



Australian Government

Department of Education, Employment and Workplace Relations

CPCCB4031A Process client requirements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to process client requirements in relation to contract documentation, including drawings and specifications appropriate to residential and commercial construction projects. Knowledge of the construction planning process and the ability to obtain client information, accurately convey that information to those developing the contract documentation and complete the administration of the contract documentation process is essential.
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Application of the Unit

Application of the unit	This unit of competency supports the needs of sales consultants, site managers, forepersons, estimators and other professionals within the building and construction industry responsible for processing client requirements.
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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 and communicate the design requirements.	1.1. Client's design requirements are identified and documented. 1.2. Client's needs are met by providing correct technical or product knowledge. 1.3. Restrictive covenants are identified and communicated to the client. 1.4. Planning requirements are identified and applied. 1.5. Documentation and design risks, including copyright issues, are identified and addressed.
2. Interpret reports on site costs.	2.1. Site investigation is arranged to determine site features and costs. 2.2. Site costs are communicated accurately to the client. 2.3. Client's understanding of extent and cost of required <i>site works</i> is confirmed.
3. Arrange and oversee preparation of sketch plans.	3.1. Requirements for sketch plans and drawings are accurately communicated to drafting personnel. 3.2. Plans are forwarded to the client for approval or amendment. 3.3. Costing and variation requests are forwarded that accurately communicate client requirements.
4. Finalise contract requirements.	4.1. All sketch plans, specifications and costing documents are discussed with client. 4.2. All documents sighted by client are signed, with details initialled.
5. Prepare preliminary contract and plan agreement.	5.1. Preliminary <i>contract</i> /plan agreement is prepared and completed according to organisational policy. 5.2. Documents are submitted to the relevant department or personnel for checking and recording.
6. Oversee the contract and contract construction documents.	6.1. <i>Contract documents</i> are prepared according to instructions. 6.2. Construction documents are prepared according to preliminary contract/plan agreement details.

Required Skills and Knowledge

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:

- ability to communicate by telephone, facsimile, email and in writing
- apply numeracy skills to workplace requirements
- communication skills to:
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
 - communicate requirements to drafting personnel
 - confirm understanding
 - obtain information from, and provide information to, clients
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
 - written skills to produce contract documentation and other relevant workplace documentation
- personnel and resource management skills to achieve development or project objectives.

Required knowledge

Required knowledge for this unit is:

- building and construction industry contracts
- building and construction industry planning processes
- financial and business principles related to dealing with clients
- regulatory authority approval processes for the area in which project is to be undertaken
- state or territory building and construction codes, standards and government regulations.

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 preparing contract documentation, drawings and

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specifications for a construction project that complies with client requirements.

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:

- obtain accurate and detailed information concerning client needs
- select right type of contract for the particular project
- process contract and all other relevant documentation correctly
- select appropriate clauses and conditions to apply within the contract
- administer contract to standard required by the organisation and within any legal or regulatory requirements that may exist in the state or territory in which work is being done
- obtain confirmation, by initial and signature, of client acceptance of project documentation and plan agreement or preliminary contracts.

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 available in either a building or construction office
- relevant codes, standards and regulations
- office equipment, including calculators, photocopiers and telephone systems

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- 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 manufacturers' product literature
- a suitable work area appropriate to the construction 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 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

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- 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.

Site works include:

- activities intended to render an area suitable for building or other construction activity
- determining and setting out building or construction features
- earthmoving, using tracked or wheeled earthmoving equipment
- establishing personal and vehicle access and egress to and from the site.

Contracts include:

- Australian standard contracts (including the AS2124 and AS4000 series)
- Construction Industry Contract (CIC) suite
- individual organisational contracts
- Joint Contracts Committee (JCC) suite
- Master Builders Association (MBA) and Housing Industry Association (HIA) and standard industry contracts

RANGE STATEMENT

Contract documents include:

- Simple Building Works (SBW), including series 1 and series 2 (SBW2 Lump Sum).
- building permits or approvals
- certification from local authorities
- design details
- formal contracts
- materials specifications
- quantities
- site plans and sketches.

Unit Sector(s)

Unit sector Construction

Co-requisite units

Co-requisite units Nil

Functional area

Functional area