

CPCCBC4031

PROCESS CLIENT REQUIREMENTS

THEORY EXAM

Participant name	Leah Hellewell
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FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within two (2) hours, 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.

Q1. Discuss government building and construction legislation relevant to your state or territory, that you must comply with when preparing contract documentation.

Answer When preparing contract documentation, relevant legislation would be

Building Act 1975
National Construction Code
Work Health and Safety Act 2011
Queensland Building and Construction Commission Act 1991.



Q2. What is the National Construction code (NCC)?

Answer The National Construction Code (NCC) is a set of standards for building design, construction, performance, plumbing, and drainage systems that apply throughout Australia.



Q3. Describe the approval or permits needed before construction can start on most types of residential building work in your state or territory.

Answer In Queensland, building development approval (or building permit) is needed before construction can start.



Q4. Discuss what a restrictive covenant is and how it may affect a new home construction.

Answer A restrictive covenant is a private treaty or written agreement between landowners that limits the way land can be used and developed.



It could affect new home construction by not allowing you to do certain things with your property, such as:

Building a second dwelling
Specific materials for building and/or fencing

Q5. Describe what an 'item rate contract' is including the legal requirements.

Answer Item Rate Contract is when a contractor agrees to complete specified work at pre-determined rates per unit of work. (per tonne, per hour etc..)



Legal requirements would include

- Clear terms
- Clear Scope
- Rates & Payment
- Compliance with legislation/standards
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Q6. Describe what a 'lump sum contract' is including the legal requirements.

Answer	A lump sum contract is a agreement where the contractor commits to completing works for a pre-determined fixed price. Legal requirements -Clear scope of works -Rate and Payment Terms -Compliance with Regulations	☐
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Q7. Discuss the purpose of having site plans developed.

Answer	Site plans are developed to show the overall layout of the site, assisting in applying for permits and communicate with contractors, suppliers and vendors.	☐
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Q8. When are sketches of proposed plans used?

Answer	Sketches of proposed plans are used to visualise ideas and communicate to clients.	☐
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Q9. How do you ensure you provide the correct legal, technical and product information to the client?

Answer To ensure that you are providing correct legal, technical and product information to a client, involves

- adhering to laws (QBCC
- Clear communication
- Verify information
- Use reliable sources)



Q10. Discuss why a site investigation is an important part of the building process.

Answer It is important to conduct a Site Investigation as part of the building process as it;

- ensures design specifications are well-understood
- ensures all features are documented
- ensures that any samples and data are gathered for design and construction
- Get a good understanding of the site and its conditions



Q11. If you discover steep terrain on sections of the site, what are some methods a build can be achieved?

Answer Build methods if you discover steep terrain on sections would be;

- Avoiding retaining walls higher than 1m
- Create an earth-sheltered home by building into the slope
- Balance cut and fill
- Build along contours



Q12. What building information must you discuss with the client that may influence and effect the design requirements?

Answer

You could discuss with the client;

- Local Climate
- Look and feel of the area
- Lifestyle
- Availability of services
- likely effects of climate change
- Neighbours
- Transport
- Accessibility
- Air quality
- Noise



Q13. Clarify your workplaces financial and business principles related to dealing with clients.

Answer

Fulton Hogan workplace financial and business principles relating to dealing with clients are:

- Conduct business in accordance with our REAL Vales.
 - Follow all lawful and reasonable directions in relation to our work
 - Encourage our suppliers, customers, clients and partners to do the right thing.
 - Not make unauthorised gains or payments and will not engage in unethical conduct.
- Operate in line with documented standards and procedures.



Q14. Explain why it is important to follow workplace processes for preparing documentation.

Answer

It is important to follow workplace processes for preparing documentation as it ensures accuracy, consistency and compliance with legal, organisational and industry standards.



Q15. Describe what a CRM system is and provide two (2) ways this system can benefit a business.

Answer

What it is: CRM is Customer Relationship management; this is a system that manages a company's interactions with current and potential customers

1. Improve communication, faster communication
2. Better knowledge of customers/contractors/clients



Q16. Discuss the term "copyright" and how it relates to architectural plans and structures.

Answer

Term "Copyright" refers to a property right recognised in Australian law as part of the category of "intellectual Property Rights". It grants exclusive rights to original work.

In context of architectural plans and structures, copyright applies to the design and documentation created by architects, such as blueprints, drawings and models.



Q17. Provide a brief description for each of the following documents used in construction contracts.

Answer

Documents	Description
Agreement	This is essential "the contract," which serves as the foundation the project's specifications. This document will outline the contract's overall purpose and the contract fee. The agreement can be a standard document or tailored to the needs of a certain project
Drawings / Blueprints	Drawings/blueprints give an overview of the entire project.
General conditions	General Conditions serve as a framework. Clarifies each party's tasks and responsibilities.
Scope / Statement of work	Scope of work establishes how much work a person must perform to meet contractual commitments.



Q18. Why would a schedule of values be added to the contract?

Answer

Having a schedule of values in the contract can be used as a management tool to help with progress claims and review.



Q19. What is the purpose of documenting a preliminary contract?

Answer

The purpose of documenting a preliminary contract is to outline key terms and expectations before a final contract is signed.



Q20. Discuss when and how you will submit the plans for approval with the local council.

Answer

Plans should be submitted for approval with local council once the design has been finalised and before construction.



Q21. Imagine you are working for a large building and construction company. Why would you submit your completed contract documents to management or administration?

Answer You should submit completed contract documents to management or administration, doing this ensures approval, compliance with regulations. This can also create a smooth project and stick to budgets/payment terms.



Q22. If building in Queensland, when must you provide the client with the copy of the Consumer Building Guide developed by QBCC?

Answer You must provide the client with a copy of the Consumer Building Guide at the time of entering into a contract for domestic building work.



Q23. Which documents should be included with the contract for the client to read and approve before signing?

Answer When sending a contract for review and approval to the client, documents included should be;

- Agreement
- Time and Materials
- Cost
- Drawings
- General Conditions
- Scope of work
- Specifications



Q24. Explain how you can confirm the client's understanding of extent and cost of required site works.

Answer

To confirm the clients understanding of extent and cost of site works, you can provide detailed documentation, visual aids (drawings) and itemised cost breakdowns.
You can also have frequent meetings/discussions with the client to ensure ongoing understanding.

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Q25. Why should variations and problem areas be discussed with client?

Answer

You should discuss variations and problem areas with the client to manage client expectations, to maintain a positive relationship with the client and to avoid any future issues.

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Q26. Explain the importance of documenting site access and egress for construction site works.

Answer

Documenting site access and egress is important for ensuring safety and compliance.
It helps to minimise any potential risks.

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Q27. Explain how excavation and earthmoving may be needed as part of the construction process.

Answer

Excavation and Earthworks are important for preparing a construction site by clearing, leveling and removing soil and rock.

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