



CPCBC4009

Apply legal requirements to building and construction projects

Assessment 3 of 3

Case Study 2

Assessor Guide



Assessment Instructions

Task overview

This assessment is Part 2 of the two-part Case Study assessment.

You will be taken through a series of five (5) tasks related to a scenario, as follows:

Task 1 – Industrial relations

Task 2 – Payroll systems

Task 3 – Sustainability, environmental, and waste Management

Task 4 – Work health and safety

Task 5 – Dispute resolution

Each task has a series of questions that you are required to answer correctly using your own words. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need to access UP Building and Construction's Intranet (Case Study module: Module 1) - policy documents and procedures:

- Work Health and Safety Policy and Procedures
- Customer Engagement Policy and Procedures.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Student Name: [Click or tap here to enter text.](#)
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SCENARIO - New Street Coast Town Construction Project



You are a builder, and you have been contracted as the principal contractor to build a detached house on a vacant block of land.

The details of this building and construction project are as follows:

- Your trading name: UP Building and Construction Pty Ltd.
- You will be employing on-site labour, including:
 - a site supervisor and manager
 - an apprentice.
- You will also employ subcontractors, who will work on the following:
 - gas fitting
 - electricity installation
 - plumbing.
- The contract price for the entire project is \$313,800.
- Owner: John Jones
- Address: PO Box 44444 Coast Town [YOUR STATE/TERRITORY] 4444
- Site address: 60 New Street Coast Town
- Lot no 60 RP 123456
- Local authority: Coast Town Municipal Council
- A deposit of 5% was paid on signing the contract.
- Commencement: 14 days after obtaining building approval.
- Proposed completion date: 6 months from the commencement date. Extensions must be discussed, mutually agreed upon and captured in writing.

This project must comply with relevant national, state/territory, local legal and regulatory requirements, including but not limited to:

- Building contracts
- Construction insurance
- Industrial relations
- Payroll systems and taxation
- Environmental, sustainability, and waste management
- Work health and safety.

The site plan can be accessed and viewed by clicking on the icon below:

[Your Home Design for place – 3BR + Study – All plans and elevations](#)

Note: For the purpose of this scenario, Coast Town is a fictitious town located in your state/territory. For the completion of the tasks below, you are required to refer to your state/territory legislation whenever it is indicated.

Task 1 – Industrial relations

Question 1

Apart from working with subcontractors, the company employs some full-time employees in administrative roles. In accordance with National Employment Standards (NES), list the employees' minimum entitlements under the standards listed below. Note, this is **not** a full list of the standards.

The student must list the employees' minimum entitlements under each standard listed below. For satisfactory performance, the student's response must be as follows:

National Employment Standards	Entitlements (5-30 words)
Annual leave	Four weeks paid leave per year
Personal leave (sick or carer's leave)	Ten days paid leave per year
Maximum hours of work	Full-time employees – 38 hours per week + reasonable additional hours Part-time and casual employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours
Public holidays	A paid day off if you would normally work. If asked to work, you can refuse, if reasonable to do so.

Question 2

According to the Fair Work Act 2009, which modern awards apply to the employees you will employ for this building and construction project?

[Type your answer here]

Building and Construction General On-site Award 2020

Question 3

According to Fair Work Act 2009, in your own words, briefly explain what wages an employer must pay to the employees and the method and frequency of payment.
[Approximate word count: 90-100 words]

[Type your answer here]

An employee must pay at least the minimum wage as stated in the relevant award to employees; alternatively, the employer can pay above award.
The employer must pay the employee amounts payable to the employee in relation to the performance of work in full, at least monthly and in money by one or a combination of other methods (such as cash, cheque, money order, postal order or similar order, payable to the employee; the use of an electronic funds transfer system to credit an account held by the employee; a method authorised under a modern award or an enterprise agreement.

