

CPCCBC4008

SUPERVISE SITE COMMUNICATION AND ADMINISTRATION PROCESSES FOR BUILDING AND CONSTRUCTION PROJECTS

THEORY EXAM

Participant name	
------------------	--

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. Describe how you would confirm the quality control compliance requirements for a private home building project.

Answer

Should reflect but is not limited to: locate and read the contract documents
(may include plans, blueprint, design specifications, working drawings, Bills of quantities, Schedules of work, general condition, special conditions, etc.).
Confirm all contract documents meet with the requirements of the Client, NCC and relevant Australian Standards.
Confirm that all regulatory requirements have been met regarding contractors, payments, Disability standards, Environmental and Heritage protection. Keep documentation of compliance requirements and how these are met



Q2. Access the Queensland Building and Construction Commission (QBCC) website (if in Queensland) or your local authority and summarise the requirements for contracts priced at \$20,000 or more.

Answer

Must include: The QBCC Consumer Building Guide (2 pages) must be given to the owner before the owner signs the building contract.
Must be in writing, dated and signed by or on behalf of the contractor and the owner
Must contain: names of the contracting parties including the name and licence number of the building contractor as it appears on the contractor's licence; a description of the contracted work; contract price; start date; the practical date for completion; Statutory/Implied Warranties; The contract price and a price change warning (setting out any contract provisions which could cause the contract price to increase or decrease e.g. because of agreed variations) on the first page of the contract schedule; plans and specifications required for the contracted work, cooling off period rights; the site address; for an increase in the contract price due to the variation before the variation work has started



Q3. Explain the importance of construction schedules in relation to contracting tradespeople, material resourcing and inspections.

Answer

Should reflect but is not limited to: schedules such as Gannt charts are developed and used to enable allocation of trades for tasks and to help to determine material needs at specific times. The schedule adheres to the construction methods and follows the timeline required for the build. The schedule is useful in determining if specific parts of the build are compliant as they should include milestones for inspection and checks. The schedule helps to determine if all contractors are working on time, compliantly and whether variations need to be made.



Q4. Describe the waterfall methodology used in project management.

Answer

Should reflect but is not limited to: The waterfall methodology is a sequential, linear process of project management. It consists of several independent phases. A project runs one after the other, each completed phase initiates a new phase. Originating from construction and production processes, this model focuses on producing the best possible end product with little or no flexibility or allowance for changes on completion.

The construction of a house is a practical example of the use of a waterfall model where the foundation must be constructed first, then the frame before the roof can be installed.

The waterfall method provides simple structure using clearly defined phases agreed by stakeholders at the beginning of planning; clearly defined sequence with milestones; estimation of costs and workload at the beginning of the project



Q5. Discuss WHS 'duty of care' requirements located in site safety plans, and how site induction, as well as general construction induction training, contributes to this.

Answer

Should reflect: Everyone has a duty of care to make sure that the workplace is safe. The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. As a part of this process, the PCBU must organise safety inductions to be provided to workers and others attending the site which are planned to clearly communicate the safety requirements and workplace policies, discuss safety on site and as well as issues that may arise and how they will be dealt with. Legislative requirements include that construction personnel are required to undergo general construction induction training and obtain a White Card before they can be allowed to work in a construction site. This training provides the basic WHS practices used in the construction site.



Q6. Describe five (5) different methods of communication used to share quality control processes and industry requirements to site personnel.

Answer

1. Should reflect but is not limited to points similar to: Face to face meetings such as site induction and daily pre-start meetings are held to confirm roles and responsibilities and safety. Emails are sent to contractors and workers regarding payments made/due and to management containing written reports of progress. Daily content is added to site diary to describe activities undertaken and achieved during that day. Memos are printed and posted on memo boards to inform site personnel and contractors of the daily schedule and responsibilities. Site signage and barriers are used to separate the public from the work site and to inform those entering the site of safety requirements.



Q7. Discuss three (3) instances when you would be required to communicate with regulatory authorities in relation to the workplace quality management systems.

Answer

1. The response will vary based on the workplace quality management systems. Sample responses are provided below for the assessor's reference:

2.
 - Call Fair Work/awards for information regarding contracts and payments
 - Local council/building inspector for a face-to-face consultation etc.
3.
 - Post or email Issue of permits and certificates
 - Face to face Inspections and audits
 - Online submissions and uploads of the provision of evidentiary certificates via websites
 - Face to face review and enforcement of standards

Q8. Describe the purpose and process of conducting a risk assessment when a work site hazard has been identified.

