



Australian Government

Department of Education, Employment and Workplace Relations

CPCCBBC4029B Apply construction information to the sales process

Release: 1

CPCCBC4029B Apply construction information to the sales process

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to apply construction information to the sales process in order to develop the customer's knowledge of construction processes and the effects on contract and building timelines. Effective communication with the client and provision of accurate information that contributes to a positive relationship between the client and the organisation are essential to performance.

Application of the Unit

Application of the unit

This unit of competency supports the needs of sales consultants and other professionals within the building and construction industry responsible for the marketing and sale of new residential and commercial constructions.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify approvals required before starting construction.	<p>1.1. Statutory approvals, in accordance with contractual or legal requirements, are identified and explained to the customer.</p> <p>1.2. Insurance cover, required in accordance with legal or contractual requirements, is identified and explained to the customer.</p>
2. Identify the sequence of construction.	<p>2.1. Main trade components of construction are identified and explained to the customer.</p> <p>2.2. Construction process sequence is identified and explained to the customer.</p> <p>2.3. Approximate duration of the main stages of construction are identified and explained to the customer.</p> <p>2.4. Industry conditions that affect construction times are identified and explained to the customer.</p>
3. Identify requirements for establishing a site before starting construction.	<p>3.1. Site establishment requirements, in accordance with legal requirements and company policy, are identified and explained to the customer.</p> <p>3.2. Arrangements for access to site are established with client.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
 - provide information to the customer, including long-term benefits of sustainable building solutions and other unique selling features
 - respond to client questions about the building construction process
 - read and interpret relevant construction information
 - use and interpret non-verbal communication

REQUIRED SKILLS AND KNOWLEDGE

- use language and concepts appropriate to cultural differences
- numeracy skills to estimate approximate construction timeframes based on the specifications of the building and site details.

Required knowledge

Required knowledge for this unit is:

- approvals that must be obtained prior to commencement
- building construction process and sequence of events
- site establishment requirements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by determining the approvals and insurances required for a construction project, and the requirements for establishing the site and the sequence of the construction.

This unit of competency can be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- identify and explain nature of the approvals that need to be obtained before the contract proceeds
- ensure that right information is passed on to client at right time
- provide information that is accurate and easily understandable without unnecessary jargon
- use information effectively in communicating with clients
- explain circumstances that can contribute to delays in building progress and impact of those delays.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- documentation that should normally be

EVIDENCE GUIDE

available in either a building or construction office

- relevant codes, standards and government regulations
- office equipment, including calculators, photocopiers and telephone systems
- computers with appropriate software to view 2-D CAD drawings, run costing programs and print copies
- a technical reference library with current publications on measurement, design, building construction and manufacturer's product literature
- a suitable work area appropriate to the sales process.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected

EVIDENCE GUIDE

must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Approvals include:

- building license approvals
- electricity supply permits
- Health Department effluent disposal approvals
- Local Government Act building provisions approvals
- water service and sewerage connection approvals.

Insurance cover includes:

- builder's all risk
- indemnity

RANGE STATEMENT

Industry conditions include:

- public liability
- workers' compensation.
- availability of labour and materials
- provisions for inclement weather
- subcontracting structure.

Site establishment requirements include:

- access and egress
- drainage
- earthworks
- electricity supply
- protection for adjoining owners
- rubbish and waste disposal
- signage
- site facilities
- water connection.

Unit Sector(s)

Unit sector Construction

Co-requisite units

Co-requisite units Nil

Functional area

Functional area