[Reference: Fair Work Act 2009, Division 2, section 323]

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Question 4

Based on relevant legislation, explain if contractors working on the project are covered by the National Employment Standards [NES]. In your answer, explain the contractors' entitlements, rights and responsibilities. Support your answer with relevant legislation.
[Approximate word count: 300-400 words]

[Type your answer here]

Students should clearly point out that contractors are **NOT** covered by NES. They usually negotiate their own fees and working arrangements and can work for more than one client at a time. Independent contractors are often called contractors or subcontractors. Independent contractors have different rights and obligations to employees. This is because they provide services to another person or business, as opposed to being employed by that person or business. This means it's important to understand the difference between the two. For example:

- [sub]contractors can delegate or subcontract the work [employees have to complete tasks by themselves]
- subcontractors control the work hours, location and how they do the work [for employees this is determined by employer]
- contractors bear the risk of making profit or loss [employees bear no financial risks]
- contractors use their own tools and equipment [employees have equipment and tools provided by employer]
- contractors are engaged for specific tasks. There is an expectation, however, for continuing the work for upcoming projects [employees have an ongoing expectation of work]
- contractors pay their own tax, GST and superannuation [employees have their income tax deducted by their employers]
- contractors don't receive paid leave [employees are entitled to paid leave, as outlined in Question 1].

Further information: <https://www.fairwork.gov.au/find-help-for/independent-contractors>

Contractors' rights:

Under the Fair Work Act 2009, independent contractors are protected from:

- **adverse action** – for example, a business cannot terminate a contract with an independent contractor because they make a complaint to a regulator about their workplace rights
 - **coercion** – for example, a business cannot threaten to take action against an independent contractor to coerce them not to exercise their workplace rights
 - **abuses of freedom of association** – independent contractors are free to join, or not join, a trade union or employer group
- The Independent Contractors Act 2006 allows independent contractors to ask a court to review a contract on the grounds that it is 'unfair' or 'harsh'.
- If you have been engaged as a contractor but believe you're an employee, you may be in a sham contracting arrangement. A sham contracting arrangement is when an employer attempts to disguise an employment relationship as a contractor relationship. They may do this to avoid certain taxes and their responsibility for employee entitlements like: minimum wages, superannuation, leave.

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- All workers [contractors and employees] in Australia are entitled to a safe and healthy workplace. This means that employers — including self-employed contractors — must comply with the relevant state or territory's workplace health and safety laws

[Source: <https://www.business.gov.au/people/contractors/contractor-rights-and-protections> and <https://www.business.gov.au/people/contractors/contractor-rights-and-protections>]

Question 5

Building and construction work involves both contractors and employees. Explain the difference, if any, in relation to the work health and safety related training provided by the workplace. According to the Construction Work Code of Practice, how can you make the information available for both contractors and employees and ensure they are regularly updated? Explain your answer and support it with relevant legislation.
[Approximate word count: 150-170 words]

[Type your answer here]

Students should clearly point out that contractors and employees are **both** required to undertake the following training:

- Task-specific training either on the site or remotely [often as part of induction]
- Induction training at the commencement of the job. This can be delivered through on the job training, toolbox talks, an induction video or booklet, email or a phone conversation, web-based 'online' interactive programs [e.g. skype, or a one-off session in a classroom type setting].

Contractors and employees are **both** required to have access to the following information [this is often delivered through induction]:

- Hazards and risks specific to the workplace
- Control measures of these risks
- Site specific rules
- Safety documents, policies and procedures
- Who to report incidents and hazards and how to report them
- Incident, emergency and evacuation procedures and associated equipment at the workplace
- the layout of the workplace including entries and exits, loading and un-loading areas, location of facilities, first aid and security requirements.

Inductions are conducted with all new employees and contractors and re-done if employee/contractor hasn't attended the worksite for more than 3 months. Policy updates must be communicated to all regular contractors and employees when applicable.

Supporting legislation: Work Health and Safety [Construction Work] Code of Practice 2015

Source: <https://www.safeworkaustralia.gov.au/system/files/documents/1703/information-sheet-work-induction-for-construction.pdf>

Question 6

List a minimum of **three (3)** measures that you can implement to comply with the Australian Human Rights Commission Act 1986 to ensure that discrimination and harassment are not practised in the workplace.

