

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.

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:

- RFI and relevant correspondence with client
- A variation, price and acceptance by the client

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:

Two (2) sales contracts.

Assessment of task

Name of participant:	Danielle Henderson	
Name of observer:	Simon Jarrett	
Role of observer (Confirm suitability to sign)	Project Manager	
Email address of observer	simon.jarrett@perigon.com.au	
Signature of observer:		
Date:	13/01/2020	
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

Danielle is responsible for compiling variation documentation including technical data sheets and alternative products through suppliers to submit to our client. She is very detailed when providing information and ensures any relevant lead times are clearly identified from the start.

During the initial project set up, Danielle is also responsible for getting our employees inducted and organising the WHS documents ready for works to commence on site. The client is kept up to date with emails and phone calls to advise on all pre-site progress.

On the current project I am managing, Danielle has arranged our site office requirements (temporary site shed) and site storage (shipping container) hire, including approval of delivery and placement on the builder's site.

Throughout the project, Danielle needs to keep me updated on all supplier delays, which can include material manufacturing lead times and any employee unavailability to ensure that we can deliver the appropriate manning on site to complete the project.

Variations and scope clarifications (as attached) are sent throughout the project to cover all legislative requirements and clearly identify additional materials/labour that will be required to remain in line with the project contract and specifications. This is always communicated in writing and any requests for alternative solutions are to be documented in the variation approval from the client to be filed electronically in our project files by Danielle.