

CPCCBC4009B

APPLY LEGAL REQUIREMENTS TO BUILDING AND CONSTRUCTION PROJECTS

ASSESSMENT SUMMARY

The assessment activities for *CPCCBC4009B Apply legal requirements to building and construction projects* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name	Yanzhong ZHU
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Task	Assessment Results	
Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for Unit of Competency	☐ Competent	☐ Not Yet Competent

Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

CPCBC4009B

APPLY LEGAL REQUIREMENTS TO BUILDING AND CONSTRUCTION PROJECTS

THEORY EXAM INSTRUCTIONS

1. This exam will occur under standard assessment conditions.
 1. An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
2. Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
3. Please fill in the details below, providing your name, signature and date of assessment.
 1. Your signature acknowledges that this is your own work.
4. Assessors are to complete marking in pen of a different colour to the Participant.
5. If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 1. If a Participant changes their response in writing, they must put their initials next to the written change.
 2. If a Participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name Yanzhong ZHU

Participant signature



Date 4/08/2020

Assessor name

Assessor signature

Date [Click here to enter a date.](#)

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
48		☐	☐

1. Identify the legislation (Act and/or Regulation) in your region relating to builder licensing or registration.

Answer It is important to understand and comply with the legislation, as failure to do so will result in:

- Monetary fines
- Accumulation of demerit points

If a contractor accumulates more than 30 demerit points over a three year period, they will lose their contracting licence and not be eligible for reinstatement of the licence for another three years



2. Select one (1) licence class and identify the scope of work that is allowed by a builder in this class. List the section(s) of the legislation that identifies these requirements.

Answer

Section(s) of legislation	Scope of work
-Section 42, QBCC Act; -Schedule 1A, QBCC Act; -Schedule 2, QBCC Act; -Schedule 1, QBCC Regulation; -Schedule 8, QBCC Regulation.	Class 2 -A building containing 2 or more sole-occupancy units each being a separate dwelling.



3. Select one (1) licence class and identify the requirements under the legislation for supervisors. List the relevant section(s) of the legislation.

Answer

Section(s) of legislation	Requirements
-Section 42, QBCC Act; -Schedule 1A, section 7, QBCC Act; -Schedule 2, QBCC Act.	A licence (a nominee supervisor's licence) may be issued authorising an individual— (a) if the individual is the nominee for a licensed contractor that is a company, to— (i) provide supervisory services for building work carried out under the company's licence; and (ii) perform the functions required of a nominee under this Act; or (b) if the individual is an officer or employee of a company, other than the company's nominee—to personally supervise building work carried out under the company's licence.



4. Select one (1) licence class and identify the requirements under the legislation for managers. List the relevant section(s) of the legislation.

Answer

Section(s) of legislation	Requirements
-Section 42, QBCC Act; -Schedule 1A, QBCC Act; -Schedule 2, QBCC Act; -Schedule 2, QBCC Regulation.	All contractor licence classes allow the holder to provide building work services (including project management services) for work that is within the scope of their licence. The providing of management, administration and supervisory or advisory services for building work is defined as building work services under the QBCC Act and requires a QBCC Act licence (unless an exemption applies).

☐

5. Name the Act and identify the section that outlines the primary duty of care regarding safety on site. Briefly describe the requirements.

Answer

Section of Act	Requirements
<u>Work Health and Safety Act 2011 (Qld)</u> Section 19	The WHS Act requires all PCBUs to ensure the health and safety of workers, so far as is reasonably practicable. Workers include volunteers, contractors and contractors' workers.

☐

6. Name the Act and identify the section that outlines the duties of workers regarding safety on site. Briefly describe the requirements, including those for monitoring.

Answer

Section of Act	Requirements
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☐

WHS Act, section 31 WHS Act, section 32 WHS Act, section 33 WHS Act, section 34. Under WHS Act, section 4	take reasonable care for their own health and safety and electrical safety. take reasonable care that their conduct, acts or omissions does not adversely affect the health and safety of others or adversely affect the electrical safety of other persons or property
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7. Name the Regulation and identify the section that outlines the requirements regarding compliance with safe work method statements. Briefly describe the requirements.

