

CPCCBC4031

PROCESS CLIENT REQUIREMENTS

THEORY EXAM

Participant name	
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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. You may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
 - o 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.

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

Answer

Should be relevant to state/territory and reflect: Qld - The Queensland Building and Construction Commission Act (QBCC Act),
The Queensland Building and Construction Commission Regulation (QBCC Regulation)
Building Industry Fairness (Security of Payment) Act (Qld) (BIF Act)
Building Industry Fairness (Security of Payment) Regulation (Qld) (BIF Regulation).

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

Answer

Should reflect a description of the NCC e.g. The National Construction Code (NCC) is a set of technical standards for buildings' design, construction, and performance and plumbing and drainage systems that apply throughout Australia. The Australian Building Codes Board publishes and maintains it in collaboration with the Australian Government and each State and Territory Government.

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

Answer

Should reflect: A building development approval (or building permit) is needed before construction can start on most types of residential building work. To obtain a building permit, contact the local council or a licenced building certifier. Under the Building Regulation 2021, some types of building work don't require approvals, including some minor building work such as a small shed or a fence under 2m.

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

Answer

Should reflect but is not limited to: A restrictive covenant is a private treaty or written agreement between landowners that limits the way land can be used and developed. Unlike covenants imposed by council where a property has been identified as holding value under the council planning scheme, this restrictive covenant is usually applied when an owner subdivides land for sale and wishes to apply restrictions on the use and development of the lots, such as limiting the number of houses per lot or controlling the materials used on buildings and fences.



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

Answer

Should reflect: An item rate contract is the type of contract in which the contractor agrees to carry out the work as per drawings and specifications considering the payment made entirely on the basis of measurements taken as the work proceeds and at the unit price tendered by the contractor in the bill of quantities. large works financed by public bodies or the government, such as Railway department follows this type of tendering

Legal requirements include that contractors are required to express the rates against each item including cost of tools, equipment and materials as well as labour wages.



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

Answer

Should reflect: A lump sum contract is typically used in the construction industry to lessen the costs associated with planning and contract management. The owner can generally expect the project to be completed within budget and often more quickly so that the contractor can maximise resources and save on labor costs. Lump sum contracts also render little financial risk for owners as the contractor is responsible for any cost overruns. Legally, the lump sum contractor is paid a flat amount of amount of money after the party receiving the services or goods is given the output. The project owner agrees to the price, and the lump sum contract lays out the scope of the project, containing project modification controls. Contractor states a price that includes all costs and who is responsible for various additional costs with an estimated completion date.



Q7. Discuss the purpose of having site plans developed.

Answer

Should reflect: A site plan is developed to show what already exists on a specific property, plus a proposed building on that specific land. It generally includes the dimensions, contours and landscapes of a piece of land. Site plans are drawn to show how the intended land use relates to the features of a parcel and its surrounding area and verify that the development will be adequately served by facilities such as roads, schools, water and sewage disposal.



Q8. When are sketches of proposed plans used?

Answer

Should reflect but is not limited to: During design phase when discussion with the architect are underway, or when proposing minor construction items such as adding an internal wall, for council.



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

Answer

Should reflect but is not limited to: Keep up to date with all requirements, e.g. in Qld, use and adhere to QBCC contracts to ensure up-to-date legal requirements are met. Check local council for requirements. Adhere to the NCC for technical and product information. Research before speaking to client to ensure valid information is shared.



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

Answer

Should reflect: The site investigation assists in identifying site features and factors that may contribute to and influence the building design. Inadequate site investigations can result in the wrong design, incorrect dimensioning, an insufficient foundation solution, encroachment on adjacent properties or easements (road reserves, pipelines, overhead supply lines), ill-judged or dangerous ground construction work, and damage to nearby buildings or other structures. The financial cost might be significant. Soil conditions, slope, site access will all contribute to the building viability, risk and costs and will determine the amount of site preparation required.



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

Answer

Should reflect but is not limited to: The build may need to be reconsidered to involve a significant cutting and/or filling of the landscape or the design may need to involve a pole style or split level building. Contour surveying and soil testing is recommended and design will need to ensure natural light, drainage and runoff.



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

Answer

Should reflect but is not limited to: Site location and orientation, any soil conditions, future town planning and or restrictions, neighbours, noise, additional costs and time constraints relevant to the location. Site safety, access and egress. Environmental requirements and restrictions. Key milestones and any phasing requirements. Additional costs relevant to site preparation or building requirements such as specific material requests.



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

Answer

Should reflect but is not limited to: Workplace policies related to client relationships including appropriate communication methods and techniques including taking time during communication to ensure understanding. Reputation of the business and quality including quality discussions. Financial principles may include such things as, money has a time value, higher returns are expected for taking on more risk. Budgeting: discussing with the client their priority related to construction material, tools etc and costing.



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

Answer

Should reflect but is not limited to: Following set workplace processes will aid employees and management in gaining a better understanding of what is required and how this is to be achieved. By following effective workplace processes, you can ensure the work is being completed to meet all legal and technical requirements relevant to the build.



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

Answer
What it is:

Should reflect: A Customer relationship management (CRM) system is technology for managing business relationships and interactions.



1. e.g. Helps businesses keep customer contact details up to date,
 2. track every interaction they have with your business, and manage their accounts.
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Q16. Discuss the term “copyright” and how it relates to architectural plans and structures.