[Approximate word count: 60-70 words]

Students must cover 3 of the following points:

- Include information about appropriate behaviour at the workplace in the induction (for example: no insulting jokes, no racially offensive posters allowed, no derogatory comments about a person's disability are allowed).
- Include information about appropriate behaviour at the workplace in the contract agreement.
- Display reminder posters at the workplace, send regular e-mails and remind staff at meetings to protect workers by educating staff and raising awareness.
- Give instant verbal or written warnings if a breach has been observed.

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Task 2 – Payroll systems

Read the scenario below, then answer the following questions:

SCENARIO

The subcontractor (first-tier subcontractor) you hired for this project is carrying on a business that is primarily in the building and construction industry. He hires another subcontractor (second-tier subcontractor) to assist with their current workload.

Question 1

What subcontractor payments are you required to report to the Australian Taxation Office (ATO)?
[Approximate word count: 5-10 words]

[Type your answer here]

Payments made to the first-tier subcontractor.

Question 2

a. Will the first-tier subcontractor also be required to report to the Australian Taxation Office (ATO)? Select 'Yes' or 'No'.

- Yes
 No

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b. If you answered 'Yes', what payments do they need to report to ATO? If you answered 'No', type in 'N/A', which means 'Not applicable'. [5-10 words]

[Type your answer here]

Payments made to the second-tier subcontractor.

Question 3

As the principal contractor, when lodging the Taxable Payments Annual Report (TPAR), list the **six (6)** things you do **not** need to include in this report.

For a satisfactory response, the student must include all of the six below (in any order):

- Payments for materials only
- Payments for incidental labour
- Unpaid invoices as of 30 June each year
- PAYG withholding payments
- Payments within consolidated groups
- Payments for private and domestic services.

Source: [What Is the Taxable Payments Annual Report \(TPAR\)? | GoCardless](#)

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Question 4

When your subcontractors submit invoices to you for payment of their services, what **four (4)** details must you secure from these invoices for inclusion in your TPAR?

The student must list four details must you secure from these invoices for inclusion in your TPAR. For satisfactory performance, the student's response must be the four below (in no particular order):

- ABN (where known)
- name (business name or individual's name)
- address
- total amounts for the financial year of the
 - gross amount paid (including GST plus any tax withheld)
 - total GST you paid them.
 - Total tax withheld where ABN was not quoted.

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Question 5

As the principal contractor, you will be withholding tax through PAYG withholding from the payments you make to the workers not holding an ABN.

List **four (4)** activities that you must complete in compliance with the Australian Taxation Office's (ATO) requirements for those who make payments subject to withholding.

The student must list 4 activities that they must complete in compliance with the Australian Taxation Office's (ATO) requirements for those who make payments subject to withholding. For satisfactory performance, the student's response must be the 4 below (in any order):	
<ul style="list-style-type: none">▪ register for PAYG withholding.▪ Lodge activity statements and pay the withheld amounts to the ATO.▪ Provide payment summaries to all employees and other payees by 14 July.▪ provide a PAYG withholding payment summary annual report to the ATO by 14 August	
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Question 6

Consider the following details in the employee's profile:

Name:	Aline Davalgo
Address:	3 Clearwater Ct Bundall
Annual Salary:	\$50,000
Annual PAYG Tax:	\$6,717
Hourly rate:	\$25.64
Super Payments:	\$4,750
Employment Status:	Full-time
Pay Period:	7 June 2021 – 13 June 2021
Hours Paid	37.5

Based on the employee profile, calculate the weekly wages and complete the tables below for a full-time employee working at UP Building and Construction. Note, that the employee received a reimbursement for office supplies purchased at Officeworks, for Invoice nr. 12323 [total cost (incl GST): \$159.5. GST is \$ 14.5].

When calculating the **weekly gross earning**, you have **two (2)** options:

- Divide the annual salary by the number of weeks in a year [i.e. 52]. Or,
- Multiply the hours worked by the hourly rate.

