



Australian Government

Department of Education, Employment and Workplace Relations

TLIX5040A Manage contracted support services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage contracted support services in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

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The unit was written for a person who is given responsibility for managing contracted services in a deployed context, but it has applicability to anyone that manages/administers contract services. The person does not establish the contractual arrangements; this is usually completed by the organisation's headquarters and involves a separate set of skills.

The application of this unit in the workplace includes determining the scope of the contract support to be provided, planning and integrating the contracted support into an organisation's operations, supervising contract support and reporting on contractor performance.

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. All activities are carried out in accordance with relevant organisational policy and procedures.

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 Determine the scope of contracted support	1.1 Contract service arrangements are confirmed and clarified where necessary 1.2 Contract obligations are identified in line with contractual and organisational requirements 1.3 The Contract Authority is consulted to clarify and assist with contract administration issues 1.4 Risks to the contract service arrangement are assessed and responded to in line with contract requirements and organisational policy and procedures 1.5 A 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 production between contracted personnel and personnel from the organisation are established 2.2 Opportunities to communicate between contracted personnel and own organisation are established to promote an open and productive environment 2.3 Concerns expressed by workplace personnel, including contracted personnel, are responded to quickly to resolve issues and provide an equitable workplace 2.4 An environment of unity and cohesiveness is promoted to enable the integration between contracted personnel and personnel from own organisation
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 Performance of the contractor is monitored against service arrangements to ensure all obligations under the agreement are being met 3.3 Notices of contract variations are reviewed and integrated into the current workplace arrangements in accordance with the contract and organisational policy and procedures 3.4 Complaints are responded to in a manner that resolves simple issues early and close to the source of the problem 3.5 Effective communication strategies and processes are established and implemented to assist ongoing communication between own personnel and contractors
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 the contract requirements and organisational policy and procedures

ELEMENT**PERFORMANCE CRITERIA**

- 4.2 Performance reporting is carried out in accordance with the contract requirements and organisational policy and procedures
- 4.3 Contract information is maintained for organisational purposes in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Commonwealth/state/territory government legislation, policies, practices and guidelines relating to contract administration, including environmental, purchasing guidance, logistics support concepts and OH&S
- Contract performance management
- Privacy and confidentiality requirements
- Probity principles and issues
- Equal employment opportunity, equity and diversity principles
- Specialist knowledge of the organisation, function and logistic support capabilities
- Risk management
- Organisational writing conventions
- Planning processes
- Contract management
- Procurement
- Negotiation

Required skills:

- Interpret and apply complex documents such as contracts, legislation and guidelines
- Draft and release complex forms of written communication
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, vulnerabilities and time limitations
- Communicate and negotiate with contractors and other stakeholders
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements

Required skills:

- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the task
- Use appropriate information technology and software
- Network with diverse range of service providers, contractors and end users
- Assess risk posed to the successful implementation of contract support services

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:
 - develop a contract supervision strategy for contract support being augmented with own organisation in a field deployment context
 - respond to contract variations and demonstrate how these affect the contract supervision strategy
 - provide accurate and balanced reporting on contract performance

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- 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

EVIDENCE GUIDE

	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, 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.

Contract obligations may include:	• supply adequate resources to undertake work • provide access to the workplace • provide a safe workplace • provide appropriate facilities • maintain an open line of communication
Risks to the contract may include:	• contractor inability to meet agreements • end user or buyer inability to meet obligations • limited number of suppliers • time limitations or constraints
Contract supervision strategy may include:	• summary of the current situation • outline of key objectives or mission • implementation strategy and arrangement for ongoing management and communication • performance monitoring arrangements • administrative support arrangements • control arrangements
Performance of the contractor is monitored may include:	• tracking milestones • regular meetings • meeting records and follow-ups • file management - audit trail • stakeholder surveys on performance • ongoing review of deliverables

RANGE STATEMENT

- Contract supervision strategy may include:
- communication strategy
 - limits of authority
 - action on under performance
 - action on workplace grievances
 - action on contract variation
 - strategies for continuous improvement
- Contract variation to agreements may include:
- change of scope
 - negotiation of new terms and conditions
 - dissolution of contracts
 - verbal variations, confirmed in writing

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics