

CPCCBC6003

ESTABLISH, MAINTAIN AND REVIEW CONTRACT ADMINISTRATION PROCEDURES AND FRAMEWORKS

THEORY EXAM

Participant name	
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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 consistently 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 for 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 the key skills you will look for when engaging a contract administration team comprising of persons with wide experience and knowledge in the building and construction industry.

Answer

Must demonstrate knowledge of skills needed, e.g. Ability to understand and interpret legal documents; Able to understand legal and construction relevant terminology; Understanding of different contract types and their suitability to situations. Clear, concise, and cohesive oral and written communication with a diverse audience; Negotiation skills; Digital and technology skills for document preparation, completion and handling . document and contract distribution; Adherence to policies and procedures relating to confidentiality in contract handling, documentation security identification, limitations on contract access, circulation and distribution. security and protection of document filing and storage



Q2. Discuss what a construction contracts administrator role entails.

Answer

Must demonstrate an understanding of the role of contracts administrators e.g. Preparing, negotiating, executing, and performing client or vendor interaction. The contract administrator has a wide range of responsibilities, but the most fundamental description is to manage the contract between the client and the building contractor or the employer and sub-contractors. Contract administration is essential whenever contracts are involved, and it often begins with the award of the contract and continues until the contract is closed out or terminated. A contract administrator is in charge of enforcing the terms of a construction contract between the parties. Activities of a contract administrator include monitoring the application of contractual responsibilities and provisions. Resolving contract-related issues/disagreements. Ensuring contractual obligations and payments are met. Determining risks contract changes may pose to the company.



Q3. Discuss the following types of building contract and identify provisions relating to these in the State/Territory you are working.

State/Territory:

Answer

Contracts	Purpose/requirement
Small jobs contract	e.g. emphasise types of tasks being carried out and materials used. Generally used for smaller jobs like repair or maintenance work. With unit price contracts, it's easier to adjust prices when the scope of work changes.
Large jobs contract	e.g. May be used for residential or commercial contracts. Generally considered for contracts over \$20,000. Legislated conditions and contracts apply such as- Qld –Contractor must provide customer with a consumer building guide before contract signing occurs, for any domestic building work priced at \$20,000 or more (i.e. level 2 contracts). Variations should be kept to a minimum to avoid cost overruns and potential confusion on site. It is important to document agreed variations in writing.
Lump Sum contract	e.g. Customer and the contractor agree on a "fixed fee" for the work to be done before work begins. This contract can be used to build both residential and commercial buildings. A lump sum construction contract is risky because the contractor has fewer options for modifying their price.
Cost-plus contract	e.g. Specifies that a client agrees to reimburse a construction business for building expenses such as labour, materials, and other costs, as well as an additional payment, commonly expressed as a percentage of the total contract price. May include a guaranteed maximum price.



Q4. Explain why you would review the current legal and administrative climate in the workplace.

Answer

Should reflect an understanding of legal requirements and currency. e.g. To determine how the workplace manages the legal rights, entitlements, and obligations it has to the employees and contractors aligned to the workplace, such as a safe working environment, correct modern award entitlements including wages and conditions, appropriate policies and procedures and that all terms and conditions are reflected in legally binding employment agreements.

To ascertain if workplace policies and procedures are implemented from the top down, and everyone in the organisation is expected to adhere to them.

☐

Q5. Why should you review how the workplace manages the legal rights, entitlements, and obligations it has to the employees and contractors?

Answer

Should reflect: Contributes to assurances such as a safe working environment, workplace contribution sustainable principles as part of environmental protection, correct modern award entitlements including wages and conditions, appropriate policies and procedures and that all terms and conditions are reflected in legally binding employment agreements.

☐

Q6. Describe five (5) best practices followed when developing a strategic plan for construction contract administration procedures and framework.

Answer

1. Should reflect but is not limited to the following five considerations:



Determine and precisely define the **scope** and deliverables

2. Documenting a **work plan** with a framework in place that includes specifics about how the deliverables will be accomplished and the people who will be

3. working on each aspect.

Include a precise **timeline** accounting for every major milestone throughout

4. the contract's life cycle, including project start and finish dates, deadlines for deliverables, and progress updates.

