



Australian Government

SIFXADQ003 Monitor contracted services and supplies

Release: 1

SIFXADQ003 Monitor contracted services and supplies

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the delivery of contracted services and supplies, address variations in delivery, resolve contractual disputes and monitor the transition of contracts. It applies to funeral home and cemetery and crematorium staff whose work involves a high level of autonomy and responsibility for managing outsources. It involves ensuring that all work is carried out according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Monitor delivery of contracted services and supplies.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify contracted services and supplies.
- 1.2 Conduct regular checks and evaluations of contracted services and supplies and delivery timeframes.
- 1.3 Undertake ongoing liaison with contractors to ensure problems are identified and resolved.
- 1.4 Identify and document variations between contract and delivery of services or supplies and notify manager.

- 1.5 Take corrective action to rectify variations within scope of authority and document.
 - 1.6 Authorise payment for contracted services and supplies according to conditions of contract.
- 2. Resolve contractual disputes.
 - 2.1 Investigate disagreements and identify cause and validity.
 - 2.2 Negotiate and agree on terms of resolution.
 - 2.3 Follow contract provisions for dispute resolution.
 - 2.4 Seek legal and management advice where required to resolve disputes.
- 3. Implement contract transitions.
 - 3.1 Review contract conditions and responsibilities with appropriate personnel to ensure satisfactory completion of contract.
 - 3.2 Authorise contract completion in writing to confirm completed services have been undertaken according to contract objectives and specifications.
 - 3.3 Reconcile final statement.
 - 3.4 Evaluate contractor performance level of service against agreed benchmark.
 - 3.5 Coordinate end-of-service or renewed contracts to meet workplace requirements.
 - 3.6 Assess quality of contract documentation.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFGLC004A Monitor contracted services and supplies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXADQ003 Monitor contracted services and supplies

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.

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