Answer

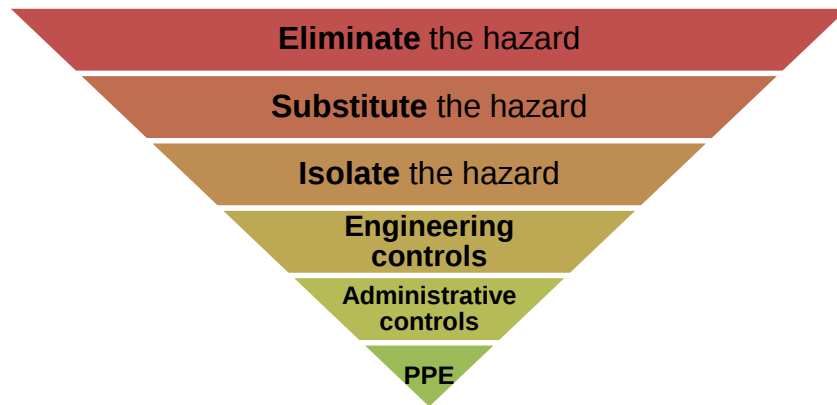
Should reflect but is not limited to: A risk assessment must be carried out whenever hazards are identified. Existing risk assessments relating to the hazard may be used after review for suitability.

A Risk Rating Matrix is used to determine the likelihood of the risk happening and the impact of the consequences if the risk happens.

During the risk assessment process, the nature of the harm that could be caused by the hazard and how serious the harm could be and the likelihood of it happening are both reviewed.

The risk assessment will involve consultation with workers and other relevant personnel and the risk assessment results are documented and saved in the risk register.

Q9. Describe in detail how the information in the image below is used.



Answer

Should reflect: This is the hierarchy of controls used to as part of hazard ☐
controls. The triangle indicates the steps to be achieved from most effective
at the top to the least effective at the bottom. Eliminate is to redesign the
task to remove the hazard; Substitute is to replace materials/equipment or
processes with less hazardous ones; Isolate means to place a barrier
between the person and the hazard; Engineering controls are those
requiring mechanical modifications such as insulation;
Administrative controls means to write polices and procedures to reduce the
risk of exposure; and PPE is to provide equipment to protect people such
as gloves/ear protection.

Q10. Clarify the following steps in relation to managing WHS risks.

Answer	Steps	Description	☐
	Identify Hazard	e.g. Find out what could cause harm in your workplace	
	Assess Risk	e.g. Undertake risk assessment to determine: severity of risk; urgency of action needed; effectiveness of controls; action needed to control the risk	
	Control Risk	e.g. Follow hierarchy of control, ranking from highest level of protection to the lowest.	
	Review Controls	e.g. review controls for effectiveness; consult with workers and others	

Q11. Describe project documents you must refer to and why, when determining administration requirements related to payments and variations to contracts.

Answer ☐

Should reflect but is not limited to: Refer to project documents such as project contracts and agreements, payment schedules for approved payment amounts and times, when determining payment administration tasks. Refer to the contract to understand the payment systems in place. Take note of the amount of deposits, retention money, and progress payments expected, as well as the dates scheduled for payment. Take note also of the contract provisions for delays, variations, and extensions of time. Check the contract and policy relating to variations, conditions will vary depending on the variation required. Create a written document to achieve approval from the client for the variation. Standard forms of contract also often specify other conditions that may also be considered as a variation. The QBCC requires the contractor to present the variation to the client in writing, regardless of who initiates the variation.

Q12. What are five (5) tasks associated with authorising payment of invoices for supplied materials?

Answer

1. Should reflect: check schedule of work & corresponding payment amount



2. Invoice, payment claim, payment schedule relevant to the payment check

3. Read inspection report to confirm satisfactory completion of work

4. Approval and payment to subcontractor associated with task and material

5. Ask for receipt of payment and sign any verifying documents.

Q13. After identifying the stakeholders' requirements for communication, what information is needed for an effective communication management plan?

Answer

Should reflect but is not limited to: you must develop a communication strategy, often a spreadsheet, according to the workplace communication policy and procedures and the organisational chart and objectives of the project, which will include stakeholder responsibility; stakeholder interest in the project (stakeholder power and influence) which influence the frequency of contact needed; media used for contact; type of information to be communicated; the stakeholder's communication expectations, , relevance of information, the target audience for specific communications and reporting requirements.



