



Australian Government

ICTSMB402 Operate a contractor business with employees

Release: 1

ICTSMB402 Operate a contractor business with employees

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes skills and knowledge required to operate a contracting business in a competitive installation environment. This includes recruiting and managing employees as well as promoting the business and maintaining business compliance.

It applies to individuals who operate or are establishing an installation business employing support staff or installers. It may also apply to a business that uses subcontractors.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the ICT Implementation Guide Companion Volume or the relevant regulator for details of licensing, legislative or certification requirements.

Unit Sector

Telecommunications – small and micro business

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Recruit employees	1.1 Define and document employee roles 1.2 Locate and tap sources of employees 1.3 Evaluate and select candidates for employment based on documented employee roles 1.4 Provide induction to employees
2. Manage employees	2.1 Assign work to employees in line with employee roles 2.2 Develop strategy for retention of employees with rewards and

	incentives 2.3 Apply payroll operation 2.4 Maintain and manage employee on-costs using manual or computer based system 2.5 Monitor and evaluate employee performance against business policies and standards
3. Promote the business	3.1 Identify growth opportunities for the business 3.2 Design and develop advertising material to stimulate growth of the business, including evaluating process for establishing website 3.3 Research availability of network to promote the business
4. Maintain compliance	4.1 Research and identify compliance requirements for the business 4.2 Develop and implement procedures to ensure compliance 4.3 Implement system to monitor compliance 4.4 Implement actions to improve compliance performance

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	1.2, 1.3, 2.1, 2.5, 3.1-3.3, 4.1	Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	1.1, 1.4, 2.2, 2.3, 2.5, 3.2, 3.3, 4.1, 4.2	Communicates relationships between ideas and information in a style appropriate to the audience and purpose including business plans, advertising materials, job descriptions and business procedures
Oral Communication	1.2-1.4, 2.1, 2.5, 4.2-4.4	Listens to others carefully and critically and demonstrates flexibility in spoken texts by choosing appropriate structures and strategies in a range of contexts such as engagement with clients, employees and contractors
Numeracy	2.3, 2.4	Selects from and uses a variety of mathematical and problem solving strategies in a range of familiar and some less familiar contexts, including checking financial information

Get the work done	1.4, 2.1, 2.5, 3.1, 3.2, 4.2-4.4	• Uses a formal decision making process when selecting staff and monitoring their performance, setting or clarifying goals, gathering information, and identifying and evaluating several choices against a limited set of criteria • Uses analytical processes to decide on a course of action, establishing criteria for deciding between options in relation to identifying growth opportunities • Understands and explicitly applies some basic principles of analytical and lateral thinking when developing promotional material and developing and implementing a compliance system • Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables including the outcomes of previous decisions • Applies systematic and analytical decision making processes for complex and non-routine situations
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSMB402 Operate a contractor business with employees	ICTSMB4161A Operate a contractor business with employees	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 ICTSMB402 Operate a contractor business with employees

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Performance Evidence

Evidence of the ability to:

- recruit employees and document roles
- maintain payroll management records
- allocate work and supervise employees
- identify business growth opportunities
- develop promotional materials
- identify business compliance requirements
- develop compliance processes
- monitor compliance

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:

- interpret Commonwealth, state, territory and local government legislative requirements relating to contract business operation, including those relating to:
 - anti-discrimination
 - the environment
 - equal employment opportunity
 - industrial relations
 - work health and safety (WHS)
- outline and evaluate the common methods of marketing relevant to a contractor business
- identify and interpret compliance requirements within the limits of an installation service business
- identify sources of advice and specialist services.

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 telecommunications – small and micro business field of work and include access to:

- resources and references, including Australian Taxation Office guides, human resource texts, recruitment guides and compliance legislation codes and practices
- performance management tools
- financial management record-keeping software.

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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