Answer

Should reflect but is not limited to: Copyright protection is automatically triggered when an architectural work is given "material form" based on the assumption that the work is "original." In construction projects the copyright owner grants the client a non-exclusive license to use and reproduce the copyright materials (as stipulated in the contract) for project-related purposes, including the right to give sub-licenses and extra uses after the project (for example, using an architect's designs for a future building extension).



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

Answer

Documents	Description
Agreement	e.g. Wording used as part of a contract, outlines the contract's overall purpose and the contract fee. Provides an offer and an acceptance once signed. The agreement can be a standard document or tailored to the needs of a certain project
Drawings / Blueprints	e.g. Drawings give a quick overview of the entire project and tells the contractors what to build and how to build it. The architect, the client, and the contractor work together to create construction drawings. These are, in theory, the most recent versions of the drawings.
General conditions	e.g. Most significantly, general conditions spell out all the contracting parties' rights and obligations. It will also clarify each party's tasks and responsibilities
Scope / Statement of work	e.g. Each contractor's specific activities and objectives will be detailed in this document. The scope of work establishes how much work a person must perform to meet their contractual commitments.



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

Answer

Should reflect but is not limited to: A contractor provides a schedule of values, which lists all work items from start to finish. It will divide the whole contract amount between the various parts of the job. The schedule of values can also be used as a management tool to help with progress payments submission and review. This document can assist in maintaining financial flow and timely payment of invoices.

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

Answer

Should reflect but is not limited to: This document is used when performing services such as arranging for a site visit and conducting a property survey to obtain measurements and/or acquire a soil report or data, it may also be needed to detail any work on deconstruction or before creating a design, blueprints, or specifications to aid in the construction process (e.g., engineering or environmental reports).

This document covers all the preliminary tasks before the actual building contract to determine and document further costs outside of the actual build.

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

Answer

Should reflect but is not limited to: Projects may require development or building approval by a certifier. When a permit or approval is required, plans should be submitted before contract is signed.

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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

Should reflect but is not limited to: To ensure there are no errors, and the contract is legal also for recording purposes once all items are confirmed and approved.

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

Answer

Should reflect but is not limited to: When handing the contract for approval and signing, The client must have this document before signing a contract priced at or over \$20 000.

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

Answer

Should reflect but is not limited to: The contract schedule, general conditions and special conditions (if any) as well as plans and specifications. Costing documents and start and finish schedules should also be included for reading and approval.

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

Answer ☐ Should reflect but is not limited to: Read through the contract together and have the client initial against sections discussed and understood.

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

Answer ☐ Should reflect but is not limited to: So that these can be added to the contract as variations or so that these can be rectified before the final contract is signed.

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

Answer ☐ Should reflect but is not limited to: Safe access and egress is required by WHS legislation. Routes that provide access and egress should be documented as these provide safety and in the event of an emergency, provide ease of access for emergency services.

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

Answer ☐ Should reflect but is not limited to: Excavation is required for all trench digging for foundation work and earthmoving is needed for all cut and fill requirements at the site prior to construction beginning.

CPCCBC4031

PROCESS CLIENT REQUIREMENTS

WORKBOOK

Participant name	
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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 Provider. Additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions consistently 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.

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:

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

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

e.g. the requirements for—

all Class 2 to 9 buildings; and
access requirements for people with a disability in Class 1b and 10a buildings; and
certain Class 10b structures including access requirements for people with a disability in Class 10b swimming pools.

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

e.g. NCC Volume Two contains technical design and construction requirements for certain residential and non-habitable buildings and structures.

Volume Two contains the requirements for—

Class 1 and 10a buildings (other than access requirements for people with a disability in Class 1b and 10a buildings); and
certain Class 10b structures (other than access requirements for people with a disability in Class 10b swimming pools); and
Class 10c private bushfire shelters.

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

e.g. The Governing Requirements of the NCC including the rules and instructions for using and complying with the NCC

**Satisfactory
Outcome**



CPCCBC4031

PROCESS CLIENT REQUIREMENTS

PRACTICAL ASSESSMENT

Participant name	
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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 as instructed 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 achieved.
 - For an 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		☐ 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.

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: e.g. BCC
1.1C.	Specify legislation accessed to determine relevant government construction legislation: e.g. NCC; Qld Development code
1.1D.	Specify legal, technical and product information provided to client: e.g. information relating to provisional contract, access to QBCC, restrictions relating to location, climate controls and materials
1.1E. 1.1F.	Specify site features or factors documented that may influence the build: e.g. trees needing removal, soil testing requirements, steep block
1.1G. 1.3B.	Specify how the participant communicated site concerns and the extent of variations and costs with the client: e.g. at site during site investigation
1.1H. 1.3D.	How were client requirements confirmed: e.g. email sent to client outlining client brief
1.2B.	Specify how copyright risks were addressed: e.g. confirmed architect has documented non-exclusive license to use and reproduce the copyright materials

ASSESSOR COMMENTS: PRACTICAL TASK 1	
1.2D.	Specify how estimates were determined for the contract: e.g. using labour and materials costing estimates software
1.2E. 1.4B.	Specify who documents were submitted to for checking and recording: e.g. administration manager
1.3A.	Specify method used when forwarding documents and estimated costs to client: e.g. email