



Australian Government

SIFXADQ003 Monitor contracted services and supplies

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the delivery of contracted services and supplies, address variations in delivery, resolve contractual disputes and monitor the transition of contracts. It applies to funeral home and cemetery and crematorium staff whose work involves a high level of autonomy and responsibility for managing outsources. It involves ensuring that all work is carried out according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Monitor delivery of contracted services and supplies.

2. Resolve contractual disputes.

3. Implement contract transitions.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify contracted services and supplies.
- 1.2 Conduct regular checks and evaluations of contracted services and supplies and delivery timeframes.
- 1.3 Undertake ongoing liaison with contractors to ensure problems are identified and resolved.
- 1.4 Identify and document variations between contract and delivery of services or supplies and notify manager.
- 1.5 Take corrective action to rectify variations within scope of authority and document.
- 1.6 Authorise payment for contracted services and supplies according to conditions of contract.

- 2.1 Investigate disagreements and identify cause and validity.
- 2.2 Negotiate and agree on terms of resolution.
- 2.3 Follow contract provisions for dispute resolution.
- 2.4 Seek legal and management advice where required to resolve disputes.

- 3.1 Review contract conditions and responsibilities with appropriate personnel to ensure satisfactory completion of contract.
- 3.2 Authorise contract completion in writing to confirm completed services have been undertaken according to contract objectives and

specifications.

3.3 Reconcile final statement.

3.4 Evaluate contractor performance level of service against agreed benchmark.

3.5 Coordinate end-of-service or renewed contracts to meet workplace requirements.

3.6 Assess quality of contract documentation.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFGLC004A Monitor contracted services and supplies.

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>