Answer

Section of Regulation	Requirements
section 39, WHS Regulation	All PCBU's who are involved in high risk construction work must develop and implement arrangements to ensure the work is carried out in accordance with the SWMS. These may include: ○ a system of routine or random workplace inspections (e.g. asking workers and supervisors a few questions about the control measures used in the SWMS to see if they understand what has to be done). If the work is not being carried out in accordance with the SWMS: ○ the work must stop immediately or as soon as it is safe to do so ○ work must not resume until the work can be carried out in accordance with the SWMS. If work is stopped, the work and the SWMS should be reviewed to identify non-compliance and ensure the method in the SWMS is the most practical and safest way of doing the task. ○ the SWMS should be revised if another method is identified as being a safer option, before work resumes. A PCBU must not commence high risk construction work unless the principal contractor has been provided a copy of the SWMS: ○ if the principal contractor is not aware of the content of the SWMS then they will not be able to comply with their duties ○ the principal contractor must ensure that the PCBU does not commence high risk construction work until they have been provided a copy of the SWMS.



8. Name the Regulation and identify the section that outlines the requirements for site signage when undertaking construction work. Briefly describe the requirements.

Answer

Section of Regulation	Requirements
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Section 308 of the <i>Work Health and Safety Regulations</i>	Health and safety laws require that people on or near construction sites are warned of all hazardous activities taking place.
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9. Name the Regulation and identify the section that outlines the requirements for signage in confined spaces. Briefly describe the requirements.

Answer

Section of Regulation	Requirements
WHS Regulation, s68	The PCBU must ensure that signs are erected in a clear and prominent location next to each entry into a confined space that identify the space and inform workers that they must not enter without a permit. The signs must be erected: -while work is being done in preparation for work in the space -immediately before work in the space commences -while the work is being carried out, and -while the work is being completed

☐

10. Identify a relevant Code of Practice relating to traffic management safety signage. Briefly describe the requirements.

Answer

Code of Practice name	Requirements
Traffic management for construction or maintenance work	A person conducting a business or undertaking (PCBU) has the primary duty under the WHS Act to ensure, as far as reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking.

☐

11. Identify the Volume and Parts of the NCC that relate to energy efficiency of building fabric for Classes 1 and 10, and Classes 2 to 9.

Answer

Classes 1 and 10	Classes 2 to 9
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☐

This option states the Class 10a building must have an external *fabric* (including roof, *external walls* and floor) with the same level of thermal performance that is required for a Class 1 building. If the Class 10a is a *conditioned space* then this option would be the likely one chosen, as the *fabric* requirements already apply to a Class 10a building with a *conditioned space*. This is specified in Part 3.12.1 of NCC Volume Two. However this option may also be the preferred option for designers or prospective owners who would like to achieve a degree of thermal comfort in the Class 10a building.

-For *SOU*s in a Class 2 building or a Class 4 part of building, the building fabric must comply with J0.2 to J0.5. For other building classifications, the building fabric must comply with Parts J1 and J3

-Class 3 and Class 5 to 9 buildings are diverse, with some air-conditioned and some not. Those that are air-conditioned are likely to have a higher energy use than in a private residence, for reasons such as occupant comfort and employee health.

To address this increased complexity, the fabric provisions not only focus on the external fabric; but include internal walls, floors and ceilings where they separate a conditioned space from a non-conditioned space.

12. Which Australian Standard is referenced in the NCC with regards to the requirements for building fabric thermal insulation?

Answer

AS 4859.1 is the Australian standard for, "General criteria and technical requirements of materials for the thermal insulation of buildings" and covers testing, installation and calculations. The Standard specifies requirements and methods of test for materials that are added to, or incorporated in, *opaque* envelopes of buildings and building services, including ductwork and pipework, to provide thermal insulation by moderating the flow of heat through these envelopes and building services. *DTS Provisions* are based on AS 4859.1 calculation methods.



