



Australian Government

PSPPCM008 Manage contract performance

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPROC503B Manage contract performance.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to implement strategies that ensure effective contract performance. It includes managing the business relationship, performance of the contract, and contract issues; and implementing a communication strategy.

This unit applies to those working in roles involved in procurement contract maintenance.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently seeking advice as required, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Procurement

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Manage the business relationship	<p>1.1 Manage probity.</p> <p>1.2 Meet obligations to the contractor.</p> <p>1.3 Record consideration of conflicts of interest and their resolution.</p> <p>1.4 Manage business relationship with contractor in the public interest through formal and informal mechanisms.</p>
2. Manage performance of the contract	<p>2.1 Implement start-up or transition arrangements.</p> <p>2.2 Monitor and update contract management plan for effectiveness regularly.</p> <p>2.3 Monitor performance of contract against key performance indicators and track milestones to ensure obligations under the agreement are being met.</p> <p>2.4 Manage e-procurement, financial and other resources.</p> <p>2.5 Identify and manage emerging and potential risks.</p>
3. Manage contract issues	<p>3.1 Manage contract variations.</p> <p>3.2 Identify early signs of under-performance, and take action to improve performance.</p> <p>3.3 Investigate and resolve or refer disputes and complaints.</p> <p>3.4 Conduct negotiation of contract issues.</p> <p>3.5 Address and resolve or refer conflict.</p> <p>3.6 Deal with non-compliance with codes of conduct, codes of practice and standards of behaviour.</p>
4. Implement communication and information strategy	<p>4.1 Maintain communication on the performance of the contract with all stakeholders.</p> <p>4.2 Carry out management reporting.</p> <p>4.3 Maintain contract information for organisational purposes.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPROC503B Manage contract performance.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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