



Australian Government

TLIR0003 Monitor supplier performance

Release: 1

TLIR0003 Monitor supplier performance

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to monitor supplier performance.

It includes implementing procedures for monitoring supplier performance, monitoring for conformity to contracted requirements and completing all required documentation.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance.

Work involves responsibility for resource coordination and allocation, and for leading individuals or teams.

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

Pre-requisite Unit

Not applicable.

Competency Field

R – Contract Procurement.

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1 Implement procedures for monitoring supplier performance

- 1.1** Relevant legislation to administer a supplier contract is accessed and applied to the current supplier contract
- 1.2** Preferred supplier list is reviewed for previous contractual performance

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|------------------------------------|---|
| | <ul style="list-style-type: none">1.3 Key contractual milestones are identified, recorded and kept with supplier contract in accordance with workplace procedures1.4 Risk controls are determined, recorded and actioned1.5 Procedures for receiving supplier goods or services are reviewed with appropriate personnel |
| 2 Monitor supplier contract | <ul style="list-style-type: none">2.1 Supplied goods or services are assessed for conformity with advised criteria2.2 Non-conformance of supplier with contracted requirements is investigated and accurately detailed2.3 Actions to rectify non-conformance are undertaken in accordance with workplace procedures and within scope of authority2.4 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with workplace operating procedures2.5 Contractual milestones and risks are continually monitored and follow-up action taken, as required |
| 3 Complete documentation | <ul style="list-style-type: none">3.1 Annotations and performance assessment/evaluations are completed and appended to supplier file3.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file3.3 System records are maintained and updated in accordance with workplace management system and required regulatory requirements |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIR4001 Monitor supplier performance.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIR0003 Monitor supplier performance

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- addressing contract non-conformance
- administering supplier contract
- applying relevant legislation, contractual requirements and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- implementing corrective actions and follow-up as instructed by relevant personnel
- interpreting data and providing appropriate, timely information on supplier contractual performance outcomes to appropriate personnel
- modifying activities depending on impact of supplier contract non-compliance, operational contingencies, risk situations and environments as directed by relevant personnel
- monitoring and prioritising work activities in terms of successfully completing the administration of supplier performance against listed contractual milestones and identified risks
- reading and accurately interpreting supplier contractual information
- reporting or rectifying identified problems promptly and within scope of authority
- reviewing performance against previous supplier contracts
- selecting and appropriately applying technology, information systems and procedures
- supporting with the resolution of disputes, as required
- working systematically with required attention to detail and within agreed timelines.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- importance of contractual analysis, identification of contractual risks and contract milestones
- relevance of operational procedures and statistical analysis systems for recording, reporting and monitoring of supplier performance
- relevant legislation and code requirements associated with the monitoring of supplier contracts
- typical problems that can occur with supply contracts and related appropriate actions that can

be taken

- workplace contract expectations, including but not limited to, disputation policies and procedures
- workplace policies and plans as they relate to supply contracts, including procedures for maintaining confidentiality
- workplace protocols and procedures for monitoring a supplier's performance against a contract.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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