



Australian Government

TLIX0069 Manage contracted support services

Release: 1

TLIX0069 Manage contracted support services

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 manage contracted support services.

It includes determining the scope of contracted support requirements and integrating, supervising and reporting on the delivery of contracted support in organisational operations. It also includes the consideration of risk, understanding the importance of profitability, and effective relationship management and communication

The unit applies to people with responsibility for managing contracted services in a deployed environment. However, this unit can apply to anyone managing/administering contract services. This unit does not include establishing the contractual arrangements.

This person will bring management skills and leadership to perform the scope of this unit of competency. Contracted support may be comprised of a range of capabilities from different disciplines such as road transport, supply, maintenance, catering or health. These services are usually procured to supplement organisational capability to fill organisational capability gaps.

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

Pre-requisite Unit

Not applicable.

Competency Field

X – Logistics

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1	Determine the scope of contracted support	1.1	Contract service arrangements are confirmed and clarified as required
		1.2	Contract obligations are identified in accordance with contractual, organisational and legislative requirements
		1.3	Contract authority is consulted to clarify and assist with contract administration issues
		1.4	Contract service arrangement risks are assessed and responded to in accordance with contract requirements, and organisational policy and procedures
		1.5	Contract supervision strategy is developed and documented to establish the environment for contractor integration and production in the workplace
2	Integrate contracted support with own operations	2.1	Arrangements for interaction and engagement between contracted personnel and organisational personnel are established
		2.2	Opportunities to communicate between contracted personnel and organisational personnel are established to promote an open and productive environment
		2.3	Concerns expressed by workplace and contracted personnel are responded to quickly to resolve issues and to provide an equitable workplace
		2.4	Contract management framework established to promote the integration between contracted personnel and organisational personnel
3	Supervise the delivery of contracted support	3.1	Workplace obligations to the contractor are monitored in accordance with the contract requirements and organisational policy and procedures
		3.2	Contractor performance is monitored against service arrangements to ensure all

			agreement obligations are being met
		3.3	Contract variations are reviewed and integrated into current workplace arrangements in accordance with the contract, and organisational policy and procedures
		3.4	Complaint management process is instituted to promptly resolve issues and identify contractual rub points
		3.5	Effective communication strategies and processes are established and implemented to assist ongoing communication between contracted personnel and organisational personnel
4	Report on the performance of contracted support	4.1	Communication on the performance of the contract is maintained with the contract authority in accordance with contractual requirements, and organisational policy and procedures
		4.2	Performance reporting is carried out in accordance with contractual requirements, and organisational policy and procedures
		4.3	Contract information is maintained in accordance with organisational policy and procedures

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIX5040 Manage contracted support services.

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 TLIX0069 Manage contracted support services

Modification History

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

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:

- analysing and validating information accurately
- analysing task complexities such as limitations, vulnerabilities and time limitations
- applying a broad range of problem-solving strategies
- assessing risk posed to the successful implementation of contract support services
- communicating and negotiating with contractors and other stakeholders
- developing a contract supervision strategy for contract support being augmented with own organisation in a field deployment context
- drafting and releasing complex forms of written communication
- identifying potential solutions to problems or challenges to progress operations
- interpreting and applying complex documents such as contracts, legislation and guidelines
- interpreting policies and procedures
- making decisive, informed decisions that align with organisational requirements
- networking with a diverse range of service providers, contractors and end users
- planning and organising own tasks in accordance with organisational requirements
- providing accurate and balanced reporting on contract performance
- responding to contract variations and demonstrating how these affect the contract supervision strategy
- using appropriate information technology and software.

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:

- concept of profitability and cost management relating to contracted support services
- contract performance management
- equal employment opportunity, equity and diversity principles
- negotiation skills
- organisation, function and logistics support capabilities
- organisational writing conventions

- planning processes
- privacy and confidentiality requirements
- probity principles and issues
- procurement processes and requirements
- relevant legislation, policies, practices and guidelines relating to contract administration, including environmental, purchasing guidance, logistics support concepts, and work health and safety (WHS)/occupational health and safety (OHS)
- risk management relating to contracted support services.

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:

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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