



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICTSMB4161A Operate a contractor business with employees**

**Release: 1**

## ICTSMB4161A Operate a contractor business with employees

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to operate a developing business involving employees in a competitive installation environment. It involves recruiting and managing employees as well as promoting the business and maintaining business compliance.</p> <p>Specific legal requirements apply to small business. Requirements should be confirmed with the relevant federal, state or territory authority.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit is relevant to installers who operate or are establishing a business employing support staff or installers. It may also apply to a business that uses subcontractors.</p> <p>It does not apply to novice installers and would not be appropriate in a pre-employment training program.</p>
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### Licensing/Regulatory Information

Not Applicable

## Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Recruit employees	1.1. Define and document <i>employee roles</i> 1.2. Locate and tap <i>sources of employees</i> 1.3. <i>Evaluate and select</i> candidates for employment based on documented employee roles 1.4. Provide <i>induction</i> to employees
2. Manage employees	2.1. Assign work to employees in line with employee roles 2.2. Develop a strategy for retention of employees with <i>rewards and incentives</i> 2.3. Apply a <i>payroll operation</i> 2.4. Maintain and manage <i>employee on-costs</i> using a manual or computer-based system 2.5. Monitor and evaluate <i>employee performance</i> against business policies and standards
3. Promote the business	3.1. Identify <i>growth</i> opportunities for the business 3.2. Design and develop advertising material to stimulate growth of the business, including evaluating the process for establishing a <i>website</i> 3.3. Research the availability of a <i>network</i> to promote the business
4. Maintain compliance	4.1. Research and identify <i>compliance</i> requirements for the business 4.2. Develop and implement procedures to ensure compliance 4.3. Implement a system to monitor compliance 4.4. Implement actions to improve compliance performance

## Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
<b>Required skills</b>
<ul style="list-style-type: none"> <li>communication skills to relate to customers, employees and contractors</li> <li>literacy skills to:</li> </ul>

**REQUIRED SKILLS AND KNOWLEDGE**

- develop plans using a set format
- interpret business reports
- problem solving skills to address common business problems
- numeracy skills to check and interpret financial information
- technical skills to:
  - deliver contracting services within timelines and budgets
  - manage human resources within the limits of a small contracting business
  - manage telecommunications work

**Required knowledge**

- Commonwealth, state, territory and local government legislative requirements relating to business operation:
  - anti-discrimination
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - occupational health and safety (OHS)
- compliance requirements within the limits of an installation service business
- OHS responsibilities and procedures
- sources of advice and specialist services

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• recruit employees and document roles</li> <li>• maintain payroll management records</li> <li>• promote business by identifying growth opportunities and advertising</li> <li>• monitor and maintain technical compliance performance.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• resources: <ul style="list-style-type: none"> <li>• Australian Taxation Office (ATO) guides</li> <li>• financial management record keeping software</li> <li>• human resource texts</li> <li>• recruitment guides</li> <li>• performance management tools</li> <li>• compliance legislation, codes and policies.</li> </ul> </li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate performing business tasks</li> <li>• review of business plans, records and quotes prepared by the candidate</li> <li>• oral or written questioning on required knowledge and skills.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• ICTSMB4160A Set up and operate a contractor business.</li> </ul> <p>Aboriginal people and other people from a non-English</p>

**EVIDENCE GUIDE**

	<p>speaking background may have second language issues.</p> <p>Access must be provided to appropriate learning and assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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**Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Employee roles*** may include:

- agreed duties
- job role title
- documented job description.

***Sources of employees*** may include:

- advertising in public or industry magazines
- job agencies
- using industry networks and associations.

<b>RANGE STATEMENT</b>	
<b><i>Evaluate and select</i></b> may include:	<ul style="list-style-type: none"> <li>• assessment of on-the-job performance or simulated activities</li> <li>• interview</li> <li>• review of application details.</li> </ul>
<b><i>Induction</i></b> may include instruction in:	<ul style="list-style-type: none"> <li>• job role</li> <li>• other workplace conditions</li> <li>• relationship to other employees</li> <li>• safety.</li> </ul>
<b><i>Rewards and incentives</i></b> may include:	<ul style="list-style-type: none"> <li>• cash payments</li> <li>• in-kind payments.</li> </ul>
<b><i>Payroll operation</i></b> may include:	<ul style="list-style-type: none"> <li>• arrangement of payment to employees</li> <li>• documentation of agreed rates of pay</li> <li>• recording of hours worked.</li> </ul>
<b><i>Employee on-costs</i></b> may cover costs for:	<ul style="list-style-type: none"> <li>• allowances for annual and sick leave</li> <li>• sundry other costs of employment</li> <li>• tools and other equipment costs</li> <li>• workers' compensation and other insurances.</li> </ul>
<b><i>Employee performance</i></b> should include:	<ul style="list-style-type: none"> <li>• adjusting performance</li> <li>• measuring performance</li> <li>• setting agreed performance expectations.</li> </ul>
<b><i>Growth</i></b> may include:	<ul style="list-style-type: none"> <li>• expansion into new regions</li> <li>• more work and employees</li> <li>• wider diversity of clients.</li> </ul>
<b><i>Website</i></b> may include:	<ul style="list-style-type: none"> <li>• capabilities</li> <li>• contact details</li> <li>• examples of work</li> <li>• testimonials.</li> </ul>
<b><i>Network</i></b> may include:	<ul style="list-style-type: none"> <li>• community groups</li> <li>• government agencies</li> <li>• industry associations</li> <li>• local business</li> <li>• other specialist services</li> <li>• past customers</li> <li>• subcontractors</li> <li>• suppliers.</li> </ul>
<b><i>Compliance</i></b> may include:	<ul style="list-style-type: none"> <li>• technical standards: <ul style="list-style-type: none"> <li>• installation</li> <li>• maintenance.</li> </ul> </li> </ul>



## Unit Sector(s)

<b>Unit sector</b>	Telecommunications
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## Co-requisite units

<b>Co-requisite units</b>		

## Competency field

<b>Competency field</b>	Small and micro business
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