13. Identify the legislation (Act and/or Regulation) in your region relating to sustainable housing.

Answer

Under section 30 of the Building Act 1975 (BA), the Queensland Development Code (QDC) and the Building Code of Australia (BCA) are codes for the purposes of the Integrated Development Assessment System (IDAS). The IDAS is a system of approving development assessment under the Sustainable Planning Act 2009 that integrates land-use planning and building works. Effectively for building works, the QDC and BCA provide the relevant building assessment provisions. These prescribed building works are assessed as either Code or Self-assessable development when evaluating a building's design and fixtures when they are submitted as part of a building development application through IDAS. This guideline is to be read in conjunction with the Queensland Development Code MP 4.1—Sustainable buildings and has been prepared under section 258 of the Building Act 1975 (BA). Section 258 provides for guidelines to be made to assist with achieving



compliance with the BA, however strict compliance with this guideline is not mandatory.

14. Identify the legislation (Act and/or Regulation) in your region relating to noise standards when undertaking building work.

Answer The WHS **Regulations** set the exposure **standard** for **noise** at an LAeq,8h of 85 dB(A) and a peak **noise** level at 140 dB(C), which protects most but not all people. Therefore, workplace **noise** should be kept lower than the exposure **standard** for **noise** if reasonably practicable. ☐

15. Briefly describe the Local Council requirements with regards to building work noise.

Answer If noise from building work can be heard from within the affected building during the following times, the person carrying out the building work may be issued with a fine. ☐

- 6.30pm to 6.30am Monday to Saturday
- any time on Sunday or public holidays (normal Saturday restrictions apply for Saturday public holidays).

In some circumstances, activities and equipment operating within the prescribed times may still be deemed a nuisance when assessed against certain noise criteria. In this situation the responsible person may be issued a Direction Notice.

16. Briefly describe the insurance that a builder must obtain to insure the residential building work over \$10,000.

Answer The **Queensland Home Warranty Insurance** covers: ☐

- Construction work valued at more than \$3,300 (new structures, extensions, additions, alterations, renovations or repair)
- Period of 6 years and 6 months from the date of contract
- Must be less than 3 storeys
- In case you become bankrupt
- Go into liquidation
- Fail to complete work
- Fail to fix defects
- If the building suffers from subsidence or settlements

17. Identify the legislation (Act name and relevant section) that requires an employer to insure workers in the event of accidents or illness.

Answer The new legislation amended the *Workers' Compensation and Rehabilitation Act 2003* (the Act) by enhancing the workers' compensation claims experience for injured workers, and providing more support for vulnerable workers, particularly those with psychological injuries, to recover from their injury, rehabilitate and return to work.



18. To ensure that a legally binding contract exists between yourself and a client, what must exist?

Answer There are four (4) essential elements necessary for legally binding contract formation:

- An **offer** by Party 1
- **Acceptance** by Party 2
- An **intention by both parties to create legal relations** (i.e. more than just a friendly agreement, as legal consequences may result from a failure to meet the obligations of the contract)
- **Consideration** (e.g. money in exchange for goods/services)



19. What federal and state/territory fair trade legislation should be referred to for guidance on the following:

20. Consumer transactions (e.g. payment of supplier invoices)

21. Issues where the client is unhappy with the work undertaken

Answer

Federal	State or territory
-Competition and Consumer Act 2010 No. 51, 1974 - Australian Federal Police Act 1979 No. 58, 1979	-BSA NEW HOME CONSTRUCTION CONTRACT - Queensland building work enforcement guidelines Achieving compliance of building work with the provisions of the Building Act 1975 and the Integrated Planning Act 1997



22. Identify the legislation (Act name and relevant section) that identifies that an employer is to pay payroll tax.

Answer Payroll Tax Act 1971
For subsection (2)(e), the relevant periodic return period is the periodic return period in which the person ceases to be the DGE for the group. Note— An employer who changes status is required to lodge a final return, and pay payroll tax, for the final period.

☐

23. Payroll tax is a self-assessed tax on the wages that employers pay to their Queensland employees when the total wages are more than \$_____.

