



Australian Government

ICTICT602 Develop contracts and manage contracted performance

Release: 1

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Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with ICT Information and Communications Technology Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to negotiate and document contractual arrangements between clients and vendors, and to monitor and manage performance against agreed contractual obligations.

It applies to individuals who work in senior information and communications technology (ICT) management roles who are required to contract both staff and suppliers.

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

Unit Sector

General ICT

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish contract | 1.1 Determine boundaries of the contract 1.2 Document contract details and provide a copy to the client and vendor for review 1.3 Obtain client and vendor feedback to clarify problems and misunderstandings 1.4 Facilitate negotiations to resolve problems and |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------|---|
| | misunderstandings 1.5 Seek agreement from stakeholders |
| 2. Monitor contract | 2.1 Monitor performance against contractual obligations to ensure desired level of quality is maintained 2.2 Ascertain client satisfaction with contractual performance 2.3 Identify and take action to address unsatisfactory performance 2.4 Provide recommendations for contractual variations, if required 2.5 Forward recommendations to appropriate person for approval |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------|------------------------|---|
| Reading | 1.1, 2.1, 2.3 | <ul style="list-style-type: none"> Identifies and analyses a variety of organisational documentation, vendor and client information, technical specifications and financial data |
| Writing | 1.2, 2.4 | <ul style="list-style-type: none"> Integrates information and requirements from a number of sources using correct spelling and grammar, specialised and cohesive language, and formal contract documentation structures |
| Oral Communication | 1.1, 1.3-1.5, 2.1-2.5 | <ul style="list-style-type: none"> Uses effective listening and probing, and open questioning techniques to elicit the views and opinions of others and obtain information and feedback Articulates requirements clearly in plain English and uses appropriate tone, style, body language and reflective responses to interact effectively, remedy issues and disagreements, and negotiate outcomes |
| Numeracy | 1.1-1.3, 2.1, 2.3, 2.4 | <ul style="list-style-type: none"> Uses a range of mathematical and financial calculations to determine and monitor contractual milestones, costs and budgetary constraints |
| Interact with others | 1.2, 2.5 | <ul style="list-style-type: none"> Actively identifies the requirements of important communication exchanges, selecting appropriate |

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| | | channels, format, tone and content to suit purpose and audience |
| Get the work done | 1.1, 1.4, 2.1, 2.3 | <ul style="list-style-type: none"> • Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals • Uses systematic analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Uses nuanced understanding of context to recognise anomalies and subtle deviations to normal expectations, focussing attention on critical issues and variables and filtering out peripheral issues • Considers the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|-----------------------|
| ICTICT602 Develop contracts and manage contracted performance | ICAICT602A Develop contracts and manage contracted performance | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>