrary to the comment made on page 18 of the discussion paper, **the nature of the wall & ceiling trade does indeed have complex tasks, which, if done badly, are likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged)**. The units of competency we have included are summarised below:

1. Working At Heights
2. Installing Passive Fire Systems
3. Installing Ceilings
4. Fixing Fibre Cement boards
5. Finishing Wet Areas

The AWCINSW are acutely concerned that those involved in the decision to consider removing dry plastering from requiring a license are critically unaware and uninformed of the risks and detriment this will have to consumers, the public and the built environment. If indeed the role of NSW Fair Trading and the NSW Government is to protect the consumer then in our experience removing the Dry Plastering license will not assist in anyway whatsoever, in fact we believe it will have an opposite impact as it will open the flood gates to shoddy operators who will take advantage of an unregulated market. This environment will not support the consumer as they will have extremely limited recourse (if any) when it comes to making any application about defective or incomplete work under the Home Buildings Act 1989.

It is only right that we bring to your attention what happened in 2010 when under the Rudd Government, The insulation disaster created a frenzy of unsafe and unsupervised work by young unskilled workers. This very program allowed unskilled and unlicensed tradespeople to conduct **the same work** that dry plasterers undertake daily in high risk environments. These young unskilled unsupervised workers had little or no training. Unscrupulous traders allowed four young men to die, either by electrocution or heat exhaustion due to the lack of training and greedy immoral indefensible behaviour of shoddy operators. The only way that this could have been controlled was by regulating who could and could not perform this type of work LICENSING.

To now consider removing regulation around the role of a Dry Plasterer is simply saying that the insulation fiasco never occurred and that there were no lessons to be learnt.

The lack of regulation around the insulation program provides sufficient evidence as to why our trade requires more regulation – not less. To even consider that the Dry Plastering falls under “trades and occupation that do not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **These trades appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant**

***financial detriment (for example because other building work is badly damaged)***” is a precarious position for NSW Government to take and one that the AWCINSW are at odds with.

If nothing else is to be learnt from the insulation disaster, it is that workers who work at heights and in roofs and ceilings require adequate training and need to be licensed. These workers would fall under the trade title of wall & ceiling liner - the trade that Minister Matt Kean is looking to remove from licensing. To even discuss that dry plastering is a trade that ***“appears to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged)”*** is nothing but insulting and short sighted .

As advised in the paragraphs above, for the purpose of this submission, AWCINSW have provided an outline of the type of work a dry plasterer will do as part of their trade. Further to this, we have included all the units of competency that are included in Certificate III Wall & Ceiling linings. You will see that there are many units of competency that include high risk work, including installation of batts.

The role of a license is to protect the consumer, the benefits to the holder of a licence are that the holder can lawfully practise in his/her wall & ceiling occupation. The holder can advertise that he or she is qualified, and thereby attract customers. Licensed wall & ceiling practitioners can obtain membership of professional associations – the Wall & Ceiling Association, Master Builder, HIA and so on. These associations provide access to information and training, and the ability to be represented by an organisation that understands the needs of qualified persons and their customers.

The provision of licensing for building tradespersons makes it possible for the consumer to make an application about defective or incomplete work under the *Home Building Act 1989*. Applications can only be made about licensed persons; if licensing were abolished, it would not be possible to make an application.

**AWCINSW cannot see in any way whatsoever that this is beneficial to the consumer.**

If this discussion paper is bent to protect the consumer, then the AWCINSW are at a loss as to why and how the removal of Dry Plastering will do this and require further clarification from the decision makers regarding this. The AWCINSW can only foresee that this will create a terrible financial burden to the consumer leading to stress, injury and personal loss. To remove the power of the consumer to make an application about defective work is an extraordinary position to take and totally conflicts with the intention to protect the consumer. The AWCINSW are extremely concerned about how this will affect the greater public.

We invite any readers to contact the AWCINSW if you require any clarification or explanation of what has been included in this submission.

## **Examples of work a Wall & Ceiling Liner performs**

### **1. Working at Heights**

A wall & ceiling lining tradesperson will encounter almost daily the condition of Working at Heights. Below is the sequence required for a licensed wall & ceiling liner to conduct their work safely without causing injury or damage to life or property.

