Draft 0.1

This is our work-in-progress update to CPCCBC4031A Process client requirements: https://training.gov.au/Training/Details/CPCCBC4031A.

We are working with industry experts to ensure the updated unit:

- meets current and anticipated industry needs
- complies with current Standards for Training Packages
- is written in clear understandable English.

Information on our training package review and development process is available here: http://www.artibus.com.au/project-stage.

Summary of changes from current endorsed unit

Re-templated to meet Standards for Training Packages 2012.

Sequenced Elements and Performance Criteria.

Specified what and how performance is demonstrated in Performance Evidence.

Captured critical Range Statement items and included industry relevant knowledge in Knowledge Evidence.

Stated mandatory conditions and specific requirements for assessment.

CPCCBC4031
Process client requirements

Application

This unit of competency specifies the skills and knowledge required to obtain, confirm and process client requirements from project inception and through the contract and documentation development process.

It includes accurately conveying client requirements to those developing the contract and related documentation.

The unit of competency applies to sales consultants, site managers, forepersons, estimators and other professionals within the building and construction industry responsible for processing client requirements.

Prerequisite Unit

Nil.

Unit Sector

Construction.

Elements and Performance Criteria

1. Identify client requirements.	1.1	Access, read and interpret relevant government construction legislation.
	1.2	Identify local government requirements, restrictive covenants and necessary permits.
	1.3	Provide correct legal, technical and product information to the client.
	1.4	Arrange site investigation and identify site features and factors that contribute and influence the building design.
	1.5	Collate and discuss site and building information that may influence and effect the design requirements with client.
	1.6	Determine and confirm client requirements.
2. Prepare preliminary documentation.	2.1	Identify and apply processes for preparing documentation.
	2.2	Identify and address documentation, design and copyright risks.
	2.3	Communicate requirements for sketch plans and drawings accurately to drafting personnel.
	2.4	Prepare and complete preliminary contract, agreement and estimated processing costs.
	2.5	Submit documents to the relevant department or person for checking and recording.
3. Establish client satisfaction.	3.1	Forward plans, developed documentation and estimated costs to client for review, amendment and approval.
	3.2	Confirm client's understanding of extent and cost of required site works.

	3.3	Identify variations and problem areas and analyse and rectify issues in consultation with client.
	3.4	Verify accuracy of amended documentation and ensure client requirements are met.
4. Finalise contract requirements.	4.1	Check all plans, documents and specifications sighted by client are signed or initialled.
	4.2	Compile signed documents and forward to relevant person for verification and processing for the next stage.

Foundation Skills

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

- communication skills to:
  - identify relevant information from a range of oral and written exchanges
  - collaborate with others and play an active role to achieve desired outcomes
- technology skills to:
  - use communication tools and devices to communicate and collaborate effectively with others
  - use equipment and programs to access, extract information and develop relevant project schedules and documentation.

Unit Mapping Information

Supersedes and equivalent to CPCCBC4031A Process client requirements.

Links

Companion Volume Implementation Guide: to be added.

Assessment Requirements for CPCCBC4031 Process client requirements

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by preparing contract documentation, drawings and specifications for a construction project that meets with client requirements.

In doing this, the candidate must:

- research current and relevant local government building design requirements and approval processes
- select, complete and present construction contract and related project documentation to client for signing

Knowledge Evidence

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

- government building and construction legislation, codes and standards
- relevant sections of the National Construction Code
- building and construction industry planning processes:
    - town planning and building application requirements
    - certifications from local authorities
    - building permits and approvals
- various types of building contracts and their application and legal requirements
- development of project plans and specifications:
    - site plans and sketches
    - design details
    - material specifications
- financial and business principles related to dealing with clients
- site evaluation and site works:
    - site location and suitability for intended use
    - site aspect, slope, drainage and surrounding sites
    - site access and egress during construction
    - site preparation, excavation and earthmoving.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- government building legislation, codes and standards
- project contracts

- organisational policies, procedures and workplace safety requirements
- sufficient equipment and materials to facilitate process client requirements.

Links

Companion Volume Implementation Guide: to be added.