



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT602A Develop contracts and manage contracted performance

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to negotiate and document contractual arrangements between clients, vendors and service providers and to monitor and manage performance against agreed contractual obligations.

Application of the Unit

This unit applies to information and communications technology (ICT) staff working in a range of areas who are required to contract both staff and suppliers.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Establish contract	1.1 Determine <i>boundaries of the contract</i> 1.2 Document contract details and provide a copy to the <i>client</i> and vendor for review 1.3 Obtain client and vendor feedback to clarify problems and misunderstandings 1.4 Facilitate negotiations to resolve problems and misunderstandings 1.5 Seek agreement from <i>stakeholders</i>
2. Monitor contract	2.1 Monitor performance against contractual obligations to ensure desired level of quality is maintained 2.2 Ascertain client satisfaction with contractual performance 2.3 Identify and take action to address unsatisfactory performance 2.4 Provide recommendations for contractual variations, if required 2.5 Forward recommendations to the <i>appropriate person</i> for approval

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - identify service expectations and boundaries of service provision
 - review objectives and performance measures against contract outcomes
- communication skills to:
 - negotiate contract equipment and services when providing client support
 - obtain feedback and clarify problems
 - present and facilitate groups to transfer and collect information, gain consensus on concepts and gain the trust and confidence of colleagues, clients and suppliers
- initiative and enterprise skills to plan use of resources to achieve contract obligations
- literacy skills to:
 - organise and present information
 - prepare information on client support performance outcomes and agreed quality standards
 - write business reports
- numeracy skills to monitor the finances related to contracts
- planning and organisational skills to:
 - plan the management of services
 - monitor satisfactory service
- technical skills to:
 - identify and take action to address unsatisfactory performance
 - monitor the service performance.

Required knowledge

- analysis and planning approaches to technical problems or management requirements, taking into account organisational values and purpose in the context of formulating client support contracts
- broad knowledge of methods for evaluating and forecasting vendor and technology trends
- contracting requirements related to IT
- IT purchasing of equipment and services, such as negotiating extensive client support contracts
- industry standards in relation to service and product agreements.

Evidence Guide

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to negotiate and formulate extensive client support contracts by: - accessing and analysing relevant information on resources and budgets - analysing current and future client support requirements - monitoring resource use, cost efficiency and effectiveness against contractual obligations reviewing objectives and performance measures.
Context of and specific resources for assessment	Assessment must ensure access to: - detailed information relating to business strategic plan - budget constraints - timeframe for the strategic plan - business objectives - information on a range of IT business solutions - outcomes of a business-analysis process. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - review of contract prepared by the candidate meeting client requirements for service delivery within time and cost parameters - direct observation of candidate monitoring contract performance, including action taken to address unsatisfactory performance - verbal or written questioning to assess candidate's knowledge of: - analysis and planning approaches to technical problems - contracting in the IT area.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.

	Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.
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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.

<i>Boundaries of the contract</i> may include:	• budget • organisational policy • resources • time constraints.
<i>Client</i> may include:	• employees • external organisations • individuals • internal departments.
<i>Stakeholders</i> may include:	• development team • project team • sponsors • users.
<i>Appropriate person</i> may include:	• authorised business representative • client • supervisor.

Unit Sector(s)

General ICT