- Site of proposed work at heights is identified from relevant information
- Method of accessing work area is identified.
- Tasks to be completed are identified from work orders and supervisor instructions.
- Fall protection equipment is identified if required by site job workplace health and safety (WHS) analysis and statutory and regulatory requirements.
- Approved methods of moving tools and equipment to work area are identified to minimise potential of falling objects, removal of scaffold components, inappropriate carrying of materials on ladders,
- Fall protection equipment where required is correctly fitted, adjusted and anchored.
- Arrangements are made to appropriately install required equipment taking account of all potential hazards.
- Appropriate methods are used to access work area for self, tools and equipment, and materials.

- Tools and materials are placed to eliminate or at least minimise the risk of items being knocked down.
- Work is conducted following workplace approved procedures.
- Fall protection equipment is kept in place and adjusted appropriately to cater for movement during work.
- Scaffold components and fall barriers are kept in place during work.
- Egress from work area is completed following work site supervisor approved methods for self, tools, materials and environmental requirements.
- Required knowledge for this unit is:
  - construction terminology
  - job safety analysis (JSA) and safe work method statements
  - material safety data sheets (MSDS)
  - quality requirements
  - types, characteristics, uses and limitation of plant, tools and equipment
  - workplace and equipment safety requirements

## 2. Installing Passive Fire Systems

The responsibility a licensed dry plasterer/wall & ceiling liner has when it comes to the installation of **passive fire systems**, both in a single dwelling, multi storey dwelling, commercial and industrial dwellings is extensive. . Passive fire systems are an integral component of structural fire protection and fire safety in buildings. Passive Fire Systems are designed to contain fires or slow the spread, through use of fire-resistant walls, the intended purpose of the passive fire system is to contain a fire and assist in preventing collapse through structural fire resistance, when properly installed and maintained, a building's passive fire protection can save lives and assets, and the building itself.

If the licensing is removed, there will be NO regulation as to who is capable to install passive fire systems. Once the regulation is removed, there will be no requirement for installers to undergo training to keep up to date with technology. This will only lead to catastrophic outcomes for building occupants, consumers and those who are involved in saving lives – Fire & Rescue.

### Performance required by an installer of passive fire systems:

- Work instructions and operational details are obtained using relevant information, confirmed and applied for planning and preparation purposes.
- Safety (WHS) requirements are followed in accordance with safety plans and policies.
- Signage and barricade requirements are identified and implemented.
- Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- Material quantity requirements are calculated in accordance with plans and specifications and quality requirements.
- Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.
- Environmental requirements are identified for the project in accordance with environmental plans and regulatory obligations and applied.
- Line a timber stud wall using a fire-rated system.
- Structure of the timber wall for load or non-load bearing is established.
- Fire-rating design is selected for the timber stud wall or steel stud wall.
- Materials are set out to manufacturers' fire-rated test.
- Fixings are spaced in accordance with manufacturer specifications.
- Material is fixed using correct procedures and fixing.
- Penetrations are completed safely and in accordance with manufacturers' design and job specifications.
- Joints are finished to exposed face layers of sheeting using recommended materials and procedures.
- Construct steel stud fire-rated partition system.
- Fire-rating design is selected for the steel stud wall.

- Correct fixing requirements are established for the steel stud wall as designated by the manufacturer and in accordance with relevant fire test criteria.
- Deflection heads are secured and sealant is applied in accordance with the fire-rated system design.
- Components are fixed to exact clearances to manufacturer specifications.
- Materials are set out in accordance with manufacturers' design and job specifications.
- Joints are finished to exposed face sheet layers using recommended materials and procedures.
- Line a timber joist ceiling using fire-rated system.
- Ceiling joist substrate is prepared to be flat and straight to accommodate lining of the required fire-rated system.
- Fixings are selected in accordance with manufacturers' design.
- Lining is applied in accordance with manufacturers' design.
- Fixings are spaced at correct intervals.
- Penetrations are completed safely and in accordance with job specifications.

### **Risks of a non licensed person installing passive fire systems**

Without the correct knowledge and skills, the integrity and performance of a passive fire system is undermined. There is industry knowledge and skills that can only be acquired through training and experience. The comment in the discussion paper that states that dry plastering does *“not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **The dry plastering trade appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged)**”*. The AWCINSW challenge this comment and believe the author of the discussion paper has not taken into consideration the role that a dry plasterer in installing passive fire system. We believe if this is unlicensed, it will only lead to loss of lives and property. Do not put the consumer at risk – it is imperative that Dry Plastering licensing remains the status quo.

