



Australian Government

ICTSMB401 Set up and operate a contractor business

Release: 1

ICTSMB401 Set up and operate a contractor business

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to own, operate and manage a small scale contractor business with employees that install telecommunications services.

It applies to individuals who operate their own contracting business delivering and installing telecommunications services to major service providers.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

Unit Sector

Telecommunications – small and micro business

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Set up business operation	1.1 Develop business plan for small business operation according to business planning guidelines 1.2 Follow statutory and legal requirements to register business 1.3 Mitigate liabilities by obtaining adequate business insurance 1.4 Provide and maintain vehicle through purchase, lease or hire purchase, including managing fringe benefits tax (FBT) liabilities according to business plan
2. Provide client service	2.1 Develop and maintain client base to support business plan 2.2 Analyse and determine client expectations in relation to industry

	standards 2.3 Provide client service that meets client expectations according to enterprise standards 2.4 Monitor and evaluate performance on installations completed against industry standards
3. Perform small business financial management tasks	3.1 Record income and expenditure using bookkeeping tools and software according to normal accounting standards 3.2 Construct small business financial balance sheet using banking records or supply information to accountant according to normal accounting standards 3.3 Calculate small business taxation and superannuation requirements or supply information to accountant according to normal accounting standards 3.4 Complete a business activity statement (BAS) or supply data to accountant according to normal accounting standards
4. Cost and quote installation	4.1 Establish extent of work to be completed through professional and personable discussions with client 4.2 Complete job specification for quote with cost estimates of time required to complete work 4.3 Estimate and include cost of materials using supplier quoted prices 4.4 Determine and include margin for profit and ongoing costs for installation according to business plan 4.5 Check finalised quote for accuracy 4.6 Submit quote to client within agreed timeframe

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	1.1-1.4, 2.2, 2.4, 3.4, 4.3, 4.5	Evaluates and integrates facts and ideas to construct meaning from a prescribed and limited range of text types, including relevant regulatory, taxation and insurance information
Writing	1.1, 2.1, 2.3, 2.4,	Conveys intended meaning on familiar topics for a limited range of purposes and audiences

	3.4, 4.2, 4.6	
Oral Communication	2.3, 2.4, 4.1	Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts, particularly in relation to clients, employees and government officers
Numeracy	1.1, 1.3, 1.4, 2.2, 2.4, 3.1-3.4, 4.1-4.6	- Selects from and uses a variety of mathematical and problem solving strategies in a range of familiar and some less familiar contexts, including preparation of quotes and calculation of profit margins - Extracts and evaluates the mathematical information embedded in a range of tasks and texts, including interpretation of financial information
Navigate the world of work	1.2, 2.3	- Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to business registration - Recognises and follows protocols in relation to enterprise standards and meets client expectations associated with role
Get the work done	1.1, 1.3, 1.4, 2.1-2.4, 3.1, 3.2, 4.1	- Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to develop a business plan - Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues - Makes a range of critical and non-critical decisions in relation to mitigating liabilities and providing client service, taking a range of constraints into account - Uses analytical processes to decide on a course of action, establishing criteria for deciding between options when developing client solutions - Uses a broad range of features within bookkeeping tools and applications to improve personal productivity, optimising software functions for specific purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSMB401 Set up and operate a contractor business	ICTSMB4160A Set up and operate a contractor business	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>