

CPCCBC4031

PROCESS CLIENT REQUIREMENTS

ASSESSMENT SUMMARY

The assessment activities for *CPCCBC4031 Process client requirements* cover all aspects of the unit of competency. For Apprentices/Trainees, this includes supervisor completion of the Apprentice/Trainee Record (ATR).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be fair, flexible, valid and reliable. 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 all questions or perform all tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency.

The Trainer/Assessor can provide the Participant with additional information on interpreting the assessment outcomes and guide the Participant's options. If a Participant is still deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result as per the process in the Student Handbook.

By signing below, the Participant acknowledges:

- They understand the assessment instructions and requirements, and consent to being assessed.
- The work submitted is to be their own work – with the work of/with others needing to be clearly acknowledged and documented.
- They consent to any photo/video recording of their work that occurs during assessment.

Participant name	Tyanna Childs
Participant signature	

Pre-requisite unit(s) to be achieved and authenticated prior to undertaking assessment

☒ Not applicable

Task	Date completed	Assessment Results	
Theory Exam	10/05/24	☒ Satisfactory	☐ Not Satisfactory
Workbook	13/05/24	☒ Satisfactory	☐ Not Satisfactory
Practical Assessment	17/05/24	☒ Satisfactory	☐ Not Satisfactory
Outcome for CPCCBC4031	22/05/24	☒ Competent	☐ Not Yet Competent

Evidence requirements checklist (ticked by assessor and evidence supplied to RTO)

☐ Theory Exam
 ☐ Practical Assessment
☐ Workbook

Assessor name	Jeff Lewandowski
Assessor signature	

CPCCBC4031

PROCESS CLIENT REQUIREMENTS

THEORY EXAM

Participant name	Tyanna Childs
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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.

Tyanna has answered all the questions to a satisfactory standard. Only 4 questions required very minor adjustment.

Good work!

Jeff

Q1. Discuss government building and construction legislation relevant to your state or territory, that you must comply with when preparing contract documentation.

Answer

- 1.) Building Act 1975
- 2.) Building Code of Australia (BCA)
- 3.) Queensland Building and Construction Commission Act (QBCC)
- 4.) Work Health and Safety Act
- 5.) Environmental protection Act 1994
- 6.) Home Building Act 1989
- 7.) Building Regulations 2006
- 8.) Queensland Civil and Administrative Tribunal Act 2009
- 9.) Planning Act 2016
- 10.) Queensland development code
- 11.) Australian Consumer Law



Q2. What is the National Construction code (NCC)?

Answer

The National Construction Code (NCC) is a set of technical guidelines maintained by the Australian Building Codes Board (ABCB), regulating the design, construction and performance of building across Australia. It consists of three volumes covering various building types and plumbing regulations. The NCC sets minimum standards for structural integrity, fire safety, health accessibility, energy efficiency and sustainability. The NCC is updated every three years and compliance is mandatory for all construction projects in Australia, ensuring buildings are safe, healthy and sustainable for occupants and the community.



Q3. Describe the approval or permits needed before construction can start on most types of residential building work in your state or territory.

Answer

The main approvals and permits needed before construction can start on most types of residential building are:

- Development Approval
- Building Approval/Permit
- Plumbing approval/permit
- Electrical approval/permit
- Environmental Approvals
- Water Connection Approval
- Operational works permit.



Q4. Discuss what a restrictive covenant is and how it may affect a new home construction.

Answer

A restrictive covenant is a legal agreement among property owners that limits how land can be utilised and developed. It can affect new home construction by imposing restrictions on building height, architectural styles, or land use.

Restrictive covenants serve multiple purposes. They establish consistency in a development, giving buyers confidence and potentially increasing property values. However, they can also pose limitations on property usage, dictating what can and cannot be done with the land and influencing design choices.



Q5. Describe what an 'item rate contract' is including the legal requirements.

Answer

An item rate contract, also known as a unit price contract or schedule contract, is a contractual agreement between a client and a contractor, where the contractor is paid based on specific items or units of work completed. Contractors are expected to quote rates that encompass all costs associated with the works, including materials, labour, tools and equipment, overhead charges, and the contractor's profit margin. Each task or item of work is assigned a predetermined rate, agreed upon by both parties before the project begins. While the actual quantities of work may vary from the estimates provided, the agreed upon rate for each item remains fixed.

The item rate contract must adhere to legal requirements to ensure fairness, transparency, and accountability for both parties involved. To achieve this, the contract should provide a clear description of the work to be done, including detailed tasks and associated rates that are fair and reflective of market standards. It must also stipulate payment schedules, procedures for handling changes to scope of work, dispute resolution methods, and other essential contractual terms.



