



Frequently asked questions

1. Does Contact Rockgas have up-skilling courses available for gas fitters?

Yes, we work closely with the Master Plumbers, Gasfitters & Drainlayers (MPGD) to offer you a nationwide gasfitter up-skilling programme.

2. Where can I find information on these courses?

You can find course information including a link to the on-line registration form, the latest calendar, course details, contact information and the conditions applicable on the up-skilling page of www.frequentfitter.co.nz

3. How much will a course (including the distance learning course) cost me?

Active Frequent Fitter Club members can attend any of the up-skilling courses shown on the course calendar indicated with ** which have been created or funded by Contact Energy at the discounted rates shown in the table below i.e. Consumer Law, etc.

Please note you will be charged the non-member rates below for those up-skilling courses that are not indicated with a ** e.g. Pipe Sizing/Gas Standards courses

Course charges are based on the number of CPD credits the up-skilling course has been valued at and charged at a \$\$ amount per CPD credit:

Membership type:	Value per credit:
Frequent Fitter or Master Plumber Members	\$15.00
Non-members	\$30.00

All fees quoted exclude GST.

Example:

FFC member attending the Construction Contracts Act course = 12 CPD x \$15.00 per CPD credit = \$180.00 + GST

Non-member attending the Construction Contracts Act course = 12 CPD x \$30.00 per CPD credit = \$360.00 + GST

Please note your membership of the Frequent Fitter Club (FFC) and/or MPGD will be verified prior to the course date.

*An active FFC member is a gas fitter who is a member of the FFC and has registered an average of one or more new Contact Rockgas LPG or natural gas connections each month with Contact at www.frequentfitter.co.nz over the previous three month period prior to registering for the up-skilling course.

4. How often are courses run?

Courses are run throughout the year based on demand and all courses are displayed in the calendar available on either www.frequentfitter.co.nz or www.masterplumbers.org.nz

5. When are the courses run?

Courses are usually run Monday to Thursday starting from approximately 4.30 - 5.00pm until 9.00pm (excludes Public Holidays)

6. Where are courses held?

Courses are mainly held in large servicing towns or cities nationally.

Check out the latest calendar to see what courses are available in your local area.

7. How do I register for a course?

Go to www.frequentfitter.co.nz, click the link to the on-line registration form, complete this along with your payment details and submit this.

8. Who do I pay my course fees to?

All course fees are paid to MPGD at time of your registration to secure your place. Please note that Contact does not receive payments on behalf of the MPGD.

9. Will I get a receipt as proof of my course fee payment?

Yes - you will only receive an electronic receipt for your course fees when your payment has been processed by MPGD.

10. How will I know when courses are happening in my area?

Simply check out the course calendar on www.frequentfitter.co.nz which is always kept up to date for your information.

MPGD includes course information in their MPAlert emails and also contacts their members in the region to advise of upcoming courses plus a course calendar is always displayed on www.masterplumbers.org.nz.

11. Who do I contact to get more information on courses?

You can check out www.frequentfitter.co.nz , contact your dedicated Channel Development Manager, local Rockgas supplier or call 0800 464 427 (option 3) for assistance.

Please note that you will need to contact MPGD directly regarding course payments or receipt requests.

12. Where do I find the on-line course registration form?

On-line course registration can be found via a link displayed on www.frequentfitter.co.nz or at www.masterplumbers.org.nz .

13. Are there minimum numbers of people required to run a course?

Yes – a minimum number of people are required to run a course and this is based on the venue, location and course being run.

14. What is the maximum number of people who can attend a course at any one time?

The maximum number of course attendees often depends on venue capacity.

15. How do I provide feedback on the courses available?

Complete the evaluation form handed out at the end of each course so that your feedback is recorded and acted on.

16. Will there be any new courses?

We are continually reviewing our current courses and looking at developing new courses.

17. Is there parking available at the course venues?

Venues are selected based on their location and the availability of either on-site, on street, or local parking buildings.

Please note that there may not be on-site parking available at all venues.

18. Will there be drinks and food available?

Yes, water, along with snack food such as chocolate bars, peanuts and health bars are provided at no cost for course attendees.

19. What kind of information will I be given to take away?

You will be given a workbook which contains information on the course you attended, plus information on the FFC incentive programme and the benefits of being a MPGD member will be available.

20. How do I make sure I get my Continuing Professional Development (CPD) credits?

You must attend the entire course, complete and sign the course attendance register on the night plus successfully pass each course assessment(s) which is evaluated by each presenter and provided to the Plumber, Gasfitter & Drainlayers Board as part of the CPD process.

21. Who do I contact if I don't appear to have received my CPD credits?

You need to contact the Plumber, Gasfitters & Drainlayers Board in the first instance on 04 494 2970 or email them at registrar@pgdb.co.nz

22. How do I join the Frequent Fitter Club?

Simply visit www.frequentfitter.co.nz and register your details. This process takes five minutes at the most. Your dedicated Channel Development Manager or local Rockgas supplier can also assist you to sign-up to the Frequent Fitter Club.

23. How do I join the Master Plumbers, Gasfitters & Drainlayers Society Inc?

Visit www.masterplumbers.org.nz for full information on how to become a member.

24. What happens if a course is cancelled by the MPGD?

Everyone registered for a course is notified via email and the MPGD arranges the required refund of your course fees.

25. Can I just turn up on the night to a course?

Yes, however we strongly recommend that you register as otherwise you won't be advised of venue changes or course cancellations. Please note that you will need to

complete a registration form and pay your fees on the night plus an additional \$10.00 administration fee.

26. What does an “active” Frequent Fitter Club member mean?

An active FFC member is a gas fitter who is a member of the FFC and has registered an average of one, or more new LPG or natural gas connections each month with Contact at www.frequentfitter.co.nz over the previous three month period prior to registering for the up-skilling course.

27. Do attendees complete evaluation forms at the end of each course?

Yes you will be asked to complete evaluation forms at the end of each course. It's important that you do this so that the feedback can be given to each presenter. The MPGD also uses this feedback to make improvements where required. We welcome your feedback.

28. Can I use my Frequent Fitter reward points to pay for course fees?

No. FFC reward points cannot be used to pay for up-skilling course fees.

29. What amount do I pay if I'm not an active FFC member?

You will be charged either the discounted fee if you are a member of the MPGD, or the applicable higher charges if you are not a member of this group. Remember if the course is not a Contact associated course indicated by ** then you will be charged the non-member fees shown in the table.

30. How do I get an evaluation form if I didn't complete one at the course I attended on the night?

You can email your comments/feedback to training@masterplumbing.co.nz.

31. Why am I charged a fee to attend a course?

The course fees you are charged help cover costs such as venue and equipment hire, catering, presenter's charges and the creation of the course materials provided.