

CPCCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

ASSESSMENT SUMMARY

The assessment activities for *CPCCBC4029B Apply construction information to the sales process* 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	Melissa Robertson
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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.

CPCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

THEORY EXAM INSTRUCTIONS

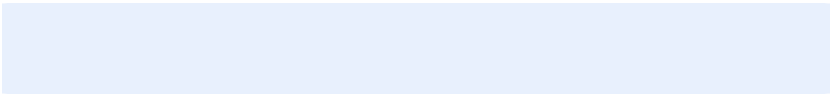
- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants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

Participant name Melissa Robertson

Participant signature 

Date 8/02/2021

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
18		☐	☐

Q1. Outline the circumstances in which a building licence must be obtained before carrying out building work.

Answer

- Any building work valued over \$3,300
- Building work valued over \$1,100 where it involves Hydraulic Services Design
 - Building work of any value where it involves:
 - Drainage
 - Plumbing and Drainage
 - Gas Fitting
 - Termite Management – Chemical
 - Fire Protection
 - Completed Residential Building Inspection
 - Building Design – Low Rise, Medium Rise and Open
 - Site Classification



Q2. Describe the steps involved in organising electricity supply to site. Provide approximate timeframes for this process.

Answer

Electrician to submit a request on behalf of the client

- No connection available - The Distribution Network Provider will conduct investigations and provide an indicative estimate of potential costs and timeframes for the client to make an informed decision within 20 business days (e.g. permanent pole, green boy)
- Connection available (green boy or site pole in place with connection to it) - electrical contractor will enter into a Connection Agreement with the Distribution Network Service Provider (connection will generally within 10 business days)
- After agreeing to the connection offer, the electrical contractor will prepare the premises for connection (meter box usually on pole).
- The electrical contractor will submit an Electrical Work Request to the Distribution Network Service Provider once the work is complete and site is ready.
- A copy of the EWR will be sent to the client's preferred electricity retailer
- Once all forms are received, the Distribution Network Service Provider will visit the premises to perform the requested work – 5 business days.



Q3. **True or False (Tick your response): Staged approval is one type of approval that may be sought for the building approval stage.**

Answer

☒	True
☐	False

☐

Q4. **True or False (Tick your response): Building provision approvals are issued by the local government (e.g. Brisbane City Council).**

Answer

☒	True
☐	False

☐

Q5. **Describe the steps involved in organising water supply to site. Provide approximate timeframes for this process.**

Answer

QLD – Urban utilities connect water supply
Standard Application:

- Property owners consent form, property information, preliminary design (proposed layout) are to be submitted on the developers portal.
- Urban Utilities will assess the application in five business days and provide a Decision Notice within a further five business days (10 business days in total).
- An infrastructure charge notice will be issued within 10 business days of a Decision Notice being issued.
- Works will be scheduled once all outstanding payments are made as per the charge notice.
- You will be contacted by our authorised contractor within three business days to arrange a suitable time for the connection.

☐

Q6. **Identify the Volume and Parts of the NCC which outline energy efficiency requirements for Classes 1 and 10, and Classes 2 to 9.**

Answer

Classes 1 and 10	Classes 2 to 9
Volume 2 parts 2.6 and 3.12	Volume 1 Part J

☐

Q7. Describe the long-term benefits of sustainable building solutions. List one (1) environmental benefit and one (1) benefit for the client.

Answer

Topics	Definition
Environmental benefit	Reduced Greenhouse Gas Emissions – Building a home that makes the most of environmental factors to aid in heating, cooling and operation will use less artificial power sources resulting in lower greenhouse gas emissions in the long run,
Client benefit	Long term financial gain – If a home can adequately regulate temperature without the need for electronic assistance electricity bills will be lower, if the home uses less water with water saving devices water will be lower. Using sustainable materials also leads to a reduction in maintenance costs.

☐

Q8. Match the insurance types and definitions by writing the appropriate letter next to each number in the centre column.

Answer

Insurances		Answers	Definition	
1	Builder's All Risk	1 -B	A	Covers personal injury or property damage.
2	Indemnity	2 -C	B	Covers accidental risks of physical loss or damage during construction, third party liabilities and advance loss of profits.
3	Public Liability	3 -A	C	Covers costs where a contractor has caused building errors or omissions.
4	Workers' Compensation	4 -D	D	Covers death, injury or illness of employees.

☐

Q9. True or False (Tick your response): Insurance should be taken out by the contractor prior to starting construction.

Answer

☒	True
☐	False

☐

Q10. Select and describe five (5) trades involved in the construction process.