Q14. When your subcontractors submit invoices to you for payment of their services, what four (4) details must you secure from these invoices for inclusion in a Taxable Payments Annual Report (TPAR)?

Answer

1. Must include four (4) details secured from these invoices for inclusion in a ☐
TPAR. (in no particular order):

2. • ABN (where known)
• name (business name or individual's name)
3. • address
• total annual (financial yr) amount paid including GST

4. _____

Q15. Discuss the purpose and significance of maintaining a site diary.

Answer

Should reflect but is not limited to: The site diary is a record of all site ☐
activities, key events, communications, incidents, and conditions relevant
to the quality and progress of a construction project. This diary can be used
to resolve or avoid disputes as it confirms whether procedures have been
executed correctly. It fulfills legal requirements and can be used by
insurance companies following incidents.

Provides a log for the monitoring and verifying of subcontractor work and
cost controlling. The diary logs information such as weather, plant and
equipment use, payments and transactions, deliveries, worker attendance,
work progress and completion, milestones, variations and changes, issues
and incidents, visitors, inspections and testing undertaken.

Read the scenario below to respond to Q16. and Q17.

The subcontractor (first-tier subcontractor) you hired for this project is carrying on a business that is primarily in the building and construction industry. He has engaged another subcontractor (second-tier subcontractor) to assist with their current workload.

Q16. What subcontractor payments are you required to report to the Australian Taxation Office (ATO)?

Answer Should reflect: Payments made to the first-tier subcontractor ☐

Q17. Will the first-tier subcontractor also be required to report to the Australian Taxation Office (ATO)? Explain your answer.

Answer Should reflect: YES, the first-tier subcontractor must report payments made to the second-tier contractor. ☐

Q18. As the principal contractor, you will be withholding tax from the payments you make to your workers and contractors through PAYG withholding. Provide the four (4) activities that you must complete in compliance with the Australian Taxation Office's (ATO) requirements for those who make payments subject to withholding.

Answer ☐

1. Should reflect: four (4) activities that they must complete in compliance with the Australian Taxation Office's (ATO) requirements for those who make
2. payments subject to withholding. The response must be four (4) (in no particular order) of: register for PAYG withholding; Pay the withheld
3. amounts to the ATO; Report amounts on activity statements; Provide payment summaries to all employees and other payees; Lodge a PAYG
4. withholding payment summary annual report

Q19. Soil contamination has been discovered during initial earthworks at the site. Clarify steps you will take to organise and authorise variations to the contract to include removal of contaminated materials.

Answer

Should reflect but is not limited to reference to: define the scope of work required by the variation and determine the effect of the variation to the construction work. Document actions observed and taken in a checklist. Identify the people involved and take note of the changes in costs due to variation work. If needed, extension of time request is to be documented and additional materials and costs documented. Review the contract for provisions relevant to variations. Create a written document detailing the variation, cause, time requirements and cost. Have the variation approved by the client. Provide the client a copy of the approved document and plan how the variation work will be implemented.



Q20. The site has been affected by an after-hours break-in and theft of materials and subcontractor equipment; describe how you respond to this incident.

Answer

Should reflect but is not limited to: Contact the subcontractor if not on site and ask that they attend to determine losses and undertake claim with their insurance company. Contact the police and notify them of the incident. Contact the insurance company and notify them, taking note of forms required. Keep clear notes of the scene, who has been contacted and when in the site diary. Complete all forms and organise time for insurance assessor to attend if requested. File the claim with the insurance company and document all steps including approval and claim funds transaction. Depending on the damage and losses, an extension to work may need to be requested and approved.



Q21. Access your local council to determine which records of building construction approval and certification information they require and who is responsible for issuing and lodging these with the council. Give a brief outline of the requirements.

Answer

Should reflect but is not limited to: Brisbane City Council is responsible for keeping records of building construction approvals and certification information. An accredited building certifier must lodge to Council

1. engagement notice and application details
2. decision notice, approved building plans and any other documentation that contributed to the plan's approval
3. completion details (including Final Inspection Certificate and Certificate of Occupancy) and any other documents relating to the certification and acceptance of the completed building work.

This must be lodged with fee payment within five working days.



Q22. Complete the table describing the different documents and information that should be prepared to be issued to the client during handover.