5. Team members should understand the **financial** terms, including contract value, payment intervals, and process for addressing additional expenses

Outline the most likely **risks** relevant to each agreement and actions that should be applied to avoid jeopardizing the contract

Q7. Why should you apply contract management strategies and systems to your team's workflow?

Answer

Should reflect but is not limited to: Contract management strategies and systems help to maintain tight control over all contracts in your workflow.



Systems are also vital for document security, and to protect from data breaches and cyberattacks. A centralised repository of contracts and related documents that is easily accessible by authorised people is a vital component of the contract management strategy. It eliminates confusion caused by outdated information which in turn reduces liabilities.

Q8. Discuss methods you can apply to gather information from employees and contractors to be used in pay slips and records.

Answer

Should reflect but is not limited to: use of interview and forms for completion on engagement to ascertain ABN, Tax file number, name, address, experience, licences, agreed hours of work (casual/part-time/full-time) gross amount of payment, payment period. Leave application form for addition of leave days into rosters. Roster showing expected attendance days and times. Timesheets showing hours worked, sick and leave days.

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Q9. What is the purpose of creating a contract register?

Answer

Should reflect: To store contract records and track contract performance. May include: Safe and secure location for contract documents including the contract/s, reports, meeting minutes or notes, communication emails, inspection reports and communication.

☐

Q10. Why do you need to incorporate quality assurance measures in contract administration processes?

Answer

Should reflect: The quality control element specifies how the contractor will manage the project's quality criteria outlined in the specifications. The quality assurance element specifies the steps that the contractors will take to ensure that it meets legislated and workplace quality and compliance requirements. Unacceptable quality measures can result in expensive lawsuits, as well as a loss of reputation and connections. As a result, quality control is a critical component of a successful project delivery process.

☐

Q11. Discuss two (2) formal reporting and feedback methods applied to project work.

Answer

1. Should reflect knowledge of formal reporting and feedback methods. E.g. Progress reporting, undertaken at specific milestones during construction, informs administration staff of contract status, due dates, and other contract milestones. This data enables companies to better manage the process to save money on labour, eliminate mistakes, avoid lost business due to contract delays, and improve customer and vendor relationships.
2. Performance review: a periodic assessment of an employee's overall performance and their contribution to the organisation. Typical of work appraisals, a work review entails identifying employee strengths and weaknesses, setting future goals and sharing feedback. Some companies conduct their performance reviews annually, while others do so monthly or quarterly. Performance reviews often contain a mix of self-evaluation, discussion of issues and requests, an agreement of future actions



Q12. Describe measures through which contract defaulters can be managed back into contract compliance.

Answer

Should reflect knowledge of methods of communication used in default situations e.g. May involve negotiation and include inclusion into workplace training if the defaulting party is a sub-contractor, If no improvement occurs, a formal process and contacting legal advice will be required prior to withholding payment or further issues may occur. It may be better to use dispute resolution such as mediation by a third party.



Q13. Why is it important to implement effective evaluation and review methods of administration procedures?

Answer

Should reflect but is not limited to: Evaluation and review processes are implemented to increase quality in internal processes, improves business understanding of requirements from customers and provide a process to solve disputes before they arise. The most common mistakes that can lead to disputes after an agreement is signed include such things as not clearly specifying the quantity or quality of products or services provided, Failure to identify any risks related to contract completion in advance or the business may omit terms related to payment if they expect the customer will pay in full upfront, but this often leads to problems.

Not clearly defining what penalties or fine print a business can use if there is a dispute between the two parties. The benefits of implementing contract review procedures can include better risk management, more effective third-party agreements, improved operational efficiency, and reduced legal costs.



Q14. Why is effective contract storage important?

Answer

Should reflect knowledge of documentation security identification, limitations on contract access, circulation and distribution. e.g. By having a secure and organised system for contract storage, you ensure you're meeting all legal obligations to avoid the potential penalties associated with non-compliance. Effective contract storage can help to mitigate risks associated with contract disputes or litigation. When a contract dispute arises, having access to the relevant contract documents is crucial. Without proper storage, businesses may struggle to locate the necessary documents, leading to delayed or unsuccessful resolution of the dispute.



Q15. Discuss procedures you undertake to store contracts effectively. Provide two (2) examples.

