



Australian Government

CPC40408 Certificate IV in Building and Construction (Sales)

Release: 3

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Modification History

Version Comment

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| 1 | Revised qualification deemed equivalent to CPC40408 |
| 2 | Core and elective units revised resulting in a number of unit identifier changes |
| 3 | <p>Update superseded imported units from elective list with equivalent current unit for:</p> <ul style="list-style-type: none">• BSBCUS402B to BSBCUS402• BSBITU201A to BSBITU201• BSBITU202A to BSBITU202• BSBITU301A to BSBITU301• BSBMGT403A to BSBMGT403• BSBRES401A to BSBRES401• BSBSMB401A to BSBSMB401• BSBWRT401A to BSBWRT401 |

This version released with CPC08 Version 9.3.

Description

This qualification is designed to meet the needs of sales consultant in the building and construction industry.

Occupational titles may include:

- Building sales consultant.

The qualification has core unit of competency requirements that cover common skills for the construction industry.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCOHS1001A covers this requirement.

Additional units of competency may be required to meet builder registration requirements in various States and Territories.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Interprets a range of complex and technical documents, including relevant regulatory, legislative and licensing requirements, codes and standards, plans, drawings and specifications, schedules, site files, contracts, orders and organisational policies and procedures • Analyses and evaluates reports and reference materials • Provides clear and accurate information to customers about the construction process and requirements and contracts and the industry environment and opportunities • Communicates effectively with a range of relevant parties through a range of media • Articulates complex ideas clearly • Uses gestures, posture, body language, facial expression and voice to create a supportive selling environment • Uses persuasive communication techniques to secure buyer interest • Understands relevant definitions, terminology, symbols and language • Negotiates contracts as well as conflict and dispute resolution • Prepares documents, including construction contracts, plans, sketches and drawings and specifications, reports, tenders, schedules, building applications and submissions and file notes • Reports and records project costs • Maintains and checks logs, records and documents • Analyses a range of data, including company and stakeholder resource consumption and waste product volumes
Teamwork	<ul style="list-style-type: none"> • Works as an individual or as part of a sales team to conduct sales activities and to support other team members in achieving sales targets and objectives • Seeks expert advice where appropriate • Works collaboratively with relevant stakeholders • Understands various stakeholders' roles • Relates positively to fellow workers and the management team • Relates to people from diverse social, cultural and ethnic backgrounds and with varying physical and mental abilities

Employability skill	Industry/enterprise requirements for this qualification include:
Problem solving	<ul style="list-style-type: none"> • Works as an individual or as part of a sales team to conduct sales activities and to support other team members in achieving sales targets and objectives • Seeks expert advice where appropriate • Works collaboratively with relevant stakeholders • Understands various stakeholders' roles • Relates positively to fellow workers and the management team • Relates to people from diverse social, cultural and ethnic backgrounds and with varying physical and mental abilities
Initiative and enterprise	<ul style="list-style-type: none"> • Acts with initiative and foresight to ensure legal requirements are applied accurately • Identifies maintenance requirements for display or presentation areas • Evaluates properties of construction materials and selects appropriate materials based on evaluation • Evaluates effective strategies for insulating structures • Develops waste management strategies and dispute resolution procedures • Identifies environmental and resource efficiency improvements, applies knowledge about resource use to organisational activities and customer service and develops resource efficiency tools
Planning and organising	<ul style="list-style-type: none"> • Plans and coordinates various work operations • Prepares project schedules • Participates in effective implementation of organisation's operational plans • Plans and organises on-site activities and implements procedures associated with building and construction work • Identifies and organises resource requirements and obtains supply information • Supervises various administrative and work processes, including payments • Collects, analyses and organises workplace information and data • Plans and organises inspections • Plans and organises effective display or presentation areas,

Employability skill	Industry/enterprise requirements for this qualification include:
	including provision of customer facilities
Self management	<ul style="list-style-type: none"> • Manages own performance to ensure required levels of service standards, work quality and professional competence • Manages work priorities and professional development • Uses feedback to improve own performance • Organises and completes daily work activities
Learning	<ul style="list-style-type: none"> • Is open to new ideas and techniques • Acquires and applies industry knowledge • Seeks feedback on personal performance • Uses information effectively to improve work performance • Learns from colleagues as part of effective teamwork
Technology	<ul style="list-style-type: none"> • Operates office equipment and computers • Uses digital cameras • Uses technology to improve efficiency and effectiveness of managing work

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 15 units of competency:
 - 9 core units
 - 6 elective units.

The elective units are to be chosen as follows:

- up to 6 units from general elective units
- up to 3 units from qualifications in CPC08 or another current Training Package or state accredited course, provided the integrity of the AQF alignment is ensured, they contribute to a valid, industry-supported vocational outcome, and that no more than:
 - 2 units are from a Certificate IV qualification

- 1 unit is from a Certificate III or Diploma qualification.

Some units in this qualification may have prerequisite requirements, which must be met when packaging the qualification. Users are referred to the list of CPC08 units with prerequisite unit requirements available in this Training Package for this purpose.

Core units

BSBOHS201A	Participate in OHS processes
CPCCBC4003A	Select and prepare a construction contract
CPCCBC4012B	Read and interpret plans and specifications
CPCCBC4027B	Establish a basis for sales consulting
CPCCBC4029B	Apply construction information to the sales process
CPCCBC4030A	Analyse and communicate industry information
CPCCBC4031A	Process client requirements
CPCCBC4032A	Apply contract law to sales processes
CPCCBC4033A	Maintain the sales environment

Elective units

BSBCUS402	Address customer needs
BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets
BSBITU301	Create and use databases
BSBMGT403	Implement continuous improvement
BSBMKG414A	Undertake marketing activities
BSBPMG404A	Apply quality management techniques

BSBRES401	Analyse and present research information
BSBSMB401	Establish legal and risk management requirements of small business
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBWRT401	Write complex documents
CPCCBC4014A	Prepare simple building sketches and drawings
CPCCBC4016A	Administer a construction contract
CPCCBC4019A	Apply sustainable building design principles to water management systems
CPCCBC4020A	Build thermally efficient and sustainable structures
CPCCBC4021A	Minimise waste on the building and construction site
CPCCBC4024A	Resolve business disputes
CPCCBC4025A	Manage personal work priorities and professional development
CPCSUS4001A	Implement and monitor environmentally sustainable work practices
CPPDSM4014A	Market property for sale
CPPDSM4022A	Sell and finalise the sale of property by private treaty
HLTHIR403C	Work effectively with culturally diverse clients and co-workers

Custom Content Section

Not applicable.