



Australian Government

Department of Education, Employment and Workplace Relations

SIFGLC004A Monitor contracted services and supplies

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	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.
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Application of the Unit

Application of the unit	This unit applies to funeral home and cemetery and crematorium staff and involves a high level of autonomy and responsibility.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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|---|---|---|
| 1 | Monitor delivery of contracted services and supplies. | 1.1 Identify <i>contracted services and supplies</i> . |
| | | 1.2 Conduct regular <i>checks and evaluations</i> of contracted services and supplies and delivery timeframes. |
| | | 1.3 Undertake <i>ongoing liaison</i> with contractors to ensure problems are identified and resolved. |
| | | 1.4 Identify and document <i>variations</i> between contract and delivery of services or supplies and notify <i>appropriate personnel</i> . |
| | | 1.5 Take corrective action to rectify variations within scope of authority and document according to <i>workplace policies and procedures</i> . |
| | | 1.6 Authorise <i>payment</i> for contracted services and supplies according to <i>conditions of contract</i> and workplace policies and procedures. |
| 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 <i>legal and management advice</i> where required to resolve disputes. |

ELEMENT**PERFORMANCE CRITERIA**

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| 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 according to workplace policies and procedures. |
| | | 3.4 | Evaluate contractor performance level of service against agreed benchmark. |
| | | 3.5 | Coordinate end-of-service or renewed contracts to meet organisation's requirements. |
| | | 3.6 | Assess quality of contract documentation. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills, including clear and direct communication, active listening and questioning techniques and responsive negotiation to liaise with contractors, negotiate resolutions and report variations between contract and delivery of services
- literacy and numeracy skills to understand written documentation, accurately complete required documentation and reconcile final statements
- problem-solving skills to identify discrepancies, take corrective action and investigate disagreements
- planning and organisational skills to review and evaluate contractor performance and coordinate end of service or renewed contracts
- self-management skills to act through self-direction within scope of authority.

Required knowledge

- operation of supply arrangements, resources, management and workplace operating systems
- contract formulation processes and authorities
- workplace policies and procedures, including business plans.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to successfully negotiate initial and ongoing contracts, enforce contractual agreements, including delivery timeframes and resolve contractual disputes
- knowledge of negotiation, relationship building and communication techniques
- project or work activities to monitor multiple contracted services and supplies over a period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed, to ensure consistency of

EVIDENCE GUIDE

performance and ability to respond to and evaluate different situations.

Context of and specific resources for assessment

Assessment must ensure access to:

- appropriate computers, communication technology and software programs to monitor contracted services and supplies
- relevant documentation, such as contractual agreements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate completing an evaluation of contracted services, liaising with contractors and applying procedures for the authorisation of payments to contractors
- written or verbal questioning to assess knowledge of workplace policies and procedures with regard to monitoring contracted services and supplies in the funeral services industry
- review of workplace documents completed by candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Contracted services and supplies may include:

- products
- maintenance
- cleaning
- waste.

Checks and evaluations may include:

- adherence to timelines
- estimated costs
- progress toward objectives
- adherence to quality standards
- sensitivity to work carried out in funeral operations areas
- OHS
- equal employment opportunity (EEO) practices.

Ongoing liaison may include:

- formal meetings
- informal meetings
- telephone conversations.

Variations may include:

- cost
- quality and quantity
- timeframes
- damage.

RANGE STATEMENT

Appropriate personnel may include:

- manager
- supervisor.

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures
- security and privacy procedures.

Payment may include:

- progressive
- lump sum.

Conditions of contract may include:

- tender documentation
- maintenance plan
- defects liability
- protection from exposure to sensitive areas of funeral operations, including grieving family.

Legal and management advice may include:

- organisation's legal position
- legal risks
- clarification of technical aspects of a dispute.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Governance and Legal Compliance

