



Australian Government

Department of Education, Employment and Workplace Relations

TLIR4001A Monitor supplier performance

Release: 1

TLIR4001A Monitor supplier performance

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

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. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Administer supplier contract	1.1 Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace 1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules 1.3 Non-conformance of supplier with contracted requirements is accurately detailed 1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority 1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures
2 Complete documentation	2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file 2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file 2.3 System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S responsibilities and procedures
- Workplace protocols and procedures for monitoring the performance of supply contractors
- Workplace contract performance and dispute resolution policies and procedures
- Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with supply contracts and related appropriate action that can

REQUIRED KNOWLEDGE AND SKILLS

be taken

Required skills:

- Communicate effectively with others when monitoring supplier performance
- Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of supplier performance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring supplier performance
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Select and appropriately apply technology, information systems and procedures when monitoring supplier performance
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period

EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site location
- large, medium or small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- customer and supplier contact and coordination

The key requirement of this unit is

- interpret the data and provide appropriate, timely information on the outcomes of data analysis to

RANGE STATEMENT

to:	appropriate personnel
Contracts may be:	• for singular or continuous supply
Document/data interchange may be:	• electronic • paper-based
Suppliers may include:	• domestic and international contractors • corporations • government agencies
Contract non-conformance must be:	• demonstrable
Relevant regulations/legislation may be related to:	• contract disputation • confidentiality • goods regulatory requirements • probity
Consultative processes may involve:	• other employees and supervisors • customers and suppliers • management and union representatives • industrial relations, occupational health and safety specialists • other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	• relevant supply contracts and agreements • quality or enterprise work specifications and procedures • manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions • guidelines relating to minimising risks to the environment and occupational health and safety requirements • supplier and/or client instructions • material safety data sheets • relevant agreements, codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection

RANGE STATEMENT

Applicable regulations and legislation may include:

- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

R - Contract Procurement