When calculating the **PAYG tax** for the weekly wages, divide the annual PAYG tax by the number of weeks in a year [i.e. 52].

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To calculate the **net payment**, you need to deduct the weekly PAYG tax from the weekly gross earning.

Superannuation Guarantee is 9,5% of the gross earnings for the financial year 2020-2021.

Note, that the actual payable tax for the relevant financial year will depend on a person's personal situation and criteria such as residency status, taxable income, and the tax bracket that applies based on Australian Taxation Office (ATO) requirements. After lodging a tax return an adjustment is made for any over or underpaid income tax for the financial year. This results in either a refund or bill for additional tax to be paid.

Instruction to the assessor:

Students must calculate earning information in the table below for the full-time employee based on the summary employee profile. Annual tax was calculated using the ATO's simple [Tax calculator](#) for the financial year 2020-2021.

Aline DAVALGO					
Hours/Unit	Rate	Gross earning	Superannuation Guarantee (9,5%)	PAYG Taxes	Net payment
37.5	\$25.64	\$961.5	\$91.34	\$129.17	\$832.33
Reimbursement Form					
Supplier	Invoice #	Excl. GST Cost	GST	Total cost including GST	
Office Works	INV - 12323	\$145.00	\$14.5	\$159.5	

Question 7

Ali Rasid (ABN: 11 45 22) worked on the construction project as a contractor between 2 July 2021 and 3 July 2021 for a total of 15 hours. Based on your agreement with him, his hourly rate is \$30/hour. Note, Ali is not registered for GST.

Calculate his gross earnings and complete the table below with the required details. To do this, you need to multiply the hours worked by the agreed hourly rate.

Instruction to the assessor:

Students must calculate pay information in the table below for the contractor, Ali, based on the information given.

Ali RASID		
Hours/Unit	Rate	Gross earning
15	\$30	\$450.00

Task 3 – Sustainability, environmental, and waste management

Question 1

Identify the sustainability requirements that this project must comply with in accordance with your relevant state/territory or sustainability requirements for building and construction. Briefly describe a minimum of **one (1)** requirement,
[Approximate word count: 100-120 words]

Your state/territory	Student must identify the state/territory they and the project take place, such as NSW, QLD, VIC, TAS, NT, WA, SA
[Type your answer here]	
<p>The student must identify the sustainability requirements that this project must comply with in accordance with relevant state/territory's sustainability requirements for building and construction. Responses will vary depending on the student's state/territory or local council's sustainability requirements. Model answers are provided below for assessor's additional reference, based on sustainability requirements in New South Wales.</p> <p>BASIX Certificate This certificate is required for those who intend to submit a development application to the NSW local council for the construction of a new residential building, altering, enlarging, or extending buildings with more than one dwelling, and undertaking development for the purpose of building a large swimming pool or spa. Complete details on BASIX Certificate are provided here: https://ablis.business.gov.au/service/nsw/basix-certificate/16758</p> <p>For other states/territories, the project must comply with the BCA. Further reference: https://www.certifiedenergy.com.au/hubfs/Marketing%20and%20maintenance%20pictures/Assets%20/Nathers%20per%20state%20.pdf</p>	

Question 2

Identify the environmental control requirements that this project must comply with in accordance with the relevant state/territory's environmental control requirements for building and construction. Briefly describe a minimum of **one (1)** requirement,
[Approximate word count: 100-120 words]

Your state/territory	Student must identify the state/territory they and the project take place, such as NSW, QLD, VIC, TAS, NT, WA, SA, ACT
[Type your answer here]	
<p>The student must identify the environmental control requirements that this project must comply with relevant state/territory's environmental control requirements for building and construction.</p>	

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This is an example of a competent answer:

Biobanking Statement – NSW

It may be required for those provides verification that the development to be undertaken does not harm the biodiversity value of the area in which the project will take place.

Complete details on Biobanking Statement are provided

here: <https://ablis.business.gov.au/service/nsw/biobanking-statement/32894>

Every state/territory has Biobanking or also known as 'Biodiversity banking requirements', with similar purpose.

