

## CPCCBC4029B

### 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.
  - 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.
  - Alternate tasks must be fully documented by the assessor.

Participant name Daphne Chan

Participant signature 

Assessor name \_\_\_\_\_

Assessor signature \_\_\_\_\_

Date \_\_\_\_\_

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



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| Practical Task 1 (2X)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------|
| <b>Description of task:</b><br>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.<br><br>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. |                                                                                      |                             |
| <b>Resources required:</b><br>Two (2) sales contracts.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      |                             |
| Assessment of task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                             |
| Name of participant:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Daphne Chan                                                                          |                             |
| Name of observer:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Ingmar Sommer                                                                        |                             |
| Role of observer<br>(Confirm suitability to sign)                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Commercial Manager                                                                   |                             |
| Email address of observer                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ingmar.sommer@sydneymetro2.com.au                                                    |                             |
| Signature of observer:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                             |
| Date:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 11/10/19                                                                             |                             |
| When completing the task, did the participant:                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Tick if satisfactorily completed.<br>Provide comments if left unticked.              |                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1 <sup>st</sup><br>Occasion                                                          | 2 <sup>nd</sup><br>Occasion |
| 1.A. Identify and explain to the customer the approvals required before starting construction, including: <ul style="list-style-type: none"> <li>Statutory approvals</li> <li>Sustainability requirements</li> <li>Insurance covers</li> </ul>                                                                                                                                                                                                                                                          | ✓                                                                                    | ✓                           |
| 1.B. Identify and explain to the customer the stages and timeframes of construction, including: <ul style="list-style-type: none"> <li>Main trade components</li> <li>Construction process sequence (including approximate duration)</li> </ul>                                                                                                                                                                                                                                                         | ✓                                                                                    | ✓                           |
| 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: <ul style="list-style-type: none"> <li>Verbally using language/concepts appropriate to cultural differences</li> <li>Non-verbal communication</li> <li>Active listening and responding to client questions</li> </ul>                                                                                                                                                                                                                         | ✓                                                                                    | ✓                           |
| The participant's performance was: <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory                                                                                                                                                                                                                                                                                                                                                                           |                                                                                      |                             |

