Plumbers, Gasfitters and Drainlayers Board

Reflective Learning Session – Guide for practitioners

Reflective Learning Session

- A Reflective Learning Session (session) is a supportive, non-disciplinary discussion to reflect on a specific issue raised through a complaint, notification, or compliance matter.
- The aim of the session is to promote practical change that helps strengthen your professional judgement and prevent similar issues from occurring again.
- It is an alternative to disciplinary action, in instances where the Board considers there is a low to moderate risk to public health and safety.
- The focus on the session will be education and insight.
- Participation is voluntary.

What to expect

- A confidential 45–60 min conversation with a Board-appointed technical assessor (a certifier in your trade).
- Delivered in person, via Microsoft Teams, or by phone.
- You are welcome to bring a support person (e.g. family, colleague) – please let us know in advance.

Key discussion areas

The technical assessor will guide a conversation to help you reflect on your practice, assess any decision-making, and identify learning opportunities that may relate to the specific issue.

- What happened - your actions, decisions, and approach.
- What was at stake - risks, impacts on others, or industry.
- Influences - pressures, knowledge gaps, assumptions.
- Lessons learned - what worked, what didn't, what's changed.
- Looking ahead - practical steps to strengthen your practice.

Before the session

To get the most out of the session, it is important you feel prepared for the discussion. We suggest you:

- Review the materials provided to understand the concern.
- Reflect on the issue and your role in it.
- Prepare notes or questions.
- Be open and ready for honest reflection.

Your personal information - See our Privacy Statement for information about how we collect, use, store and share your personal information. This includes when we collect information from others or verify it with third parties, and how you can access or correct your information.

After the session

- A short summary of the session will be written by the technical assessor – this is not a disciplinary record. The summary is for internal use only and will be added to the practitioners' file to document that the session took place.
- You may be invited to complete a short-written reflection on how the session went to assist the Board in evaluating these sessions as part of our education processes and ensure consistency in how the reflective learning sessions are delivered.
- Suggestions may be offered (e.g. training, mentoring) - these are optional.
- Your feedback is welcome and helps us improve the process.

Questions or concerns

- We are here to support a respectful and constructive session.
- If you need clarification or support at any stage, please contact us at: complaints@pgdb.co.nz