

National Certificate in Building, Construction and Allied Trades Skills (BCATS)
Teacher Information & Resources

**Demonstrate knowledge of the
floor and wall tiling industry
within a BCATS environment**

Unit Standard – 25325

Level 2, Credit 2





Teaching and assessment tips

Intent – The intent of the unit standard is that the learner is able to demonstrate basic knowledge of the wall and floor tiling industry including:

- major industry sectors
- industry work processes
- industry clients, supply and inter-trade relationships
- the impact of regulatory and trade bodies on the industry and
- industry jobs and their training requirements.

It is intended that a learner who has an interest in a particular industry can achieve credits for their exploration of that industry by completing the relevant unit.

Unit standard Interpretation

No more than 2 of the Demonstrate Knowledge units that relate to BCATS industries can be incorporated in the qualification.

A worksheet that covers the assessment requirements for this unit standard is included in this document. Also included are model answers for that worksheet.

Assessment



Assessment of this unit standard consists of:

- Completion of the worksheet

Worksheet US 25325

Student Name: _____

1. What is the difference between the commercial and residential sectors of the floor and wall tiling industry?

2. What may be different in the tiles used between residential and commercial sites?

3. What are the 3 steps in the process of floor and wall tiling?

4. List 3 factors that will impact on the method of surface preparation for floor and wall tiling.

5. Setting out for a floor and wall tiling job will depend on what 3 factors?



6. Describe the steps in the laying of floor and wall tiles.



7. Explain what is meant by a subcontracting and a direct-to-client relationship for floor and wall tilers. Give examples of each.

Subcontracting:

Direct to client:



8. What is a trade account and what benefit does it extend to the tradesperson **AND** the supplier?

9. In general terms, explain what is meant by manufacturer guarantee systems and what 2 levels of guarantee exist?

10. Why is it common for manufacturers to offer product training?



11. Give an example of a tiling accredited supply network.

12. Describe what must happen and the trades that come **before** a tiler can do their job.

13. Describe what happens and the trades that come **after** a tiler has done their job.



14. Complete the following table about the industry bodies listed below.

Name of body	How it impacts on the floor and wall industry
WorkSafe NZ	
Ministry of Business, Innovation and Employment (MBIE)	



Name of body	How it impacts on the floor and wall industry
Building Consent Authorities	
Standards New Zealand	
BRANZ	

15. What trade or professional associations represent the floor and wall tiling industries?

Model Answers

1. What is the difference between the commercial and residential sectors of the floor and wall tiling industry?

Scale (or size). The jobs are done in the same way.

2. What may be different in the tiles used between residential and commercial sites?

- *Commercial jobs may use tiles larger than those used in the average residential house/kitchen/bathroom;*
- *For commercial jobs the tiles used may need to be more durable because they are in public places and could be more susceptible to damage*

3. What are the 3 steps in the process of floor and wall tiling?

- *Surface preparation.*
- *Setting out the tiles.*
- *Fixing or laying the tiles.*

4. List 3 factors that will impact on the method of surface preparation for floor and wall tiling.

Any 3 from the following.

- *location - floor, wall, internal, external;*
- *use - residential, commercial, light or heavy traffic;*
- *environment - wet, dry, commercial or residential;*
- *substrate - timber, concrete;*
- *any contamination such as grease, paint etc that will need to be removed; and*
- *unsuitable surface conditions including uneven or out of level surfaces that may need to have a levelling compound applied to them.*

5. Setting out for a floor and wall tiling job will depend on what 3 factors?

- *The size and shape of room or area.*
- *The position of doors and major fixtures such as benches.*
- *The chosen pattern and design.*

6. Describe the steps in the laying of floor and wall tiles.
- *Step 1: From the starting point, the adhesive is spread evenly over a small area using a notched trowel.*
 - *Step 2: The first row of tiles are then laid on the adhesive and separated from each other with spacers.*
 - *The process is repeated until the row has been completed.*
 - *Continue with the row adjacent to the starting line and then complete all the full tiles required for the area.*
 - *Where a tile needs to be cut, this can be done using a manual tile cutter or a wet saw.*
 - *After 24 hours, the spacers between the tiles can be removed and grout applied to fill the joints.*
 - *Leave for a further 24 hours to allow the grout to harden before use.*

7. Explain what is meant by a subcontracting and a direct-to-client relationship for floor and wall tilers. Give examples of each.

Subcontracting - the tiler will take instructions from, is paid by, and is responsible to the main contractor or their on site representative.

Example: similar to that on page 7 of student resource

Direct to client - The tiler's client chooses to manage the building process themselves and engage directly with the trades or professions whose skills they need to hire. In this situation, the tiler is working direct for the client and will take instructions from, be paid by, and be responsible to them.

Example: similar to that on page 7 of student resource

8. What is a trade account and what benefit does it extend to the tradesperson AND the supplier?

This is where a manufacturer or supplier agrees to sell trade goods to approved customers on the basis that the customer promises to repay on or before a stipulated date in the future (generally the 20th of the month following invoice).

Trade accounts allow contractors requiring materials the ability to get those materials without having the money up-front - therefore benefiting from the credit given to them by the supply company.

From a supplier perspective, they want repeat business and the ability to be able to sell larger quantities than your average shopper might buy when walking in the door.