VIC: Biodiversity values identified in the Biodiversity Strategy [Works in Conservation Areas \[msa.vic.gov.au\]](#)

QLD: [Biodiversity Conservation Strategy Biodiversity | Environment, land and water | Queensland Government \[www.qld.gov.au\]](#)

NT: [Environmental obligations and duties | NTEPA](#)

SA: [Environmental management Environment and Sustainability - Department for Infrastructure and Transport - South Australia \[dpti.sa.gov.au\]](#)

WA: [Land and Biodiversity Management Plan – Flora and Vegetation \[epa.wa.gov.au\]](#)

TAS: [Construction Environmental Management Plan](#)

ACT: [Environment Protection and Biodiversity Conservation](#)

who intend to undertake development in New South Wales. The Biobanking Statement

Question 3

An on-site sewage management system will be installed for the duration of the project.

Describe the requirements or approval you must obtain from the relevant state/territory for this.

[Approximate word count: 100-120 words]

Your state/territory	Student must identify the state/territory they and the project take place, such as NSW, QLD, VIC, TAS, NT, WA, SA, ACT
[Type your answer here]	
<p>The student must describe the requirements or approval they must obtain from their state/territory or local council for the on-site sewage management system that will be installed for the duration of the project. Model answers are provided below for assessor's additional reference, based on requirements for approval for on-site sewage management system installation. The below requirement is similar in all states/territory:</p> <p>Approval to install, construct, or alter an on-site sewage management system. This approval is required for those who intend to install, construct, or alter an on-site sewage management system. This approval is required to ensure building standards and minimum health and safety standards are met. More details are provided here: https://ablis.business.gov.au/service/nsw/biobanking-statement/32894</p> <p>WA: Guidance on applying for approval of installation of a commercial onsite wastewater system [health.wa.gov.au] SA: Wastewater collection for large developments and towns NT: Wastewater management - NT.GOV.AU VIC: Onsite wastewater treatment systems with valid certificates Environment Protection Authority Victoria [epa.vic.gov.au] QLD: Installing on-site sewerage facilities Business Queensland</p>	

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[TAS: On-site wastewater management systems \[cbos.tas.gov.au\]](http://cbos.tas.gov.au)
[ACT: Greywater Use Guidelines for residential properties in Canberra.pdf \[act.gov.au\]](http://act.gov.au)

Task 4 – Work health and safety

Question 1

List **five (5)** work health and safety requirements that you must comply with for this project in accordance with current WHS/OHS laws and regulations.

The student must list 5 requirements from the following list:

- Provision of personal protective equipment (PPE) to workers
- Put in place risk management activities.
- Implementation of WHS consultation and participation activities
- Ensure that construction workers have the required and current White Card training.
- Conduct WHS training and induction.
- Have policies and procedures in place for work health and safety.
- Documentation of Job Safety Analysis (JSA) and Safe Work Method Systems

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Question 2

Read through UP Building and Construction's Work Health and Safety Policy and Procedures regarding PPE, and in your own words, list **five (5)** considerations for the project. The policy and procedures document can be accessed through UP Building and Construction's Intranet (Case Study module: Module 1), under 'Policies and procedures'.

The student must list 5 considerations (in their own words) from the following list:

- Maintain records on PPE assignments and training.
- Develop and make accessible instructions for selection, use, maintenance, cleaning of any PPE used
- Intermittently re-evaluate the suitability of previously selected PPE
- Establish a procedure to inspect PPE to ensure it is clean, hygienic and in good working order
- All employees must wear PPE as instructed
- Any damage of PPE must be reported to management
- All employees are responsible for complying with the policy

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5.

Question 3

While working on the project for a few days now, you have noticed that some of the contractors use each other's personal protective equipment. When you question them, they argue that they are in rush, so at times they may pick up someone else's hard hat, gloves or ear plugs. They claim that the policy and procedures document does not mention that this is not allowed.