Q6. Describe what a 'lump sum contract' is including the legal requirements.

Answer

A Lump Sum contract is a contractual agreement where the contractor agrees to complete the entire scope of work for a fixed price. In contrast to item rate contracts, where each task has an assigned rate, lump sum contracts provide a single, predetermined sum for the entirety of the project. This type of contract is commonly used for projects with well-defined scopes of work and clear specifications.

Legal requirements for such contracts include clearly defining the scope of work, setting a fixed price, establishing payment schedules, managing variations, maintaining quality standards, ensuring insurance coverage, and providing procedures for dispute resolution.



Q7. Discuss the purpose of having site plans developed.

Answer

The purpose of site plans is to guide the planning, design, and execution of construction projects, ensuring adherence to regulations and efficient resource allocation.

These plans detail the placement and alignment of structures, parking facilities, road access, landscaping elements, and utility connections, facilitating the organisation of the project layout and aiding in access logistics during construction. Moreover, they provide stakeholders with a visual depiction of the project's scale and layout, demonstrating compliance with zoning laws, buildings codes, and other legal requirements.



Q8. When are sketches of proposed plans used?

Answer

Sketches of proposed plans are used during the early stages of construction and development projects, and are utilised for conceptual design exploration, client presentations, design development, communication among project team members, and initial cost estimation.



Q9. How do you ensure you provide the correct legal, technical and product information to the client?

Answer To ensure the provision of correct legal, technical and product information to clients, you do the following: 

- Stay informed about relevant laws, regulations and standards
- Engage legal professionals for guidance on contractual matters.
- Utilise technical expertise to ensure accuracy in project documentation.
- Engage consultants for all relevant trades e.g Architecture, Structural Engineer.
- Research and evaluate construction products to meet project requirements.
- Maintain organised project documentation for easy access.
- Implement quality assurance processes to verify information accuracy.

Q10. Discuss why a site investigation is an important part of the building process.

Answer Site investigations are essential as they provide critical information for assessing site suitability, ensuring regulatory compliance, managing risks, estimating costs, optimising design and addressing environmental considerations. By conducting thorough site investigations, builders gain insight into the geological, environmental, and topographical aspects of the site, allowing for informed decision-making regarding site suitability and design consideration. These investigations also help assess potential risks, such as soil instability or environmental hazards, enabling builders to implement appropriate risk mitigation measures. Additionally, site investigations aid in accurately estimating construction costs by identifying site-specific factors that may impact materials, equipment, and construction methods. 

As part of the site investigation, conducting a Geotechnical investigation is paramount. This step is essential as it provides vital information that directly influences the design of the structural foundation for the building.

Q11. If you discover steep terrain on sections of the site, what are some methods a build can be achieved?

Answer The method you choose to achieve the build where steep terrain is present depends on factors such as site conditions, budget, environmental considerations and the desired outcome of the project.
Some of these methods are:

- Cut and Fill
- Retaining Walls
- Hillside houses, such as pole-framed houses
- Stepped footings



Q12. What building information must you discuss with the client that may influence and effect the design requirements?

Answer You should discuss the following building information with the client, which may influence and effect the design requirements:

- Budget and schedule
- Local climate
- Client preferences and lifestyle
- Availability of services
- Site Conditions
- Building Regulations and Codes
- Environmental considerations
- Accessibility
- Noise
- Building materials and construction methods



Q13. Clarify your workplaces financial and business principles related to dealing with clients.

Answer

At Alder Group, we adhere to the following financial and business principles when dealing with clients:



- Transparency – We ensure clients are fully informed about project costs, timelines and any potential challenges or risks.
- Confidentiality – We safeguard sensitive project information and client data.
- Compliance – We follow applicable laws, regulations and industry standards that govern financial services. Additionally, we remain updated on regulatory changes and ensure adherence to protect the interests of both clients and our organisation.
- Integrity – We uphold high ethical standards in all interactions with clients.
- Risk Management – We evaluate and manage risks linked to client engagements, financial offerings and market conditions so as to mitigate project uncertainties.
- Continuous Improvement – We aim to enhance our service quality, efficiency and client satisfaction.

Q14. Explain why it is important to follow workplace processes for preparing documentation.

Answer

It is important to follow workplace processes when preparing documentation so you can maintain consistency, accuracy and efficiency across the organisation. These processes ensure that documentation is prepared in a standard manner, reducing the likelihood of errors or omissions. Additionally, compliance with regulatory requirements or industry standards is ensured, mitigating the risk of fines or legal issues.



Q15. Describe what a CRM system is and provide two (2) ways this system can benefit a business.

Answer What it is: A Customer Relationship Management (CRM) system is a software solution designed to management interactions with both existing and potential customers. It typically stores customer data, monitors interactions, automates certain tasks and provides insights to aid business in comprehending and enhancing their customer relationships.

1. Improved Customer relationships: A CRM system can benefit your business by effectively managing relationships with clients, subcontractors and suppliers. For example, CRM systems can track client preferences, project specifications and past communications, allowing project managers to tailor their approach to each client.
2. Efficient Project Management: CRM systems provide project managers with a comprehensive view of each project's status, timeline, budget and requirements. This helps to deliver projects more efficiently and effectively, leading to improved client satisfaction and profitability.
- 3.



Q16. Discuss the term “copyright” and how it relates to architectural plans and structures.

Answer The term “copyright” is a legal concept referring to property rights and protection for creators original creative works. In Australia this is part of the category of “intellectual property rights”.
In relation to architectural plans and structures, an architect automatically holds copyright upon creation and is given “material form”. The architect, being the copyright owner, typically wants to retain ownership of their works, but clients and other stakeholders in the project require sufficient rights for successful project delivery and future use. To address this, creators often grant clients irrevocable, royalty-free and non-exclusive license to use and reproduce the copyright materials as needed and as stipulated in the contract.



Q17. Provide a brief description for each of the following documents used in construction contracts.

Answer

Documents	Description
Agreement	The agreement within a construction contract serves as the project's most basic document, outlining its purpose and fee structure, and is tailored to the project's needs, depending on the payment arrangement. Common contract types include Unit-price, Time and Materials, Lump-Sum, Cost-Plus and Guaranteed Maximum Price contracts.
Drawings / Blueprints	Construction projects require drawings / blueprints to outline the entire project. Contractors use these documents to understand what needs to be built and how. These drawings are created through collaboration between the architect, client and contractor and are provided before construction begins. They serve as a crucial guide throughout the construction process.
General conditions	General conditions of a construction contract provide a framework, outlining how the project will proceed. They specify the rights and duties of all parties involved and detail each party's tasks and responsibilities. In case of issues during the project, the general conditions outline how to address them, including processes for change orders, payment approvals and job site notifications. Additionally, they cover actions like suspensions, terminations and methods for resolving disputes.
Scope / Statement of work	The scope of work / statement of work in a construction contract defines each contractors tasks and objectives clearly, serving as a reference for managing change orders and avoiding extra work without compensation.



Q18. Why would a schedule of values be added to the contract?

Answer A Schedule of values would be added to a contract to provide a detailed breakdown of the contract sum, assisting with payment management, progress tracking, contract compliance, cost control and dispute resolution. It enhances transparency and accountability throughout the construction project.



Q19. What is the purpose of documenting a preliminary contract?

Answer Documenting a preliminary contract serves to establish initial terms, clarify expectations, manage risks, provide legal protection, secure financing and facilitate project planning. It sets the foundation for the formal contract, ensuring clear understanding and efficient project execution.



Q20. Discuss when and how you will submit the plans for approval with the local council.

Answer Plans should be submitted to the local council before starting construction, although the exact timing varies based on the project's complexity. Submitting plans well in advance is recommended to accommodate the council's review and approval process. Submitting plans for approval involves preparing detailed plans and documentation, completing application forms, compiling supporting documents and submitting the application to the council's planning department. ☒

Q21. Imagine you are working for a large building and construction company. Why would you submit your completed contract documents to management or administration?

Answer Submitting completed contract documents to management or administration ensures thorough documentation for legal compliance, dispute resolution and future reference, establishing a thorough documentation system. It confirms adherence to the contract terms, conditions and obligations, thereby reducing the risks of breaches and associated penalties. Additionally, submitting the completed contract to management or administration captures, outlines and describes processes as they are executed within a company. It provides employees and management with a clear understanding of process workflows, which is crucial for maintaining high quality standards and to enhance performance where needed. ☒

Q22. If building in Queensland, when must you provide the client with the copy of the Consumer Building Guide developed by QBCC?

Answer In Queensland, a contractor must provide the client with a copy of the Consumer Building Guide developed by QBCC before signing a contract for domestic building work priced at \$20,000 or more. This guide is a crucial resource that informs consumers about their rights and responsibilities when engaging in building projects. ☒

Q23. Which documents should be included with the contract for the client to read and approve before signing?

