



Australian Government

Assessment Requirements for CPCCBBC4024 Resolve business disputes

Release: 2

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Modification History

- Release 2 Updated reference to general construction induction training program.
- Release 1 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.
- Supersedes and is equivalent to CPCCBC4024A Resolve business disputes.
Updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency in this unit, a candidate must meet the elements and performance criteria of this unit by resolving one construction project dispute.

In doing this, the candidate must:

- identify the nature of the dispute and identify the parties in the dispute
- document dispute details accurately and in sufficient terms to eliminate any ambiguity
- follow established dispute resolution procedures and develop and implement dispute resolution procedures where none are established
- maintain impartiality throughout the dispute resolution process.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- contractual and business frameworks underpinning the building and construction industry
- legislation and other guidelines:
 - common law
 - consumer law
 - contract law
 - government dispute resolution guidelines
 - privacy
- dispute resolution and conflict theory
- risk assessment and evaluation strategies
- negotiating processes and strategies
- industry dispute resolution guidelines
- organisational policies and procedures

- values and attitudes of various groups in the community that should be accounted for in discussions
- possible reactions and behaviours from persons in a dispute situation
- dispute resolution procedures:
 - mutual resolution
 - on-site negotiations
 - reference to contractual obligations
 - arbitrated decisions
 - common law outcomes
 - litigated decisions
- causes of business disputes:
 - contract payment issues
 - different opinions about design, structural layout or dimensions
 - dissatisfaction with project progress
 - structural finish, quality, materials or construction methodology
- digital tools and devices to communicate and collaborate effectively with others
- a range of digitally-based technology and applications to access, extract integrate and compile information.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment can be undertaken in the workplace or in a simulated workplace environment.

A simulated environment is one that realistically replicates workplace conditions, materials and equipment, interactions with others and workplace irregularities, and which meets industry standards for safety and environmental practices.

Candidates must have access to:

- current building and construction codes and standards
- contracts, construction drawings and specifications
- relevant government legislation and other quality documentation to undertake the performance criteria and assessment requirements
- digital devices, applications and software to receive, record and save dispute information electronically.

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>