Answer ☐

1. Should demonstrate knowledge of secure contract storage for ease of retrieval e.g. Apply standardised naming conventions for files and folders,
Develop a detailed index for ease of retrieval. As contracts are sensitive

2. information needing protection from unauthorised access, store in secure drives or cloud storage options. Review storage solutions regularly for suitability and compliance

Q16. Explain why reviewing operating procedures contributes to WHS compliance.

Answer ☐

Should reflect: It contributes to WHS consultation requirements, ensures correct legislative and regulatory requirements are adhered to, ensures appropriate and current hazard identification, risk control, incident reporting procedures are in place to keep the site, the public and individuals safe and ensures provisions are made for specific job task training

Q17. What is the difference between an enterprise agreement and an employment agreement?

Answer ☐

Should reflect: Enterprise agreements are for groups of employees at one or more workplaces and are publicly registered through Fair Work; employment agreements are for individuals and are conducted privately. Enterprise agreements operate in place of the award and are not generally negotiated by the individual employee. Employment agreements or common law contracts are negotiated individually between the employer and employee. In both instances, the rate of pay cannot be less than the award.

Read the following excerpt to respond to Q18.

'At its core, probity means that decisions are made with integrity, honesty and fairness while observing due process as necessary elements in the pursuit of value for money'

– Australian Standard HB 325-2008: Assuring Probity in Decision Making

Q18. What does it mean to act with probity?

Answer ☐ Should reflect acting with integrity, honesty and fairness while observing due process. e.g. Provide transparency and accountability of the contract management process; maintain integrity (show honesty with strong moral and ethical behaviour); provide confidentiality and security of information , take commitments seriously, ensure compliance with processes; act ethically and ensure that all offers will be evaluated against the same criteria

Q19. Discuss how you can ensure sub-contractors adhere to workplace environmental requirements and sustainability principles and concepts.

Answer ☐ Should reflect: include clauses in the sub-contractors contract relating to resources, material and equipment use. Include sub-contractors in relevant internal training sessions.

Q20. Why is it a good idea to consult the organisations legal advisors when undertaking formal evaluation of the contract and administration system?

Answer ☐ Should reflect: to ensure a current, compliant and effective framework and system

CPCCBC6003

ESTABLISH, MAINTAIN AND REVIEW CONTRACT ADMINISTRATION PROCEDURES AND FRAMEWORKS

WORKBOOK

Participant name	
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FOR THE PARTICIPANT
Instructions
ANSWERS - 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 Provider. Additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unless instructed by the Assessor. If other personnel, they 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. - If any written questions are incomplete, or not answered satisfactorily, you will need to complete them 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.

For the following activity, name the state you wish to research.

State work is conducted in	e.g. Queensland
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ACTIVITY 1

Research contracts required for a residential building and respond to the following:

- Name and location (URL) of relevant legislation related to owner/client contracts
- Legal requirements related to a building contract
- Sub-contractor contract requirements

a) Name and location (URL) of relevant legislation related to owner/client contracts

e.g. Queensland Building and Construction Commission Act 1991.

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1991-098>

b) Legal requirements related to a building contract

e.g. Must be in written form, dated and signed by or on behalf of each party and include:

- the names of the parties;
- the building contractor's licence number;
- a description of the work;
- any plans and specifications;
- the contract price or the method for calculating it, including the building contractor's reasonable estimate;
- the date for practical completion and how it is to be calculated; and
- a notice advising the building owner of the right they might have to withdraw from the building contract for licence reasons.

The Act also stipulates that there are warranties implied in every contract relating to:
Materials, which must be new and suitable for purpose (unless stated otherwise in the building contract); Allowances, which must be calculated with reasonable care and skill; and Work, which must:

- comply with all laws, plans and specifications;
- be done with reasonable care and skill;
- be done with reasonable diligence; and
- create a home suitable for occupation when finished.

c) Sub-contractor contract requirements

e.g. A written contract agreement must be in place between a builder and subcontractor (or a subcontractor and a sub-subcontractor) for the carrying out of a specific trade or work including for example, plumbing, electrical, joinery, formwork.

Subcontractors do not need to hold the builders licence but must hold a relevant occupational licence.

The contract/ agreement sets out the scope of the work, timeframe and rates/payment terms, change orders, licencing and insurance obligations, Often risks and obligations will be transferred from the builder to the subcontractor

**Satisfactory
Outcome**



ACTIVITY 2**Scenario**

You are working as the contracts administration manager in a construction company. The company has won the job of a new inner city build and is in the process of putting together work teams.