Answer

The following documents should be included with the contract:

- Contract Agreement
- Scope of Work
- General and special conditions
- Drawings and Specifications
- Cost estimate / quote
- Insurance and Licensing Documentation
- Building code compliance
- Cancellation or termination Clause
- Program / schedule
- Methodology (If requested by client)



Q24. Explain how you can confirm the client's understanding of extent and cost of required site works.

Answer

To confirm a client's understanding of the extent and cost of required site works, clear communication, documentation, and collaboration are essential. This can be achieved by providing the client with a detailed scope of works outlining tasks, materials and costs, along with visual aids such as drawings and plans.

Ultimately, obtaining formal sign-off from the client before proceeding with construction solidifies their understanding and agreement.



Q25. Why should variations and problem areas be discussed with client?

Answer

Discussing variations and problem areas with clients is important as it provides transparency, client satisfaction, risk management, contractual compliance, informed decision-making and builds trust.

Transparent communication ensures clients are kept informed of deviations from the original plan, fostering trust and confidence, and allows the client to be involved in decision-making processes. This leads to effective risk management and compliance with contractual obligations, resulting in the client having a better understanding of implications on project costs and schedules.



Q26. Explain the importance of documenting site access and egress for construction site works.

Answer

Documenting site access and egress is crucial for safety, compliance and efficient project management. By recording entry and exit points, emergency evacuation routes and potential hazards, construction teams can mitigate risks and maintain a safe working environment. It also facilitates project planning and coordination by optimising schedules, allocating resources effectively and enhancing communication.



Q27. Explain how excavation and earthmoving may be needed as part of the construction process.

Answer

Excavation and earthmoving may be required for site preparation where clearing vegetation, leveling the ground, and removing obstacles is involved in order to make the area suitable for construction. Excavation plays a critical role in digging trenches for laying foundations, installing underground utilities, and creating proper drainage systems. Additionally, earthmoving equipment is instrumental in grading the land, reshaping slopes, and constructing retaining walls to ensure stability and prevent erosion. Excavation and earthmoving are also essential for demolition and site clearing, facilitating the removal of existing structures and debris to make room for new construction.



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PROCESS CLIENT REQUIREMENTS

WORKBOOK

Participant name	Tyanna Childs
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FOR THE PARTICIPANT	
Instructions	- You will complete written activities as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge. - The timeframe for these tasks will be established by your Assessor or Training Plan, 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.

Answers reasonable and I believe satisfactory.

Thank you,

Jeff

NOTE

At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.

At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY 1

Research the NCC and respond to the following questions:

- a) What requirements are contained in the NCC Volume One?
- b) What requirements are contained in the NCC Volume Two?
- c) What is explained in NCC Volume Three Section A?

a) What requirements are contained in the NCC Volume One?

The National Construction Code (NCC) Volume one outlines essential requirements for Class 2 to Class 9 buildings, including commercial, institutional, and multi-residential structures. It covers regulations concerning structural stability, fire safety, health, accessibility, energy efficiency, sustainability, acoustic performance, building services, durability and weatherproofing.

b) What requirements are contained in the NCC Volume Two?

The National Construction Code (NCC) Volume two focuses on certain residential and non-habitable buildings, outlining requirements for structural integrity, fire safety, health, energy efficiency, accessibility, sustainability, acoustic performance and durability. These regulations ensure that residential structures, including Class 1 and Class 10 buildings, are safe, comfortable and environmentally sustainable.

c) What is explained in NCC Volume Three Section A?

The National Construction Code (NCC) Volume three Section A explains the plumbing and drainage governing requirements across all building classes. It details regulations for water supply, sanitary plumbing, drainage systems, fixtures and fittings. It covers aspects like backflow prevention, hot water supply and sanitary facilities.

**Satisfactory
Outcome**



CPCBC4031

PROCESS CLIENT REQUIREMENTS

PRACTICAL ASSESSMENT

Participant name	Tyanna Childs
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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 unassisted 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 awarded. - For any 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	17/05/24 Select Date.	☐ 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.

Tyanna has demonstrated her ability to accurately source the information from the various sources including the head contract.