Answer

Trade	Description
Plumber	The plumber will be needed to install all the pipes which will be under the flooring of the house. Plumber will also carry out works relating to excavation, laying and backfilling of drains. They will also complete the fit off for the plumbing appliances and gutters.
Concreter	Preparation and pouring concrete for the footing piers and slab as well as any paths and driveways.
Carpenter	Installation of frames, trusses, joists, bearers, windows, doors, decks, steps and internal finishes such as skirting and architraves – Joinery done by carpenter or cabinet maker.
Painter	Paints internal areas such as walls, ceilings, soffits.
Electrician	Connection, rough in and fit of for all electrical cabling, ducting and fixings.



Q11. Order the following steps from 1 to 10 to identify an appropriate construction sequence.

Answer

Step Number	Steps
3	Floor frame
5	Windows and external door frames
7	Wall insulation
1	Set out
9	Painting
6	Electrical wiring
2	Plumbing of waste pipes
8	Internal linings
10	Landscaping
4	Wall frames



Q12. For each of the main stages of construction listed below, identify the main trades involved and an approximate duration of each stage for a standard.

Answer

Stage	Description	
1: Clearing of the site	Trades	Machine operator, soil tester, suveyor
	Duration	Varies
2: Slab or base stage	Trades	Concreter, plumber, termite barrier installers
	Duration	1-2 weeks
3: Frame stage	Trades	Carpenter, plumber, electrician, rooffe
	Duration	3-4 weeks
4: Lockup stage	Trades	Plumber, electrician, cabinet maker, carpenter, bricklayer, glazier (windows).
	Duration	4 weeks approx
5: Fit-out or fixing stage	Trades	Plumber, electrician, carpenter, tiler, cabinet maker, plasterer
	Duration	5-6 weeks
6: Practical completion stage	Trades	Carpenter, plasterer, painter – Any trades required for touch ups, landscaper, concreter (driveway/landscape concrete).
	Duration	7-8 weeks



Q13. Identify five (5) factors that can affect the duration of each construction stage.

Answer

- Trade availability
- Weather
- Supply of materials
- Public holidays
- Client variations



Q14. Describe how each of the following factors can affect construction times.

Answer

Factor	Effect
Changed conditions	Changes to the scope will alter timeframes as additional trades or materials may need to be sourced
Labour availability	Trades can only be arranged for once the previous stage is complete, organising trades for the wrong timing can cause delays if they cannot access areas or need to return multiple times.
Material availability	If materials are on back order or out of stock/discontinued this may cause delays or require reselections which incur additional time.
Weather	Weather can impact the ability for trades to complete their works on time



Q15. Describe the site establishment requirements for each of the points listed.

Answer

Requirement	Description
Earthworks	DBYD, site excavation and set out
Electricity	Disconnect from work zones if applicable or connect to temporary utilities for construction
Neighbours	Provide notice to neighbours in advance with start dates and contact details
Waste disposal	Set up designated waste areas, check if permits are required.
Water connection	Book in a plumber to arrange any disconnections prior to commencement if applicable e.g. Demolition and to arrange connections



Q16. Identify the section of the *Work Health and Safety Regulations* that outlines the site establishment requirements listed.

Answer

Regulation section	Requirement
Section 40	The layout of the work area must allow for persons to enter, exit and move about without risk to health and safety
Section 41	Adequate facilities must be provided for workers, including toilets, drinking water, washing facilities and eating facilities.
Section 308	A principal contractor for a construction project must install signs outside the work area that shows their name and telephone contact numbers and site office address.



Q17. True or False (Tick your response): The owner is able to access the site at any time.

Answer

☐	True
☒	False

☐

Q18. Which of the following parties should the client contact to access the site? Tick all that apply.

Answer

Choice	Possible Answers
☒	Contractor
☐	Local Government
☐	Industry Regulator (e.g. Queensland Building and Construction Commission)
☐	Subcontractors

☐

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PRACTICAL ASSESSMENT INSTRUCTIONS

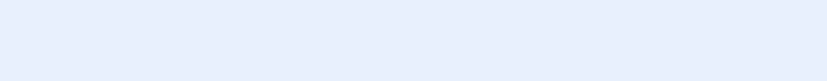
- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, signature and date of assessment.
 - The Participant's 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 an alternate task of equal value.
 - Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name Melissa Robertson

Participant signature 

Date 8/02/2021

Assessor name _____

Assessor signature 

Date Click here to enter a date.

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

ASSESSOR COMMENTS

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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:	Melissa Robertson	
Name of observer:	Simon Marshall	
Role of observer (Confirm suitability to sign)	Director	
Email address of observer	Smarshall.exjg@outlook.com	
Signature of observer:		
Date:	Click here to enter a date.	
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

On both occasions Melissa was able to accurately compile required information and prepare contract documentation.

Melissa confidently presented both contracts to clients informing them of the approvals required, construction timeframes, events which may impact construction timeframes, site access requirements, processes relating to consultations and next steps and key stages pre-site and once construction commences.

Melissa is able to confidently convert client requests into variation documents and request further information where required.

Melissa is competent in the preparation and presentation of contracts and associated documentation, Melissa has completed these tasks to a satisfactory standard.