



**Australian Government**

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

# **TLIR107C Monitor supplier performance**

**Release: 1**

## **TLIR107C Monitor supplier performance**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract.

### **Application of the Unit**

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### Elements and Performance Criteria

Element	Performance Criteria
<b>1 Administer supplier contract</b>	1.1 Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace
	1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules
	1.3 Non-conformance of supplier with contracted requirements is accurately detailed
	1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority
	1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures
<b>2 Complete documentation</b>	2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file
	2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file
	2.3 System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

## **Required Skills and Knowledge**

### **REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

#### **Required knowledge:**

Relevant regulatory and code requirements

Relevant OH&S responsibilities and procedures

Workplace protocols and procedures for monitoring the performance of supply contractors

Workplace contract performance and disputation policies and procedures

Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality

Focus of operation of recording, reporting and statistical analysis systems and resources

Resource availability including the processing capacity of equipment and software systems for statistical analysis of data

Typical problems that can occur with supply contracts and related appropriate action that can be taken

#### **Required skills:**

Communicate effectively with others when monitoring supplier performance

Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance

Interpret and follow operational instructions and prioritise work

Complete documentation related to the monitoring of supplier performance

Operate electronic communication equipment to required protocol

Work collaboratively with others when monitoring supplier performance

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Select and appropriately apply technology, information systems and procedures when monitoring supplier performance

Adapt to differences in equipment in accordance with standard operating procedures

## **Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace



## 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.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site location large, medium or small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	customer and supplier contact and coordination
The key requirement of this unit is to:	interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel
Contracts may be:	for singular or continuous supply
Document/data interchange may be:	electronic paper-based
Suppliers may include:	domestic and international contractors corporations government agencies
Contract non-conformance must be:	demonstrable
Relevant regulations/legislation may be related to:	contract disputation confidentiality goods regulatory requirements probity
Consultative processes may involve:	other employees and supervisors customers and suppliers management and union representatives industrial relations, occupational health and safety specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation	company procedures



concerned and the local terminology used, workplace procedures may include:

enterprise procedures  
organisational procedures  
established procedures

Information/documentation may include:

relevant supply contracts and agreements  
quality or enterprise work specifications and procedures  
manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions  
guidelines relating to minimising risks to the environment and occupational health and safety requirements  
supplier and/or client instructions  
material safety data sheets  
relevant agreements, codes of practice including the national standards for manual handling and the industry safety code  
legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection  
reports of accidents and incidents within regulatory requirements and enterprise procedures  
workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information  
quality assurance procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice  
relevant Australian and state/territory OH&S legislation  
equal employment legislation and related policies  
environmental protection regulations  
hazardous substances and dangerous goods codes  
relevant Australian standards and

certification requirements

licence, patent or copyright arrangements

## **Unit Sector(s)**

Not applicable.

## **Competency Field**

R - Contract Procurement