### **3. Installing Ceilings**

The responsibility a licensed dry plasterer/wall & ceiling liner has when it comes to the installation of ceilings both in a single dwelling or multi story residences is extensive. Ceilings are a structural component of a building and are designed not only to look pleasing but are designed to keep other structural services (electrical wiring, plumbing etc) separate from the occupant. A ceiling also provides cover between the roof void and the roof. We explore further below the perils of a poorly installed ceiling however the immediate danger of a poorly installed ceiling is that the ceiling may collapse and cause severe damage to the building occupant and the building itself, further to this the danger of bringing down electrical wiring, plumbing, fire alarms and other installations is obvious.

Before a qualified ceiling installer commences work, he/she will need to:

Understand

- Work instructions and operational details are obtained using relevant information, confirmed and applied for planning and preparation purposes.
- Safety (WHS) requirements are followed in accordance with safety plans and policies.
- Signage and barricade requirements are identified and implemented.
- Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- Material quantity requirements are calculated in accordance with plans and specifications and quality requirements.
- Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.
- Environmental requirements are identified for the project in accordance with environmental plans and regulatory obligations and applied.

Ensure:

- Ceiling grid is set out to job drawings and in accordance with manufacturer specifications.
- Alignment levels for ceiling are set out as shown on job drawings.
- Suspension rods are fixed to underside of soffit and structural members with masonry anchors, bolts and screws at prescribed centres and to manufacturers' instructions.
- Suspended framework is assembled and connected to suspension rods in accordance with specifications and manufacturers' instructions.
- Suspension system is fastened and checked for looseness and rattles.
- Bridging framework is fixed to both sides of service ducts to support suspension system.
- Lining materials are installed according to design pattern set out on job drawings, and to specifications.
- Edges of lining materials are cut, concealed or finished to match pre-finished edges.
- Openings and penetrations for lighting, diffuser, hatches and sprinkler heads are provided as shown on the job drawings.
- Trims and beads are fixed at junctions with other building elements and surfaces as shown on job drawings.

At the completion of installing a ceiling, the dry plaster must ensure:

- Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.
- Tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices

The required knowledge for installing a ceiling is :

- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management
- plans, drawings and specifications
- processes for the calculation of material requirements
- quality requirements
- suspended ceiling installation techniques and processes, including levelling
- suspended ceiling installation, tools and equipment types, uses and limitations
- suspended ceiling materials and their preparation and applications
- wall and ceiling terminology
- workplace and equipment safety requirements.

#### **Risks of a non licensed person installing ceiling systems**

Without the correct knowledge and skills, the integrity and performance of a passive fire system is undermined. There is industry knowledge and skills that can only be acquired through training and experience. The comment in the discussion paper that states that dry plastering does *“not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **The dry plastering trade appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged)**”*. The AWCINSW challenge this comment and believe the author of the discussion paper has not taken into consideration the role that a dry plaster in installing ceiling systems. We believe if this is unlicensed, it may lead to loss of lives due to ceilings collapsing, damage to life and property, do not put the consumer at risk – it is imperative that Dry Plastering licensing remains the status quo.

If the licensing is removed, there will be NO regulation as to who is qualified to install Ceiling systems. Once the regulation is removed, there will be no requirement for installers to undergo training to keep up to date with technology. This will only lead to catastrophic outcomes for building occupants and consumers.

#### 4. Fixing Fibre cement boards

The responsibility a licensed dry plasterer/wall & ceiling liner has when it comes to fixing fibre cement boards is extensive. Fibre Cement boards are a structural component of a building and are designed not only to look pleasing but are designed to keep other structural services (electrical wiring, plumbing etc) separate from the occupant. We have outlined below the sequence, skills and knowledge a tradesperson must have in order to complete this task to a degree that provides safety to the public and building occupant.

Before work commences on fixing Fibre cement boards, the tradesperson must adhere to the following:

- Work instructions and operational details are obtained using relevant information, confirmed and applied for planning and preparation purposes.
- Safety (WHS) requirements are followed in accordance with safety plans and policies.
- Signage and barricade requirements are identified and implemented.
- Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- Material quantity requirements are calculated in accordance with plans and specifications and quality requirements.
- Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.
- Environmental requirements are identified for the project in accordance with environmental plans and regulatory obligations and applied.