HR have assigned you with a team and in order to enable your new administration team to achieve their work goals, you have organised a meeting where you intend to provide the team with an overview of the current legal and administrative environment in the workplace and the team's role and responsibilities.

Complete the information dot points you will address in the meeting agenda below.

Meeting Agenda

Location: *Rm 615A – Civic building, King St.*

Date: *17 Sept 20xx*

Time: *2:15pm*

Attendees: *Jenny Jones, Eve Adams, Henry Otter, Kyle Matter*

Agenda items

e.g.

- Project strategic plan
 - deadlines, supplier lists, contractors list, labour hire
- Project internal hierarchy
- Project administration principles, practices including HR and legal implications
 - employment conditions
- Council/ regulatory authority regulatory requirements
 - Traffic management
 - Safety
- Finance and insurance
- Policies and procedures location, access and review findings
- Team roles and responsibilities
 - Liaison
 - Insurance
 - finance
 - Contractor responsibilities
 - Risk (materials, safety)
- Performance reviews
- Software use and applications
- Feedback give and take

**Satisfactory
Outcome**



ACTIVITY 3

Research and document quality assurance measures you can apply for each of the following:

- a) distributing information
- b) establishing performance benchmarks for system
- c) maintaining a quality dialogue with all parties to the construction process
- d) managing within organisational policy
- e) monitoring internal expenditures and funding allocations
- f) obtaining adequate feedback from clients, subcontractors and suppliers
- g) providing feedback and developing remediation procedures
- h) responding to external legislation and regulation requirements.

a) Distributing information

e.g. Communications plan such as table showing stakeholders (client, council, inspectors, workers/contractors, etc.) and communication channels (face to face, email, reports, presentations) such as: Stakeholder notifications, feedback and project presentations; Project reports, summaries and records.

Plan will include stakeholder communication needs and information needs, priority, frequency, method and detail required.

b) Establishing performance benchmarks for a system

e.g. Measuring costs, human resources and other resources against historical achievable standards.

Adding benchmark requirements at milestones on a Gannt chart such as specifications for materials, performance to be achieved by inspection dates

c) Maintaining a quality dialogue with all parties to the construction process

e.g. Establish a formal communication chain ensuring all team members have a point of contact.

Provide one central location where project communications can be found, such as a mobile app. This makes it easier for workers to access the latest project details.

The project superintendent is typically the main point of contact for project updates. This person can help the team keep a record of all communication that occurs during a construction project as well as communicate important details like safety best practices for a particular task.

d) Managing within organisational policy

e.g. maintain and distribute policies, procedures and forms, provide training, and compile policy data that complies with legislation and project strategic plans.

e) Monitoring internal expenditures and funding allocations

e.g. Construction management software can help bring cost control workflows like budget and contract management, payment applications, and change orders into one platform, thus reducing risk and providing a real-time look at the financial health of a project. Using connected construction project management solutions (i.e. solutions that connect construction data and processes across a project's lifecycle, from design through operations) ensures teams always have the most relevant and accurate information regarding project budget and costs

f) Obtaining adequate feedback from clients, subcontractors and suppliers

e.g. Refer to and adhere to the communications plan regarding preferred method of communication and who and when to request feedback

g) Providing feedback and developing remediation procedures

e.g. Queries and issues must be responded to asap. Complaints procedures and policies must be available to ensure an appropriate complaints response is provided.

h) Responding to external legislation and regulation requirements

e.g. Legislated requirements must be included in policies and procedures as the standard/benchmark to be achieved.

**Satisfactory
Outcome**



ACTIVITY 4

Complete the following outline for a Contracts Administration Guideline to be made available for contracts administration staff, responding to each heading:

- a) Introduction
- b) Purpose
- c) Scope
- d) Roles and Responsibilities
- e) Contract phases
 - i. Contract set up
 - ii. Contract management
 - iii. Contract close-out
- f) Procedures and templates

a) Introduction

e.g. This framework provides a guide to the contract management process as well as where to access tools and templates to assist you in effectively managing contracts. The contract management framework describes the required responsibilities associated with the three major phases involved in the contract management lifecycle.

Phase 1 – Contract set-up How to initiate and plan the contract management process.

Phase 2 – Contract management How to administer and manage contracts.

