

# Planning and Management of Home Renovation

## INTRODUCTION

This course was launched jointly by BCA and HDB to improve the industry to meet the needs of its current and potential renovation contractors. All existing and new renovation contractors are encouraged to attend the course to learn the good practices to better plan and manage renovation projects.

This course is designed to equip participants with the necessary skill and knowledge in planning and managing renovation projects. Particular emphasis is placed on documentation, resource management, quality control, delivering good customer services, designing for home renovation and finally, opportunities for improvement or upgrading of the business.

## CONTENTS

### PART 1 – Planning & Managing the Renovation Project

- Introduction - The introduction stresses the need for pro-active and effective planning and managing a renovation project and the firm as a whole.
- Refresher - This topic serves as a refresher to the participants on the need to comply with the relevant Statutory, Regulatory, Code of Practice and Singapore Standards as well as HDB Renovation Rules and Regulations.
- Business Contract with Customers - Participants will be introduced to the common contracts published by CASE and RADAC.
- Managing Changes and Unplanned Events - This topic discussed on identifying changes, accepting and dealing with them. Most important of all, the need to carry out clear and prior communication with all involved to prevent misunderstanding.
- Resource Planning and Management - Keeping in touch with the environment for latest trend, products, desires, cost, methods etc – business, industry (direct and indirect), economy within and beyond Singapore etc.
- Quality Control - This topic discussed on the quality control effort in managing risk, cost and liability and equally important, providing good customer services.
- Attitude for Improvement - Introduction to benchmarking, “Branding”, Safety management with SMC/OHSAS 18001, Quality management system with ISO 9001, Environmental management with ISO 14001, understanding your customer, collaboration for growth.

### PART 2 - Design on Home Renovation

Theme conceptualization • Home styling • Space planning and optimization • Functional requirements • Aesthetic desires • Colour analysis • Choice of materials • Furniture layout • Selection of lightings, furnishing and accessories

### PART 3 - Dispute Resolution

- Common renovation complaints/issues faced by consumers (including case studies, complaint statistics/nature etc)
- Tips from CASE to consumers on renovation matters
- How the Consumer Protection (Fair Trading) Act (CPFTA) affects renovation contractors
- Alternative dispute-resolution mechanism (including mediation, arbitration, evaluation etc)
- CaseTrust Accreditation scheme for renovation contractors

## TESTS

There will be 2 tests, each test is 30 minutes & will be conducted at the end of each day. (20 Multiple choice questions, open book test)



## DETAILS

17th Run: To be advised  
Duration : 2 days (12 tests of 30 min each)  
Time: 8.30am to 5.30pm  
Venue: BCA Academy

Fee (incl of GST): S\$600.00

*Refreshments will be provided.*

*In keeping with our green and sustainable practices, course notes will be available in e-format.*

## ASSESSMENT & AWARD

A participant must attain at least 75% of attendance for each day to be eligible to take the test at the end of each day. Those who pass the tests will be awarded a Certificate of Successful Completion.

## REGISTRATION



To register, please log into our Online StoreFront (OSF) at <https://eservices.bcaa.edu.sg/registration/#/login> or scan QRcode and search for course code **76021**