

## PERSONAL LEARNING REQUIREMENTS

### CPC40920 Certificate IV in Plumbing and Services

The skills and abilities required to study in this course 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)
- 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)

#### 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 knowledge of machines and tools, including uses and maintenance
- 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 supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Ability to work 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)
- Team player

### 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 use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

### Industry Legislation or Licencing

- 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>