



Australian Government

Assessment Requirements for CPCCBBC4027 Establish a basis for sales consulting

Release: 1

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Modification History

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

Supersedes and is equivalent to CPCCBC4027B Establish a base for sales consulting. Updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by consulting a minimum of three customers.

In doing this the, the candidate must:

- explain sectors of the construction industry and range of products available in each sector
- convey information factually and accurately without overpowering the client
- adhere to organisational ethical and probity standards
- use technology skills and equipment to aid presentation
- manage and resolve customer dissatisfaction.

Knowledge Evidence

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

- relevant government legislation affecting business operations:
 - standards and codes of practice
 - anti-discrimination
 - consumer protection
 - contract law
 - ethical principles
 - privacy laws
 - Competition and Consumer Act
- government building and construction regulations, standards and codes
- legal and contractual requirements relating to building and construction
- types and classes of building as classified in the National Construction Code (NCC)
- market segments:
 - first and subsequent home buyers
 - speculative and investor buyers

- sources of buyer resistance and dissatisfaction and strategies to overcome and resolve them
- characteristics of the marketplace which influence an individual's decision to invest in a building
- methods to improve personal performance and self and professional development
- 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 meet the requirements for assessors contained 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:

- relevant government sale legislation
- current building and construction codes and standards
- construction drawings and specifications
- organisational policies and procedures and other quality documentation required to undertake the performance criteria and assessment requirements
- digital devices, applications and software to transmit and receive 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>