Phase 3 – Contract close-out How to close and transition contracts

b) Purpose

e.g. The purpose of the contract management framework is to provide a clear and standardised approach to managing and administering contracts on behalf of the company

c) Scope

This document focuses on contract management related to post-award activities, e.g. once a contract has been established through the strategic sourcing process and applies to the contract lifecycle discussed in the introduction.

d) Roles and responsibilities

Contract owner (CO)	○ Person accountable for the budget/cost centre that funds the contract ○ Employee with delegation to approve contract payments and variations ○ Appoint contract management roles
Contract Manager (CM)	○ Manage contracts through post-award lifecycle as the single point of contact for suppliers on all contract matters ○ Monitor contract performance and compliance
Contract Administrator (CA)	Perform administrative activities over the contract management lifecycle (e.g. Information management, cost control, etc.)

e) Contract phases

- i. Contract set up**
- ii. Contract management**
- iii. Contract close-out**

f) Procedures and templates	
Value/risk assessment	Classify a contract (as either routine, focused or strategic) based on value and risk
Contract management checklist	Define the key activities and responsibilities for managing the contract
Contract kick-off meeting template	A guide for the contract kick-off meeting
Hand-over document checklist	A guide showing documents required by contract manager
Contract performance review meeting template	Support the contract manager to conduct and document a contract performance review meeting
Risk register template	Record and maintain a single repository for contract risks
Checklist for contract extension/renewal	Record the value for money assessment of a contract extension or renewal (suitable for routine contracts)
Contract review report	Record the analysis performed and recommendation to extend or renew a contract, or transition to other suppliers

**Satisfactory
Outcome**



CPCCBC6003

ESTABLISH, MAINTAIN AND REVIEW CONTRACT ADMINISTRATION PROCEDURES AND FRAMEWORKS

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of both workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer.
- The timeframe for these tasks will be established by your Assessor/Observer, in consideration of location conditions and industry requirements.
- You must complete all tasks unassisted by the Assessor or other personnel, unless the steps note this assistance.
- You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be awarded.
- If an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER

Instructions

- The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
 - For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
 - Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
 - In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
- All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
 - Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
 - If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

TASK OUTCOME					
Task	Date	Task Type (Tick)	Location	Task outcome (Tick)	
				Satisfactory	Not Satisfactory
Task 1 (Occasion 1)		☐ Workplace ☐ Simulation		☐	☐
Task 1 (Occasion 2)		☐ Workplace ☐ Simulation		☐	☐

ASSESSOR COMMENTS: GENERAL

As necessary, outline:

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

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 1

☐ Individual student (as named on cover page)

☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Provide detail
1.1A.	Specify liaison methods applied to enable the engagement of persons with wide experience and knowledge in the building and construction industry to the administration team: e.g. Face to face meetings and emails used for clear communication with HR during the engagement of team
1.1B.	Specify how the documents were reviewed: e.g. printed out and compared against legal requirements, NCC, Acts and Regulations, notes taken of improvements that can be made according to Lessons Learned documents
1.2C.	Specify internal feedback systems and methods initiated : e.g. meetings and performance reviews
1.2D.	Specify measures applied to ensure the safety and security of contract administration documentation. e.g. document control
1.2E.	Specify framework maintained: e.g. employee and subcontractor payment information and progress, client satisfaction, management of timeline for progress payments received/paid
1.3C.	Specify how consultation with workplace legal advisors was organised: e.g. scheduled meetings throughout contract administration

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 2	
☐ Individual student (as named on cover page) ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]	
Task	Details
1.1A.	Specify liaison methods applied to enable the engagement of persons with wide experience and knowledge in the building and construction industry to the administration team: e.g. Face to face meetings and emails used for clear communication with HR during the engagement of team
1.1B.	Specify how the documents were reviewed: e.g. printed out and compared against legal requirements, NCC, Acts and Regulations, notes taken of improvements that can be made according to Lessons Learned documents
1.2C.	Specify internal feedback systems and methods initiated: e.g. meetings and performance reviews
1.2D.	Specify measures applied to ensure the safety and security of contract administration documentation. e.g. document control
1.2E.	Specify framework maintained: e.g. employee and subcontractor payment information and progress, client satisfaction, management of timeline for progress payments received/paid
1.3C.	Specify how consultation with workplace legal advisors was organised: e.g. scheduled meetings throughout contract administration