



Australian Government

Assessment Requirements for SIFXADQ003 Monitor contracted services and supplies

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- monitor contractual agreements, including delivery timeframes and resolve contractual disputes
- complete evaluations of contracted services
- liaise with contractors and apply procedures for the authorisation of payments to contractors.

Evidence of performance on two or more contracts is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of commonly outsourced services and supplies for the funeral services industry, including:
 - products
 - maintenance
 - cleaning
 - waste
- outsourced services and supplies including supply arrangements, resources, management and workplace operating systems
- critical aspects when monitoring and evaluating the effectiveness of contracted services and supplies, including:
 - adherence to timelines
 - estimated costs
 - progress toward objectives
 - adherence to quality standards
 - sensitivity to work carried out in funeral operations areas
 - work health and safety/occupational health and safety
 - Equal Employment Opportunity (EEO) practices
- main conditions of contracted services and supplies, including:
 - tender documentation
 - maintenance plan
 - defects liability
 - protection from exposure to sensitive areas of funeral operations, including grieving family
- contract formulation processes and authorities
- effective communication and negotiation strategies for enforcing contractual agreements
- workplace policies and procedures relating to outsourcing services and products.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
 - computers, communication technology and software programs to monitor contracted services and supplies
 - documentation, such as contractual agreements
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with contractors

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>