



Australian Government

CPCCB4029 Apply construction information to the sales process

Release: 2

CPCBC4029 Apply construction information to the sales process

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 CPCBC4029B Apply construction information to the sales process. Updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to apply construction information in the sales process to develop the customer's knowledge of construction processes and the effects on contract and building timelines. It includes communicating accurate construction information to the client to contribute to a positive relationship between the client and the organisation.

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

This unit of competency is suitable for those using specialised knowledge to complete 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.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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.

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| 1 Identify pre-construction approvals. | 1.1 Obtain, read and apply organisational policies, procedures, client contractual and legal requirements relating to the construction process. |
| | 1.2 Identify scope of works and scheduled timeframes. |
| | 1.3 Identify nature and conditions of approvals, site establishment and facilities set-up and connection of temporary services. |
| 2 Explain the construction sequence to the client. | 2.1 Brief the client about construction public liability, indemnity and workers' compensation insurance. |
| | 2.2 Describe the construction process, main stages and approximate duration of construction. |
| | 2.3 Explain site establishment, set-up of facilities and connection of temporary services. |
| | 2.4 Outline trade contractor, materials and product delivery and other personnel access to site. |
| | 2.5 Give the client an overview of circumstances that affect progress and delays construction timeframes. |
| 3 Provide construction information. | 3.1 Provide information of long-term benefits of sustainable building solutions and other unique selling features. |
| | 3.2 Confirm accuracy of contractual requirements and construction information with client. |
| | 3.3 Review and resolve identified issues with client. |
| | 3.4 Follow organisational policies for recording and saving information. |

Foundation Skills

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

- communication skills to:
 - actively listen and respond accordingly to client questions
 - interpret non-verbal communication to reinforce or modify the interaction
- technology skills to:
 - use digital tools and devices to communicate and collaborate effectively with others
 - use equipment and programs to access and extract information and develop relevant documentation.

Unit Mapping Information

Supersedes and is equivalent to CPCCB4029B Apply construction information to the sales process.

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>

Assessment Requirements for CPCBC4029 Apply construction information to the sales process

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by applying construction information to the sales process for one building and construction project.

In doing this, the candidate must:

- provide accurate, timely and understandable information to the client
- identify the nature of building approvals and their limitations, conditions and duration
- explain circumstances that can contribute to delays and the impact of those delays on the building process
- provide information of all builder's insurances required for the duration of the building and construction project.

Knowledge Evidence

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

- building approvals and permits:
 - building licence
 - electricity supply permits
 - water service and sewerage connection
 - drainage and water disposal
 - Local Government Acts and building provisions
- building construction process and sequence of events
- industry conditions:
 - availability of labour and materials
 - provisions for inclement weather
 - subcontracting structure

- insurance cover:
 - builder's all risk
 - indemnity
 - public liability
 - workers' compensation
- site establishment requirements:
 - access and egress
 - drainage
 - earthworks
 - electricity supply
 - protection for adjoining owners
 - rubbish and waste disposal
 - signage
 - site facilities
 - water connection
- building and construction standards and codes
- 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 building and construction standards and codes
- building approvals and permits
- construction drawings, site plans and specifications
- construction contracts, organisational policies, procedures and other quality documentation to undertake the performance criteria and assessment requirements
- a range of digitally-based technology and applications to compile, record and save information.

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