



**Australian Government**

# **CPCBC4024 Resolve business disputes**

**Release: 1**

# CPCBC4024 Resolve business disputes

## Modification History

Release 1 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.

Supersedes and is equivalent to CPCBC4024A Resolve business disputes.  
Updated to meet the Standards for Training Packages 2012.

## Application

This unit of competency specifies the skills and knowledge required to advise on or resolve business disputes that may arise during activities in residential and commercial contracting projects. It includes the development and implementation of dispute resolution processes and procedures.

This unit of competency applies to builders, site supervisors and related construction industry professionals responsible for resolving business disputes in a positive manner.

This unit of competency is suitable for people with specialised knowledge, completing routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of *CPCWHS1001 Prepare to work safely in the construction industry* meets this requirement.

Licensing, regulatory or registration requirements apply to this unit of competency in some jurisdictions. Relevant state and territory regulatory authorities should be consulted to confirm these requirements.

## Pre-requisite Unit

Nil.

## Unit Sector

Building and Construction

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- 1 Evaluate dispute information.
  - 1.1 Review and evaluate information to identify the dispute issue, potential causes, circumstances and persons involved.
  - 1.2 Analyse and appraise contractual arrangements and agreements and relevant legislation.
  - 1.3 Identify risks and prepare contingency strategies.
  - 1.4 Obtain advice from senior managers and other professionals to develop a dispute resolution strategy.
  - 1.5 Follow dispute resolution procedure.
  - 1.6 Secure agreement for procedure from all parties.
  
- 2 Negotiate with parties.
  - 2.1 Interview concerned parties individually to clarify reasons for dispute, issues and desired outcome.
  - 2.2 Conduct an inspection of work in dispute, as required, to determine compliance with the requirements.
  - 2.3 Develop solutions based on interview with parties, inspection of work and compliance with requirements to optimise likelihood of a favourable outcome.
  - 2.4 Offer parties recommended solutions to resolve dispute equitably and advise parties of legal processes should resolution not occur.
  - 2.5 Record and maintain dispute process, information and outcome.
  
- 3 Identify opportunities for dispute resolution.
  - 3.1 Identify and detail process to consult with external arbitrators or conciliators when disputes cannot be resolved internally.
  - 3.2 Implement procedures to settle dispute promptly following statutory law, professional and organisational requirements.
  - 3.3 Communicate with relevant parties to ensure client satisfaction or follow up actions.

## Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- speaking and listening skills to:
  - actively listen and use observational and questioning techniques to identify different perspectives and confirm, clarify and revise understanding.

## Unit Mapping Information

Supersedes and is equivalent to CPCBC4024A Resolve business disputes

## Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>