Answer Pays, or is liable to pay, wages anywhere of more than \$25,000 a week;

☐

24. Identify the legislation (Act name and relevant division) that identifies who is required to be registered and who may be registered for Goods and Services Tax (GST).

Answer

Who is required to be registered

You are ***required to be registered*** under this Act if:

- (a) you are *carrying on an *enterprise; and
- (b) your *GST turnover meets the *registration turnover threshold.

Note: It is the entity that carries on the enterprise that is required to be registered (and not the enterprise).

Who may be registered

- (1) You may be *registered under this Act if you are carrying on an *enterprise (whether or not your *GST turnover is at, above or below the *registration turnover threshold).
- (2) You may be *registered under this Act if you intend to carry on an *enterprise from a particular date.

☐

25. Business owners should register for GST if their business' gross income is more than \$_____.

Answer \$75000

☐

26. Identify the two legislative Acts that identify the rights and entitlements of contractors.

Answer

Independent Contractors Act 2006

-This is a compilation of the *Independent Contractors Act 2006* that shows the text of the law as amended and in force on 1 July 2016 (the **compilation date**).

The notes at the end of this compilation (the **endnotes**) include information about amending laws and the amendment history of provisions of the compiled law.

Fair Work Act 2009 (Cth)

- Chapter 3 sets out rights and responsibilities of national system employees, national system employers, organisations and others (such as independent contractors and industrial associations).

☐

27. Identify one (1) standardised domestic building contract that may be used for renovation jobs under \$15,000 that do not affect footings or foundations.

Answer

QBCC Level 1 Renovation, Extension and Repair Contract

☐

28. Identify one (1) standardised commercial building contract that may be used where a lump sum price cannot be established.

Answer

Commercial Cost Plus contract

☐

29. Identify the legislation (Act name and relevant section) that identifies when development under a development approval may start.

Answer

Planning Act 2016 Chapter 3 Development assessment [s 72]

☐

30. True or False (Tick your response): The bank lending you money will sometimes have special requirements for progress payments, this may be included as additional clauses in the contract.

Answer

☒	True
☐	False

☐

31. Identify the Parts of the *Fair Work Act 2009* (Cth) that address Awards and Enterprise agreements.

Answer

Awards	Enterprise Agreements
Part 2-3—Modern awards	Part 2-4—Enterprise agreements

☐

32. True or False (Tick your response): Awards set out the minimum wages and conditions an employee is entitled to.

Answer

☒	True
☐	False

☐

33. Identify two (2) awards that may apply to those working in the building and construction industry.

Answer

-Modern awards -Modern enterprise awards

☐

34. True or False (Tick your response): When a workplace has a registered agreement the award doesn't apply, but the base pay rate can't be less than that in the award.

Answer

☒	True
☐	False

☐

35. True or False (Tick your response): Award an agreement free employees may have an employment contract.

Answer

☐	True
☒	False

☐

36. True or False (Tick your response): Subcontract companies do not need to comply with your company's policy and obligations.

Answer

☐	True
☒	False

☐

37. Identify the subcontractors who still need to hold a licence.

Answer

-Where the work is plumbing, drainage, gasfitting, termite management - chemical or fire protection, a sub-trade contractor needs to hold an occupational licence
 -Where the work is for a completed building inspection, you need to hold a contractor licence.
 -You will also need to apply for a licence if you decide to contract directly with a builder or owner.

☐

38. List two (2) proactive measures that may be taken to ensure discrimination and harassment are not practiced in the workplace.

Answer

Ways that you can contribute to a productive work environment include:
 -Observing and implementing the principles of equal employment opportunity
 -Ensuring that work is consistent with workplace standards regarding anti-discrimination and workplace harassment

☐

39. Identify the section of the *Racial Discrimination Act 1975* (Cth) that identifies that racial discrimination is unlawful. Briefly explain the section.

