

CPCBC4031

PROCESS CLIENT REQUIREMENTS

WORKBOOK

Participant name	Leah Hellewell
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FOR THE PARTICIPANT
Instructions - You will complete written activities as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge. - The timeframe for these tasks will be established by your Assessor or Training Plan, but additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unassisted by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded. - An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party. - Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support. - If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).
Resources required Pen

FOR THE ASSESSOR
Instructions - Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments) - All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question). - Assessors are to complete marking in pen of a different colour to the Participant. - If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

NOTE

At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.

At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY 1

Research the NCC and respond to the following questions:

- a) What requirements are contained in the NCC Volume One?
- b) What requirements are contained in the NCC Volume Two?
- c) What is explained in NCC Volume Three Section A?

a) What requirements are contained in the NCC Volume One?

The NCC Volume one, applies to class 2 to 9 buildings in Australia.

It contains requirements for:

- Structure
- Fire Safety
- Access and Egress
- Services and Equipment
- Health and Amenity
- Sustainability

b) What requirements are contained in the NCC Volume Two?

The NCC Volume two applies to Class 1 and 10 buildings in Australia.

It contains requirements for:

- Structure
- Fire Safety
- Health and Amenity
- Energy Efficiency
- Waterproofing and Drainage
- Services and Equipment
- Safe movement and access.

c) What is explained in NCC Volume Three Section A?

NCC Volume three section A covers the governing requirements for plumbing and drainage systems.

It sets out general provisions, legal framework and compliance requirements to all plumbing and drainage works.

**Satisfactory
Outcome**