Review UP Building and Construction's Work Health and Safety Policy and Procedures regarding PPE and adjust Section 10's introduction to provide clear guidelines regarding using other staff's PPE for hygiene purposes. Draft your recommendation in the box provided.

[Approximate word count: 50-55 words]

[Type your answer here]

Student must draft a recommendation to incorporate hygiene practices when using PPE, for example:

For hygiene purposes, all personnel must ensure that they use their own PPE at all times. If for any reason they must borrow another staff's PPE, they must sanitise adequately the equipment before and after they use either by sanitizing wipes or spray. PPE that cannot be sanitized, cannot be used by other staff members.

Task 5 – Dispute resolution

SCENARIO

The project was completed on time. However, two weeks after the completion date, on 21 September 2021, the owner, John Jones, emailed UP Building and Construction Pty Ltd and expressed his dissatisfaction regarding the quality of the company's work. He claimed that after a huge storm the roof is now leaking in the living room and in one of the bedrooms. He also claimed that the doors in the house do not close properly, and the hardwood floor makes a loud cracking sound in the master bedroom.

Question 1

Consult the company's Customer Engagement Policy and Procedures regarding dispute resolution, and briefly explain the procedure you would need to follow when responding to the client's complaint. The policy and procedures document can be accessed through UP Building and Construction's Intranet (Case Study module: Module 1), under 'Policies and procedures'.

[Approximate word count: 130-140 words]

[Type your answer here]

Students must make sure to base their answer on the information provided in the Customer Engagement policy and cover the following points:

- Complaints must be handled with respect and professionalism

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- Respond to the client's complaint within 48 hours in writing and reassure the client that the company is determined to find mutually acceptable solutions.
- Listen to the complaints and validate the inconvenience.
- Offer to re-visit the issues and get it fixed with reliable contractors on the company's expense as this is all covered by builder's warranty.
- If a mutually convenient timeframe or actions cannot be negotiated, offer the client to organise the repair with other contractors and UP Building and Construction will cover the expenses.
- If the parties cannot get to a mutual agreement, an independent professional can be involved as a mediator.
- If no quick solution can be found for the issue, the complaint can be escalated to the HR manager to proceed with the formal dispute resolution process.

Question 2

In accordance with the company's dispute resolution procedures, draft an email as a response to Mr. Jones' complaint and present possible options as a solution for the issues raised.

(Approximate word count: 200-250 words)

From: Mr. Jones
To: admin@upbuildingandconstruction.com.au
Subject: Re: Complaint
[Type your email here]
<p>Students must make sure to base their answers on the information provided in the <i>Customer engagement policy and Procedures</i> (as outlined above in Question 1).</p> <p>Students must ensure to have an appropriate greeting and introduction at the beginning of the email, use professional language and friendly tone, validate the client's feelings, and clearly outline possible solutions.</p> <p>For example:</p> <p>'Dear Mr. Jones,</p> <p>Thank you for your email. I can understand how inconvenient it must be to face these issues, and I am extremely sorry for this situation. Here at UP Building and construction, we are committed to ensure client satisfaction and to try to find solutions for every issue without having to seek legal remedies.</p> <p>From your complaint I can understand the following:</p> <ol style="list-style-type: none"> 1. the roof is leaking in the living room and in one of the bedrooms 2. the doors in the house don't close properly 3. the hardwood floor makes a loud cracking sound in the master bedroom. <p>I can reassure you that all our workers, including contractors, comply with Australian standards and relevant legislations. However, we take your feedback seriously and we try to understand the issues in order to find the right solutions. Please advise us of a convenient date and time when the builders can inspect your property to better understand the issues. Based on his report, here's what we offer as possible solutions:</p>

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Student Number: [Click or tap here to enter text.](#)

1. Fix the issues at our expense, under the builder warranty, at a time that is convenient for you.
2. We are happy to reimburse your expenses if you prefer to contract another company for the repair work.
3. We can involve an independent professional as a mediator if that would help.

I am confident we can find a mutually acceptable solution.

