Basic job skills:

Plumber

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| **Tasks for the plumber:**   * plan and carry out assignments * document work quality and non-conformities * communicate with colleagues, customers, other trade representatives and the site foreman to get the job done * be familiar with and comply with rules, standards and legislation * order parts, fill in assignment forms and underlying invoice documentation |

**Reading**

**On a daily basis the plumber will:**

* read descriptions and instructions
* read lists of materials and check that they tally with the goods in stock
* check orders, documents and packing slips
* read brief notes, product information and instructions
* read information on quality control and assurance forms
* reads signs, posters and labelling relating to safety and the environment
* read lists of tools and equipment needed for various tasks
* read messages and emails

**Regularly the plumber will:**

* read installation instructions
* read HSE information
* read internal procedures and instructions
* read detailed job specifications
* read construction drawings, work orders and plans
* read training material

**Occasionally the plumber will:**

* read excerpts from laws and regulatory agreements
* read technical provisions
* read information and forms relating to their own employment relationship
* read information about the rights and obligations of employees
* read environmental and waste management plans
* read maps and GPS
* read operating manuals for new products

**Writing**

**On a daily basis the plumber will:**

* document and log work-related incidents
* sign orders and receipts of deliveries
* fill in forms and checklists for work quality and non-conformities

**Regularly the plumber will:**

* write lists of equipment and tools needed for a particular job
* fill in forms relating to their own employment relationship
* write notes to themselves and others
* write reports as documentation of approval of work performed
* write messages and emails

**Occasionally the plumber will:**

* write brief reports
* write tender documents and assessments
* write notes to customers about the work performed
* write answers to questions about training and certification
* fill in detailed invoice documentation and tender packages
* fill in non-conformity forms in the event of serious incidents
* fill in forms relating to their own employment relationship

**Oral skills**

**On a daily basis the plumber will:**

* talk to other people on the construction site to coordinate the work
* receive instructions and discuss the work with superiors
* agree with customers on time and costs and describe the work to be undertaken
* talk to customers about the work progress and the choice of various solutions
* take part in lunch and break conversations

**Regularly the plumber will:**

* order parts and equipment from suppliers
* receive training and attend information meetings
* attend meetings
* discuss work drawings and plans with others

**Occasionally the plumber will:**

* discuss their own employment relationship
* participate in formal training and certification
* report emergencies or accidents
* discuss and provide input on the working environment
* explain to customers how installed equipment works
* conduct performance reviews with the supervisor

**Numeracy**

**On a daily basis the plumber will:**

* perform exact measurements
* use work drawings and convert them to full scale
* calculate the amount of material needed for a particular job
* calculate and register the time needed to complete a particular job
* fil in timesheets and forms regarding hours worked
* prepare cost estimates to customers

**Regularly the plumber will:**

* check their own payslip
* check bills and invoices
* make sketches to illustrate a job
* keep an overview of stocks
* compare prices from different suppliers
* calculate the costs of a particular job
* understand and use road atlases, GPS or maps to calculate the best route options

**Occasionally the plumber will:**

* calculate and check parameters such as volume, pressure and temperature
* calculate and check angles
* assess staff requirements on the basis of a progress schedule and the workload
* check stocks
* calculate prices for assignments based on piecework contract or tender
* fill in underlying invoice documentation
* calculate travel allowance

**Digital skills**

**On a daily basis the plumber will:**

* use email or messages to communicate with their employer or customers
* check emails, text messages or calendars for new assignments
* check inventory status in the electronic stocks
* fill in hours worked in electronic forms

**Regularly the plumber will:**

* check that electronic invoice documentation is correct
* fill in information about completed assignments
* track shipments and determine delivery times
* send emails with attachments
* use a smartphone and tablet with different apps relating to tasks
* take photos to document non-conformities or work performed
* use various training resources

**Occasionally the plumber will:**

* send price estimates as email attachments
* use electronic calculation tools to calculate, assess and change tenders
* use GPS to locate customers’ addresses
* search the internet and databases for product information and prices
* submit assignments for official approval via electronic forms
* write contracts and store them in electronic archives
* check online tender services
* use social medial to keep up to date and advertise their own business
* update electronic travel logs
* use standard office software
* use a smartphone and tablet with different apps relating to tasks
* use digital arenas for contact with colleagues, the employer and customers
* use QR codes and barcodes as needed