



Australian Government

ICTICT602 Develop contracts and manage contracted performance

Release: 1

ICTICT602 Develop contracts and manage contracted performance

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

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

It applies to individuals who work in senior information and communications technology (ICT) management roles who are required to contract both staff and suppliers.

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

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish contract	1.1 Determine boundaries of the contract 1.2 Document contract details and provide a copy to the client 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 stakeholders
2. Monitor contract	2.1 Monitor performance against contractual obligations to

ELEMENT	PERFORMANCE CRITERIA
	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 appropriate person for approval

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.1, 2.3	Identifies and analyses a variety of organisational documentation, vendor and client information, technical specifications and financial data
Writing	1.2, 2.4	Integrates information and requirements from a number of sources using correct spelling and grammar, specialised and cohesive language, and formal contract documentation structures
Oral Communication	1.1, 1.3-1.5, 2.1-2.5	- Uses effective listening and probing, and open questioning techniques to elicit the views and opinions of others and obtain information and feedback - Articulates requirements clearly in plain English and uses appropriate tone, style, body language and reflective responses to interact effectively, remedy issues and disagreements, and negotiate outcomes
Numeracy	1.1-1.3, 2.1, 2.3, 2.4	Uses a range of mathematical and financial calculations to determine and monitor contractual milestones, costs and budgetary constraints
Interact with others	1.2, 2.5	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Get the work done	1.1, 1.4, 2.1, 2.3	Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may

		contribute to longer term operational and strategic goals • Uses systematic analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Uses nuanced understanding of context to recognise anomalies and subtle deviations to normal expectations, focussing attention on critical issues and variables and filtering out peripheral issues • Considers the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT602 Develop contracts and manage contracted performance	ICAICT602A Develop contracts and manage contracted performance	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT602 Develop contracts and manage contracted performance

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Performance Evidence

Evidence of the ability to:

- negotiate and formulate contracts
- access and analyse relevant information on resources and budgets
- analyse current and future contract requirements
- monitor resource use, cost efficiency and effectiveness against contractual obligations
- review objectives and performance measures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

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

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- detailed information relating to business strategic plan
- budget constraints
- timeframe for the strategic plan
- business objectives
- information on a range of ICT business solutions
- outcomes of a business analysis process.

Assessors must satisfy NVR/AQTF assessor requirements.

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