9. In general terms, explain what is meant by manufacturer guarantee systems and what 2 levels of guarantee exist?

Manufacturer guarantee systems are written assurances from manufacturers that their goods or services meet a certain standard of quality and durability.

- *Sometimes the manufacturer guarantees only their products/systems to be manufactured to a specific quality level.*
- *Sometimes the manufacturer also guarantees the use of their products/systems in their installed state by a contractor whose work they are prepared to stand behind.*

10. Why is it common for manufacturers to offer product training?

Because modern tiling products and systems have become more complex over time and require specialist knowledge and skills in order to ensure the finished job meets the required quality standard.

Because tile manufacturers have a vested interest in ensuring that their products and systems are installed correctly companies offer technical training (often free) on the use of their products and systems to ensure that they are used and installed the way they were designed to be.

11. Give an example of a tiling accredited supply network.

Two examples are given in the resource material. Students may provide other valid examples.

Example - A large tiling supplier (like the Tile Warehouse) has a network of tillers whom they recommend to the customers who purchase their tiles directly from them.

Example - A manufacturer of waterproofing systems for tile application (such as would be used in a shower) has an accredited network of installers (many of whom are Tilers) who they have personally trained in the use of their products and systems.

12. Describe what must happen and the trades that come **before** a tiler can do their job.

Tilers need to make sure that all services are in place before they start tiling and that the surfaces they are about to tile are in a suitable condition. This means having a relationship with the fixers (and stoppers, if appropriate) of lined areas, plumbers and electricians. Some jobs may have variations to this. For example if the job is to install tiles as an up-stand (or splash-back against a wall) on a bench, the bench will need to have been either installed or very accurately measured up. This could involve liaising with the joiner. A tiler will also require

assistance from the main contractor (the carpenter) to “make ready” for them - which may mean some additional carpentry work needs to be done so that they can do their job. This will be particularly important for getting the substrate (the base) ready for surfaces that need to be watertight

- 13.** Describe what happens and the trades that come **after** a tiler has done their job.

The trades that follow the tiling contractor tend to be those that come before them (such as carpenters, plumbers, electricians, etc) to finish off the work that they started and can only complete once the surface is tiled.

The other trade that follows immediately are the painters and decorators. In fact, the Tiler can often be thought of as the first “decorator” on site as the surfaces they leave are complete or decorated and therefore other contractors must be careful of the Tilers finished work.

It's possible that where the tiling tasks on a particular job are not very complex (and do not involve watertight surfaces - eg laying small floor areas) the tiler may come after a painter/decorator/joiner. In this case the tiler will have to take care to protect the work of other trades from any damage or mess they could make (especially when it comes to grouting!).

- 14.** Complete the following table about the industry bodies listed below.

Name of body	How it impacts on the floor and wall industry
WorkSafe NZ	<p><i>The main safety issues that WorkSafe will look out for in the interior systems industry include:</i></p> <ul style="list-style-type: none"> • <i>manual material handling (safe lifting);</i> • <i>safe use of plant, equipment and tools;</i> • <i>working at heights (ie above ground level on scaffolds and ladders);</i> • <i>chemical hazards (adhesives, sealants and grouts); and</i> • <i>noise.</i>
Ministry of Business, Innovation and Employment (MBIE)	<p><i>MBIE administers the Building Act and Building Code and all work done by tilers must conform to the Building Code.</i></p>
Building Consent Authorities	<p><i>The work of the floor and wall tiling industry does not require an individual building consent, however, the jobs they do and the specifications they must meet form part of the working drawings that make up a building</i></p>

	<p>consent.</p> <p>Furthermore, when it comes to waterproof surfaces, their work will often be subject to prior and post inspection by the BCA because if leaks can occur they can rot materials and cause a structural weakness to the building</p>
Standards New Zealand	<p>Standards are agreed specifications for products, processes, services, or performance. New Zealand Standards are used by a range of trades, including that of floor and wall tiling, to enhance their products and services, improve safety and quality, and meet industry best practice.</p>
BRANZ	<p>BRANZ is an independent and impartial research, testing, consulting and information company providing services and resources for the building industry.</p> <p>BRANZ produce a series of Good Practice Guides (GPG) to the industry and the title that relates to this industry is:</p> <ul style="list-style-type: none"> • GPG - Tiling

- 15.** What trade or professional associations represent the floor and wall tiling industries?

Master Plasterers and Tilers Regional Associations

- 16.** List 4 jobs in the exterior plastering industry and describe those they work with and what training they need for the job.

Any 4 jobs and training requirements from pages 17 to 19 of the student resource.

Examples of oral assessment questions

1. The placing, fixing and finishing of tiles is done in a different way depending on whether the tiles are used for walls or for floors. True or false?

False.

2. The only difference between the commercial and residential sectors of the floor and wall tiling industry is scale (or size). True or false?

True

3. Give 2 examples of where tiles may be used to provide a hygienic surface.

Residential bathrooms and/or toilets

Operating theatres in hospitals,

Commercial kitchens,

Public toilets and showers

Other examples provided by student may also be acceptable

4. When is payment due on a trade account?

Generally the 20th of the month following invoice

5. What trade will generally "make ready" for the floor and wall tiler?

The main contractor or carpenter