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. 1.1B.	Specify local government researched for planning and building application, permits and approvals: Tyanna has demonstrated her ability to accurately source the above information.
1.1C.	Specify legislation accessed to determine relevant government construction legislation: Tyanna has demonstrated her ability to accurately source the above information
1.1D.	Specify legal, technical and product information provided to client: Tyanna has demonstrated her ability to accurately source the above information
1.1E. 1.1F.	Specify site features or factors documented that may influence the build: Tyanna has demonstrated her ability to accurately source the above information
1.1G. 1.3B.	Specify how the participant communicated site concerns and the extent of variations and costs with the client: Tyanna has demonstrated her ability to accurately source the above information
1.1H. 1.3D.	How were client requirements confirmed: Tyanna has demonstrated her ability to accurately source the above information

ASSESSOR COMMENTS: PRACTICAL TASK 1	
1.2B.	Specify how copyright risks were addressed: Tyanna has demonstrated her ability to accurately source the above information
1.2D.	Specify how estimates were determined for the contract: Tyanna has demonstrated her ability to accurately source the above information
1.2E. 1.4B.	Specify who documents were submitted to for checking and recording: Tyanna has demonstrated her ability to accurately source the above information
1.3A.	Specify method used when forwarding documents and estimated costs to client: Tyanna has demonstrated her ability to accurately source the above information

CPCBC4031 PROCESS CLIENT REQUIREMENTS

Practical Task 1

Description of task:

The participant must prepare contract documentation, drawings and specifications for a construction project that meet client requirements, using workplace documents and according to workplace and legislative requirements including:

- Identify client requirements.
 - Research current and relevant local government building design requirements and approval processes.
 - Determine local government requirements, restrictive covenants, permits and planning requirements.
 - Access, read and determine relevant government construction legislation.
 - Provide correct legal, technical and product information to the client.
 - Organise site investigation
 - Identify and document site features and factors that may influence the building design requirements.
 - Discuss site and building information that may affect the design requirements with client.
 - Determine and confirm client requirements.
- Prepare preliminary documentation
 - Locate and adhere to workplace processes for preparing documentation.
 - Identify and address documentation, design and copyright risks.
 - Accurately communicate requirements for sketch plans and drawings to drafting personnel.
 - Prepare and complete preliminary contract, agreement and estimated processing costs.
 - Submit documents to the relevant personnel for checking and recording.
- Establish client satisfaction
 - Forward plans developed documents and estimated costs to client for review, amendment and approval.
 - Confirm client's understanding of extent and cost of required site works.
 - Identify variations and problem areas and analyse and rectify issues in consultation with client.
 - Verify accuracy of amended documentation and ensure client requirements are met.
- Finalise contract requirements
 - Check all plans, documents and specifications sighted by client are signed or initialled.
 - Compile signed documents and forward to relevant person for verification and processing for the next stage.

These tasks may be simulated or real. 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. The Observer is to provide detailed comments on the tasks completed by the Participant (on the Observer Comments, overleaf). The Assessor is to verify the Observer's comments, noting their findings in the Assessor Comments (on the back of the Practical Assessment cover page) and provide the assessment outcome.

Resources required:

Access to workplace PC and software to research building legislation, council requirements, prepare client contracts, drawings, costings and documents; and communicate with client and relevant personnel; workplace policies, procedures and quality documentation.

Observer details

Name of observer:	Jeff Lewandowski
Role of observer (Confirm suitability to sign)	Senior Contract Administrator
Email address of observer	Jeff.lewandowski@aldercon.com.au
Signature of observer:	
Date:	22/05/2024

When completing the task, did the Participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Identify client requirements.	
1.1A. Research current and relevant local government building design requirements and approval processes.	☒
1.1B. Determine local government requirements, restrictive covenants, permits and planning requirements.	☒
1.1C. Access, read and determine relevant government construction legislation.	☒
1.1D. Provide correct legal, technical and product information to the client.	☒
1.1E. Organise site investigation	☒
1.1F. Identify and document site features and factors that may influence the building design requirements.	☒
1.1G. Discuss site and building information that may affect the design requirements with client.	☒
1.1H. Determine and confirm client requirements.	☒
2 Prepare preliminary documentation.	
1.2A. Locate and adhere to workplace processes for preparing documentation.	☒
1.2B. Identify and address documentation, design and copyright risks.	☒
1.2C. Accurately communicate requirements for sketch plans and drawings to drafting personnel.	☒
1.2D. Prepare and complete preliminary contract, agreement and estimated processing costs.	☒
1.2E. Submit documents to the relevant personnel for checking and recording.	☒
3 Establish client satisfaction.	
1.3A. Forward plans developed documents and estimated costs to client for review, amendment and approval.	☒
1.3B. Confirm client's understanding of extent and cost of required site works.	☒
1.3C. Identify variations and problem areas and analyse and rectify issues in consultation with client.	☒
1.3D. Verify accuracy of amended documentation and ensure client requirements are met.	☒
4 Finalise contract requirements.	
1.4A. Check all plans, documents and specifications sighted by client are signed or initialled.	☒
1.4B. Compile signed documents and forward to relevant person for verification and processing for the next stage.	☒

Observer comments:

Satisfactory completion
Thank you,
Jeff