



Australian Government

ICTICT612 Develop contracts and manage contract performance

Release: 1

ICTICT612 Develop contracts and manage contract performance

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

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.

The unit applies to those 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 and document boundaries of the contract according to organisational requirements 1.2 Determine and document contract requirements according to organisational requirements 1.3 Determine and document required performance criteria 1.4 Obtain client and vendor feedback to clarify problems
2. Monitor performance and facilitate negotiations	2.1 Confirm implementation of contractual obligations 2.2 Confirm and document performance against required performance criteria and contractual obligations

ELEMENT	PERFORMANCE CRITERIA
	2.3 Facilitate negotiations to resolve problems and misunderstandings
3. Conclude performance outcomes and recommendations	3.1 Determine and document organisational alignment to documented performance 3.2 Determine and document unsatisfactory performance 3.3 Determine and document recommendations for contractual variations 3.4 Submit document to required personnel and seek and respond to feedback

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	Draws from a range of mathematical and financial calculations to determine and monitor contractual milestones, costs and budgetary constraints
Oral communication	Demonstrates use of listening and probing and open questioning techniques to elicit the views and opinions of others and obtain information and feedback
Reading	Analyses a variety of organisational documentation, vendor and client information, technical specifications and financial data
Writing	Integrates information and requirements from a number of sources using correct spelling and grammar, specialised and cohesive language and formal contract documentation structures
Teamwork	Demonstrates active identification of the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Planning and organising	Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals
Problem solving	Demonstrates an understanding of context to identify anomalies and subtle deviations to normal expectations, focussing attention on critical issues and variables and filtering out peripheral issues
Technology	Recognises and identifies strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks

Unit Mapping Information

Supersedes and is equivalent to ICTICT602 Develop contracts and manage contracted performance.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTICT612 Develop contracts and manage contract performance

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- negotiate and formulate at least one contract.

In the course of the above, the candidate must:

- document processes and outcomes
- monitor performance outcomes.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry standard analysis and planning approaches to technical problems and management requirements including:
 - organisational values
 - purpose in context of formulating contracts
- methods for evaluating and forecasting vendor and technology trends
- contracting requirements related to Information and Communications Technology (ICT)
- methods of purchasing ICT equipment and services, such as negotiating extensive organisational support contracts
- industry standards in relation to service and product agreements.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures

- industry standard service and product agreements
- detailed information relating to business strategic plan and objectives.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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