Answer

Section of Act	Requirements
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☐

Racial Discrimination Act 1975. Part 2. 9	The act of requiring such compliance is to be treated, for the purposes of this Part, as an act involving a distinction based on, or an act done by reason of, the other person's race, colour, descent or national or ethnic origin.
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40. Identify the section of the *Sex Discrimination Act 1984* (Cth) that identifies that sexual harassment is unlawful. Briefly explain the section.

Answer

Section of Act	Requirements
Sex Discrimination Act 1984. Part 2. Division 3	Meaning of sexual harassment (1) For the purposes of this Division, a person sexually harasses another person (the person harassed) if: (a) the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or (b) engages in other unwelcome conduct of a sexual nature in relation to the person harassed; in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated. (1A) For the purposes of subsection (1), the circumstances to be taken into account include, but are not limited to, the following: (a) the sex, age, sexual orientation, gender identity, intersex status, marital or relationship status, religious belief, race, colour, or national or ethnic origin, of the person harassed; (b) the relationship between the person harassed and the person who made the advance or



	request or who engaged in the conduct; (c) any disability of the person harassed; (d) any other relevant circumstance. (2) In this section: <i>conduct of a sexual nature</i> includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.
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41. Identify the legislation (Act name and relevant section) that identifies the wages and employment conditions for apprentices and trainees.

Answer

Industrial Relations Act 2016, part 5

☐

42. True or False (Tick your response): An apprentice or trainee is not entitled to the same employment conditions as other employees in the workplace.

Answer

☐	True
☒	False

☐

43. Identify the legislation (Act name and relevant section) that requires consultation with workers on matters relating to work health or safety.

Answer

Work Health and Safety Act 2011, Division 2

☐

44. List three (3) ways that reference material on industrial relations or legal information may be made available to employees.

Answer

- an employee organisation that is registered, or taken to be registered, under the [Fair Work \(Registered Organisations\) Act 2009](#) of the Commonwealth;
- or an employee organisation under the [Industrial Relations Act 2016](#);
- or an association of employees or independent contractors, or both, that is registered or recognised as such an association (however described) under a State or Territory industrial law.

☐

45. Which of the following are good processes for addressing disputes? Tick all that apply.

Answer

Choice	Possible Answers
☒	Act quickly
☒	Discuss options for fixing the problem
☒	Follow up with the customer
☒	Get all the facts
☒	Keep your promises
☒	Listen to the complaint
☒	Record details of the complaint

☐

46. When handling a dispute, what document should you refer to for details on the obligations of each party to an agreement?

Answer

You should **always refer to your contract first** which outlines all contractual details in order to:

- Determining responsibility for defects
- Directing the contractor (where appropriate) to rectify defects or complete the works

☐

47. Which of the following should be addressed in a company's policy for handling customer complaints? Tick all that apply.

Answer

Choice	Possible Answers
☒	Explanation of how to make a formal complaint
☒	Information about commitment to continuous improvement

☐

☒	Some of the solutions offered to resolve complaints
☒	Steps to be taken in discussing, addressing and resolving complaints

48. True or False (Tick your response): Dispute resolution procedures should be based on company policies.

Answer

☒	True
☐	False

☐

49. What are the benefits of documenting disputes and their outcomes?

Answer

-It is important to record the details of the complaint in detail so you can understand exactly what the problem is.

-Keep records of all complaints in one central place or register.

-Keeping records will help you identify any trends or issues and can also provide guidance on solutions for future disputes

☐

50. True or False (Tick your response): You should keep records of all complaints in one central place or register.

Answer

☒	True
☐	False

☐

CPCCB4009B

APPLY LEGAL REQUIREMENTS TO BUILDING AND CONSTRUCTION PROJECTS

PRACTICAL ASSESSMENT INSTRUCTIONS

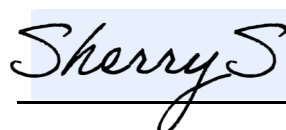
51. The following practical assessment will require the Participant to complete work related activities.
52. The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
53. Please fill in the details below – providing your name, signature and date of assessment.
 1. The Participant's signature acknowledges that the Assessor provided clear instructions and the Participant understood what was required to complete this assessment.
54. The Assessor may substitute a Practical Task with an alternate task of equal value.
 1. Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name YANZHONG ZHU