During the construction phase of fixing Fibre cement boards, the tradesperson must

- Ensure Framing is checked to confirm suitability for fixing the ceiling sheets.
- Processes for fixing board are identified from manufacturer recommendations.
- Sheets are measured to minimise waste and joins in problem areas, while maximising board use.
- Wall dimensions are matched to sheet size.
- Cuts are planned to locate joints to minimise effect of jointing processes on function and visual appearance.
- Cutting process follows employer-approved procedures, minimising dust exposure to others and using appropriate personal protective equipment.
- Cut sheets are relocated to fixing site and stored to minimise damage and facilitate planned fixing activities.
- sheets are hung.
- Work and fixing processes are sequenced and undertaken.
- Completed work is checked

After fixing Fibre cement boards, the tradesperson is required to ensure

- Work area is cleared and board materials and fasteners are disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.
- Hazardous material is identified for separate handling.
- Non-toxic materials are removed using correct procedures.
- Tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.
- Required knowledge for this unit is:
  - adjust work activity to maintain quality standards
  - application of product and process knowledge to identify problems and predict consequences
  - identifying faults in operation of equipment or materials quality
  - identifying from workplace information and labels the type and purpose of materials and potential for health and safety risks
  - identifying the purpose of tags and logs of use for equipment
  - implications on work quality requirements for instruction to be followed
  - manufacturer and supplier instructions for plant and equipment
  - manufacturers' product installation procedures and nominated specifications for the work process
  - names and functions of equipment, components and materials

- requirements for a systematic approach to planning own work
- safely use equipment, shift and handle products and materials.

#### **The Risks associated with poorly installed fibre cement board include**

board collapsing and falling onto the public and occupants, fibre cement board is designed to give the consumer a professional finish will. Poorly installed fibre cement board will lead to consumer grief and unlicensed tradespeople will not be held responsible leaving the consumer in a poor position.

Without the correct knowledge and skills, the integrity and performance of fibre cement boards is undermined. There is industry knowledge and skills that can only be acquired through training and experience. The comment in the discussion paper that states that dry plastering does *“not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **The dry plastering trade appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged)**”*. The AWCINSW challenge this comment and believe the author of the discussion paper has not taken into consideration the role that a dry plaster in fixing Fibre Cement boards. We believe if this is unlicensed, it may lead to injury or loss of lives and damage to property due to fibre cement boards collapsing or falling. Do not put the consumer at risk – it is imperative that Dry Plastering licensing remains the status quo.

If the licensing is removed, there will be NO regulation as to who is qualified to install Fibre Cement boards. Once the regulation is removed, there will be no requirement for installers to undergo training to keep up to date with technology. This will only lead to catastrophic outcomes for building occupants and consumers.

**Installing fibre cement boards is a complex task which if done badly will give rise to major safety risks and significant financial detriment – example the building will be badly damaged.**

#### **5. Finish category 1 and 2 wet areas**

The responsibility a licensed dry plasterer/wall & ceiling liner has when it comes to the finishing category 1 and 2 wet areas in a single dwelling or multi story residences is extensive. Wet areas are a structural component of a building and are designed to ensure that water does not penetrate areas of a building that is not supposed to penetrate. Poorly finished wet areas will lead to property damage.

#### **In order to finish wet areas, the tradesperson must:**

- Select materials, processes and equipment.
- Substrate is inspected to confirm suitability for the installation of wet area system.
- Materials, equipment and processes for sealing wet area system to category 1 are identified and selected from manufacturer's installation advice.
- Materials, equipment and processes to finish wet areas to category 2 are identified and selected from manufacturer's installation advice
- Stop and finish joins, penetrations and edges.
- **Work sequences** are planned and undertaken to implement manufacturer's requirements for wet finishing and sealing.
- Problems from glancing light are minimised in category 2 classified areas.
- Potential to perform within Australian standard are maximised in category 1 areas.
- **Stopping material** is used to match the wet area system.
- Edges of wet area board to be caulked are sealed using appropriate caulking material.
- Board in category 1 areas is sealed to meet manufacturers' instructions and Australian standard requirements.
- Completed work is checked so that work will meet manufacturer specifications and Australian standards.

### **The Risks associated with poorly finished wet areas includes**

water penetrating into building areas that it should not, water penetrating to where electrical wiring may be, water penetrating to floors below, allowing ceilings to collapse and the risk of damage plasterboard collapsing and falling onto the public and occupants. Poorly finished wet areas will lead to consumer grief and which, if done badly, will give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged).

