

CPCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted of the participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below, providing your name, signature and date of assessment.
 - o Your signature acknowledges that the assessor provided clear instructions and the participant understood what was required to complete this assessment.
- The assessor may substitute a Practical Task with another task of equal value.
 - o Alternate tasks must be fully documented by the assessor.

Participant name Erica Taylor

Participant signature



Assessor name

Assessor signature

Date 15/05/2018

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1 (2X)		☐	☐

ASSESSOR COMMENTS

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Practical Task 1 (2X)		
Description of task: On two (2) occasions, a suitable observer is to verify the participant's ability to apply construction information during the sales process in order to develop the customer's knowledge of construction processes and the effects on the contract and building timelines. These tasks may be simulated or real. The assessor is to verify the observer's comments and provide the outcome for the practical task on the front cover of the Practical Assessment.		
Resources required: Two (2) sales contracts.		
Assessment of task		
Name of participant:	ERICA TAYLOR	
Name of observer:	DANIEL WEH	
Role of observer (Confirm suitability to sign)	PROJECT MANAGER	
Email address of observer	danielw@hgwprojects.com.au	
Signature of observer:		
Date:	15/05/2018	
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.	
	1 st Occasion	2 nd Occasion
1.A. Identify and explain to the customer the approvals required before starting construction, including: - Statutory approvals - Sustainability requirements - Insurance covers	☒	☒
1.B. Identify and explain to the customer the stages and timeframes of construction, including: - Main trade components - Construction process sequence (including approximate duration)	☒	☒
1.C. Identify and explain to the customer potential industry conditions that can affect construction times.	☒	☒
1.D. Identify and explain to the customer site establishment requirements before starting construction.	☒	☒
1.E. Establish site access arrangements with the client.	☒	☒
1.F. Effectively communicate using the following methods: - Verbally using language/concepts appropriate to cultural differences - Non-verbal communication - Active listening and responding to client questions	☒	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS
Although Erica is not involved directly with purchasers during the initial stages of construction due to the commercial nature of projects undertaken by RCQ, she is involved in aspects of the sales process such as pricing purchaser variations, ensuring variations are carried out during construction and managing purchaser defects. As Erica is site based, she is always present for purchaser inspections prior to handover and is involved in the process of meeting the clients and purchasers at the site office, talking them through site safety and indemnity forms. She is also on-hand to answer questions regarding the finished product and any outstanding construction items.