Answer

Certificate/ Document	Description
Certificate of Practical Completion	e.g. proof that the building has achieved practical completion based on the conditions agreed upon in the contract.
Building Inspection Certificates	e.g. issued by trade-specific inspectors and/or regulatory inspectors. Certify that the building is according to quality standards of the specific trade or part and the Building Code of Australia, respectively.
Certificate of Occupancy	e.g. verifies the building is ready for occupancy. Issued by a building surveyor or inspector and is given either with or after the certificate of practical completion
Warranties	e.g. assurance that the building will not be left unfinished, in case of certain circumstances. The warranty period lasts usually five to six years after completion of work.
Guarantees	e.g. issued by a financial institution to ensure a payment of a certain amount for a specific event accomplished, in this case the practical completion of the building.
Termite Protection Forms	e.g. describe the termite control system used, person responsible and the maintenance needed for the said system.
Defects Document	e.g. list of defects found in the building, as agreed upon by both you and the client, states how and when you will address the defects (within 12 months of completion).
Building Owner Manual	e.g. information necessary for the operation, maintenance, decommissioning and demolition of the building. Prepared both by the contractor and the building designer.
Health and Safety Documents	e.g. information on the safety and risks of the building and its components. This is needed so that when any future work is needed to be done, it can be done safely.



CPCCBC4008

SUPERVISE SITE COMMUNICATION AND ADMINISTRATION PROCESSES FOR BUILDING AND CONSTRUCTION PROJECTS

PRACTICAL ASSESSMENT

Participant name	
------------------	--

FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of normal 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 assisted 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 achieved.
 - For 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		☐ 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

- ☐ Individual student (as named on cover page)
- ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Provide detail
1.1A.	Specify (✓) websites and workplace documents accessed and reviewed: ☐ WorkSafe (state or national website) ☐ National Construction Code (NCC) ☐ Local Council ☐ State building regulator ☐ SAI Global or other site for Australian Standards ☐ Workplace intranet or files ☐ Project Scope document ☐ Site Safety Plan ☐ Schedule ☐ Project Performance Measurement baseline ☐ Communications plan ☐ Other (please specify):
1.1D. 1.4A.	Specify which trade work is to be inspected using the two (2) progress inspection checklists: 1. Insert trade work to be inspected using the two progress inspection checklists 2.
1.1E.	Specify type of schedule accessed/developed: e.g. accessed workplace Gannt chart to confirm scheduling for inspections is included
1.1F.	Specify how information relating to quality control standards was shared with quality team. e.g. discussed with quality team meeting, followed up with individual discussions
1.2A.	Specify how administrative requirements were determined and recorded: e.g. using organisational chart, job description and roles and responsibilities, reading project plan and schedule

ASSESSOR COMMENTS: PRACTICAL TASK 1	
1.2E.	Specify details of insurance claim made:
1.3A. 1.3B. 1.3C. 1.6C.	Specify communication systems implemented effectively: e.g. face to face discussion and inspection e.g. face to face with client to discuss process and procedures following rectification to gain approval e.g. email requesting client approval of rectifications to ensure paper trail e.g. email and telephone orders to suppliers for materials e.g. emails of payments made to contractors/workers e.g. daily input into site diary e.g. update schedule with work achieved and variations e.g. written reports for client/ inspectors e.g. email of written reports e.g. memos to workers/contactors with daily/weekly schedule/safety requirements posted to site office memo board
1.4B.	Specify how site safety and workplace procedures were adhered to: e.g. PPE applied e.g. entered exclusion zones only when approved to do so e.g. did not interrupt workers during work e.g. notified others of unsafe practices e.g. took note of deviations of set procedures
1.4C. 1.4D. 1.6A.	Specify area being inspected for defects/issues: e.g. inspected framing work of carpenters
1.6A.	Specify area being inspected following notification by external parties: e.g. Cabinet work; tiling
1.6A.	Specify liabilities/remedial action undertaken following notification of work defects: e.g. payment to trade withheld until rectification achieved, other trades not affected, overall work schedule not affected
1.4D. 1.6B. 1.6C.	Specify who was notified of defect and rectification plan: e.g. tradesperson/contractor notified of defect and rectification planned e.g. client notified of rectification to be achieved
1.5H.	Specify how rectified work was monitored: e.g. informal and formal inspection
1.6D.	Who confirmed approval of contract achievement: e.g. Contracted builder/management and client
1.6F.	Specify handover paperwork prepared for client: e.g. Certificate of Practical Completion; Building Inspection Certificates; Certificate of Occupancy; Warranties; Guarantees; Termite Protection Forms; Defects Document; Building Owner Manual; Health and Safety Documents