Without the correct knowledge and skills, the integrity and performance of a properly finished wet area is undermined. There is industry knowledge and skills that can only be acquired through training and experience. The comment in the discussion paper that states that dry plastering does *not appear to justify the pre-assessment, the additional revenue raising (to pay for the regulation of the industry) or knowledge which requires refreshing through training. **The dry plastering trade appear to involve less complex tasks, which, if done badly, are not likely to give rise to major safety risks or risks of significant financial detriment (for example because other building work is badly damaged).*** The AWCINSW challenge this comment and believe the author of the discussion paper has not taken into consideration the role that a dry plaster in finishing wet areas. We believe if this is unlicensed, it may lead to injury or loss of lives and damage to property due to ceiling collapse, water penetrating building areas that contain electrical wiring or other building matters that should not be wet. Do not put the consumer at risk – it is imperative that Dry Plastering licensing remains the status quo.

If the licensing is removed, there will be NO regulation as to who is qualified to finish wet areas. Once the regulation is removed, there will be no requirement for installers to undergo training to keep up to date with technology. This will only lead to catastrophic outcomes for building occupants and consumers. **Installing fibre cement boards is a complex task which if done badly will give rise to major safety risks and significant financial detriment – example the building will be badly damaged.**

### **CONCLUSION**

The discussion paper suggests that a consumer's primary protection is due diligence, but this is not always possible for a consumer. Unless a consumer has trade qualifications, it is unlikely that the consumer can tell whether work done by a tradesperson on other buildings is competent or not. References supplied by a tradesperson may not reflect the overall view of previous customers. The licensing system and the ability to check some aspects of a tradesperson's history by a simple licence check of the Register kept pursuant to s120 of the Home Building Act 1989 and available for no fee on the OFT website are valuable safeguards.

Imposing on the consumer the duty of ascertaining the skills of a tradesperson is unfair and unrealistic.

The system of licensing of tradespersons has benefits for both the tradesperson and the consumer. The tradesperson has the privilege of being able to contract for work which requires a licence, and a range of ancillary benefits. The consumer has the privilege of being able to choose from a group of tradespersons who have qualifications and whose licences are subject to oversight and to a range of penalties for unacceptable work. The consumer has the added benefit of access to a straightforward system of dispute resolution.

The removal of the licensing system would mean that the protection to consumers provided by the Home Building Act 1989 would be removed. The facility offered by section 48E of that Act is of very limited utility. The ACL is not a substitute for the provisions of the Home Building Act 1989.

The suggestion that consumers should be able, by dint of due diligence, to tell who is a competent tradesperson is unfair and unrealistic.

The removal of the licensing system would also disadvantage tradespersons. If there is no requirement for licensing, there is no incentive for a tradesperson to gain the necessary skills, and to upgrade those skills over time.

The licensing system is directly related to the need to have a written contract for all but the smallest of jobs. The importance of a contract cannot be over-emphasised. It is the place where the consumer and the tradesperson can state their intentions, expectations and promises.

**The Wall & Ceiling Association of NSW in no way whatsoever** support the information that is contained in the discussion paper that relates to Dry Plastering. It is our belief that the wall & ceiling trade requires competent practitioners and the only way to ensure a practitioner is competent is by the current licensing arrangements. By removing licensing from this trade we believe there will be severe impact, damage and injury to both property and consumers and is a precarious position for the NSW Government to take.

- The acquisition for a license is not burdensome to a bona fide wall & ceiling operator
- The removal of a dry plastering license will devalue the wall & ceiling industry – having a significant impact on our trade.
- The removal of a dry plastering license will open the flood gates for shoddy, unscrupulous operators who have no interest in performing to Australian Standards
- The removal of licensing erodes the consumers right to have a written contract for all but the smallest of jobs – the importance of a contract cannot be over emphasised. It is the place where the consumer and the tradesperson can state their intentions, expectations and promises.

It is the role of NSW Government to protect the consumer, licensing plays one of the most critical roles.

Under no circumstances should licensing be viewed as a burdensome task (either for government to regulate or for the businesses person to pay for). If gaining a license is a burden for a business, then clearly that business is not fit to hold a license and therefore not fit to be undertaking work that is likely to lead to poor workmanship, only creating significant financial and emotional burden on the consumer.

There is no value to the consumer or tradesperson to remove a license from the Wall & Ceiling Trade.