Looking forward to hearing back from you,
Signature

Question 3

After receiving your email, Mr Jones rang you to thank for the understanding and decided to allow UP Building and Construction a second chance to rectify the issue and repair the leaking roof. The job was completed within a week and on 1 October 2021 the company has received an email from Mr. Jones that the roof is not leaking anymore.

Complete the following Complaint register to record Mr. Jones' complaint based on the scenario at the beginning of Task 5.

Complaints Register				
Date and time when the complaint was made (3-5 words)	Description of the complaint (20-25 words)	Action that was taken to resolve to complaint (10-15 words)	Was the issue taken to the court? (1-3 words)	Date when the complaint was resolved (3-5 words)
21 September 2021	John Jones made a complaint 2 weeks after the New Street Coast Town Construction Project was completed, claiming that the roof was leaking.	UP Building and Construction rectified the issue and fixed the roof.	No	1 October 2021 (this is the date when the client confirmed that the issues was rectified)

Question 4

Based on the company's Customer Engagement Policy and Procedures regarding dispute resolution, explain what records you need to keep regarding this complaint, including dispute outcome and other relevant documentation. The policy and procedures document can be accessed through UP Building and Construction's Intranet (Case Study module: Module 1), under 'Policies and procedures'.

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[Approximate word count: 70-75 words]

[Type your answer here]

Students must make sure to base their answer on the information provided in the *Customer Engagement policy* and cover the following points:

- UP Building and Construction must retain a copy of the communication with the client regarding the complaint, including all project-related documentation and dispute outcome, for a minimum of 10 years. Any correspondence regarding the dispute, including the outcome of the dispute, must be kept on file either electronically or in printed format. These documents must be stored in a secure way, maintaining privacy and confidentiality. Documents can be presented in case of legal proceedings.

Assessment checklist

Students must have completed all questions within the assessment before submitting. This includes:

Task 1 – Industrial relations		
Q1	Complete table regarding employee entitlements	<input type="checkbox"/>
Q2	Answer question regarding modern awards	<input type="checkbox"/>
Q3	Answer question regarding wages	<input type="checkbox"/>
Q4	Answer question regarding contractors' entitlements, tights and responsibilities	<input type="checkbox"/>
Q5	Answer question regarding work health and safety training	<input type="checkbox"/>
Q6	Answer question regarding discrimination and harassment in the workplace	<input type="checkbox"/>
Task 2 – Payroll systems		
Q1	Answer question regarding subcontractor payments	<input type="checkbox"/>
Q2 (a, b)	Answer question regarding first-tier subcontractor payments	<input type="checkbox"/>

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Q3	Answer question regarding Taxable Payments Annual Reports	<input type="checkbox"/>
Q4	Answer question regarding subcontractor invoices	<input type="checkbox"/>
Q5	Answer question regarding PAYG payments	<input type="checkbox"/>
Q6	Complete the table with the required calculation for full-time employee	<input type="checkbox"/>
Q7	Complete the table with the required calculation for contractor	<input type="checkbox"/>
Task 3 – Sustainability, environmental, and waste management		
Q1	Answer question regarding sustainability requirements	<input type="checkbox"/>
Q2	Answer question regarding environmental control requirements	<input type="checkbox"/>
Q3	Answer question regarding on-site sewage management system requirements	<input type="checkbox"/>
Task 4 – Work health and safety		
Q1	Answer question regarding work health and safety requirements	<input type="checkbox"/>
Q2	Answer question regarding UP Building and Construction's WHS policy and procedures	<input type="checkbox"/>
Q3	Draft a recommendation regarding PPE use	<input type="checkbox"/>
Task 5 – Dispute resolution		
Q1	Answer question regarding dispute resolution procedure	<input type="checkbox"/>
Q2	Draft and email as a response to a complaint	<input type="checkbox"/>
Q3	Complete Complaint Register	<input type="checkbox"/>
Q4	Answer question regarding record keeping requirements in the case of a dispute	<input type="checkbox"/>

Student Name: [Click or tap here to enter text.](#)

Student Number: [Click or tap here to enter text.](#)

Congratulations, you have reached the end of Assessment 3!

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