Participant signature 

Date 4/08/2020

Assessor name YING SHE

Assessor signature 

Date 4/08/2020

Task	Task outcome (Tick)	
	Satisfactory	Not Yet Satisfactory
Task 1 (Occasion 1)	☒	☐
Task 1 (Occasion 2)	☒	☐

CPCBC4009B

APPLY LEGAL REQUIREMENTS TO BUILDING AND CONSTRUCTION PROJECTS

Practical Task 1 (2X)			
Description of task: On two (2) occasions, a suitable observer is to verify the participant's ability to apply legal requirements to building and construction projects: 55. Occasion 1: Residential buildings 56. Occasion 2: Low rise commercial buildings (Class 1 and 10 construction and Classes 2 to 9 with a gross floor area not exceeding 2000 square metres, not including Type A or Type B construction) The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. Evidence to be submitted may include: 57. Copies of any licences 58. Business insurance Certificates of Currency 59. A copy of a WHS Policy 60. A copy of an Environmental Policy 61. If an employer - copies of employee records, apprenticeship papers 62. Sub-contractor agreements or a copy of a sub-contract 63. A copy of a Business Activity Statement 64. A copy of a business tax invoice that references relevant legislation 65. A copy of a Dispute Resolution Procedure or documentary evidence of a dispute The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.			
Resources required: Computer, Telephone, Building Contract.			
Assessment of task			
Name of participant:	YANZHONG ZHU		
Name of observer:	GUANGYU ZHU		
Role of observer (Confirm suitability to sign)	Builder		
Email address of observer	Smo.l@live.cn		
Signature of observer:			
Date:	4/08/2020		
When completing the task, did the participant:		Tick if satisfactorily completed. Provide comments if left unticked.	
		1 st Occasion	2 nd Occasion
1 Legal obligations			
1.	Research and apply licensing or registration legislation relevant to the region, including classifications for builders, supervisors and managers.	☒	☒
2.	Research, apply and monitor safety legislation and regulations applicable to on-site construction, including site safety signage requirements.	☒	☒

3.	Research and apply codes, Acts, regulations, by-laws and standards applicable to:		
4.	Construction of the particular building project	☒	☒
5.	Insurance		
6.	Sustainability		
7.	Environmental matters		
8.	Set up and administer financial systems in compliance with legislation, including:		
9.	Payroll, including payment of wages, and subcontractor and supplier invoices	☒	☒
10.	GST systems in compliance with legislation		
11.	Meet building contract obligations through:		
12.	Observing common law principles, legislation, regulations, fair trading requirements		
13.	Selecting the correct form of contract for the project	☒	☒
14.	Carrying out the work in accordance with contractual obligations		
15.	Meeting contractual conditions, including communicating with local or regulatory authorities on matters regarding approvals and financial matters		
2 Industrial relations obligations			
Q1.	Research and apply relevant industrial relations policies and obligations, referring to relevant authorities	☒	☒
1.2A.	Identify and contract subcontract companies that comply with company policy and obligations.	☒	☒
Q2.	Apply relevant awards to contracts.	☒	☒
Q3.	Use workplace agreements in accordance with company policy.	☒	☒
Q4.	Take proactive measures to ensure discrimination and harassment and not practiced in the workplace, referring to anti-discrimination and equal employment opportunity legislation.	☒	☒
Q5.	Identify and apply provisions of training agreements.	☒	☒
Q6.	Make available to employees any reference material on access to industrial relations or legal information.	☒	☒
3 Dispute resolution processes			
Q1.	Apply organisational dispute resolution processes.	☒	☒
Q2.	Deal with customer complaints according to company policy.	☒	☒
Q3.	Document disputes, recording and maintaining outcomes.	☒	☒
Q4.	Effectively communicate using the following methods:		
16.	Language/concepts appropriate to cultural differences	☒	☒
17.	Non-verbal communication		
18.	Written skills – using memo, letter, facsimile or email		
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory			

OBSERVER COMMENTS