# Qualification details



## CPC31211 - Certificate III in Wall and Ceiling Lining

### Summary

Releases:

Release	Status	Release date
3	Current	17/Jan/2017
2	Replaced	07/Feb/2013
1	Replaced	19/May/2011

Usage recommendation: **Current**

### Training packages that include this qualification

Code	Title	Release
CPC08	Construction, Plumbing and Services Training Package	9.3 - 9.4

### Units of competency

Code	Title	Essential
BSBSMB301	Investigate micro business opportunities	Elective
BSBSMB406	Manage small business finances	Elective
CPCCCA3001A	Carry out general demolition of minor building structures	N/A
CPCCCA3014A	Construct bulkheads	N/A
CPCCCA3015A	Assemble partitions	N/A
CPCCCM1012A	Work effectively and sustainably in the construction industry	Core
CPCCCM1013A	Plan and organise work	Core
CPCCCM1014A	Conduct workplace communication	Core
CPCCCM1015A	Carry out measurements and calculations	Core
CPCCCM2001A	Read and interpret plans and specifications	Core
CPCCCM2006B	Apply basic levelling procedures	N/A
CPCCCM2007B	Use explosive power tools	N/A
CPCCCM2008B	Erect and dismantle restricted height scaffolding	N/A
CPCCCM2010B	Work safely at heights	Core
CPCCCM3001C	Operate elevated work platforms	N/A
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry	Core
CPCCPB3001A	Fix standard plasterboard wall sheets	N/A
CPCCPB3002A	Fix standard plasterboard ceiling sheets	N/A
CPCCPB3003A	Fix battens	N/A
CPCCPB3004A	Fix wet area sheets	N/A
CPCCPB3005A	Fix ceiling sheets to external protected areas	N/A
CPCCPB3006A	Fix fibre cement board	N/A
CPCCPB3007A	Apply levels of finish standards to planning and inspection of own work	N/A

Code	Title	Essential
CPCCPB3008A	Mix plastering compounds	N/A
CPCCPB3009A	Finish plasterboard joins manually	N/A
CPCCPB3010A	Manually sand plaster work	N/A
CPCCPB3011A	Finish category 1 and 2 wet areas	N/A
CPCCPB3012A	Cut and fix paper-faced cornices	N/A
CPCCPB3013A	Plan travel routes	N/A
CPCCPB3014A	Install batt insulation products	N/A
CPCCPB3015A	Install acoustic and thermal environmental protection systems	N/A
CPCCPB3016A	Install and finish columns	N/A
CPCCPB3017A	Rectify faults in plaster applications	N/A
CPCCPB3018A	Use vacuum and electric sanding equipment to finish plaster work	N/A
CPCCPB3019A	Inspect equipment for serviceability	N/A
CPCCPB3020A	Match, mitre and install cast ornamental cornices	N/A
CPCCPB3021A	Install and fix residential acoustic plaster products	N/A
CPCCPB3022A	Use mechanical jointing equipment to finish joints	N/A
CPCCPB3023A	Load and unload plaster and plaster-related products	N/A
CPCCPB3024A	Use manual handling equipment to manoeuvre plaster products	N/A
CPCCPB3025A	Store plasterboard and related products	N/A
CPCCPB3026B	Erect and maintain trestle and plank systems	N/A
CPCCPB3027A	Install ceiling insulation	N/A
CPCCSP3003A	Apply trowelled texture coat finishes	N/A
CPCCSP3005A	Install pre-cast decorative mouldings	N/A
CPCCWC2001A	Complete penetrations and flashings	N/A
CPCCWC3001A	Install and finish plasterboard and fibre cement sheeting to curved walls and ceilings	N/A
CPCCWC3002A	Install and finish plasterboard and fibre cement sheeting to arches	N/A
CPCCWC3003A	Install dry wall passive fire-rated systems	N/A
CPCCWC3004A	Install suspended ceilings	N/A

## Classifications

Scheme	Code	Name
ANZSCO Identifier	333211	Fibrous Plasterer
ASCED Qualification/Course Field of Education Identifier	0403	Building
ASCO (occupation type) Identifier	4412-11	Fibrous Plasterer
Qualification/Course Level of Education Identifier	514	Certificate III
Taxonomy - Industry Sector	N/A	Building Trades
Taxonomy - Occupation	N/A	Fibrous Plasterer, Wall and Ceiling Liner