

**Specification of Competency Standards**  
**for the Arboriculture & Horticulture Industry**  
**Unit of Competency**

Functional Area - Arboriculture and Horticulture Project Administration and Management

Title	Manage contractors / suppliers
Code	109026L4
Range	This unit of competency is applicable to managers who are engaged in administrative work in arboricultural and horticultural organisations. Practitioners should be capable of managing the services provided by contractors / suppliers effectively according to the contents of the contracts, and requiring the contractors / suppliers to provide services that meet the standards required by the contracts.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge related to contractor / supplier management</p> <ul style="list-style-type: none"> <li>• Comprehend the contents of project contracts</li> <li>• Comprehend contract management and contractor / supplier management</li> <li>• Comprehend the management and operation conditions of contractors / suppliers</li> <li>• Comprehend the occupational safety and health laws and guidelines related to the arboriculture and horticulture industry</li> </ul> <p>2. Manage contractors / suppliers</p> <ul style="list-style-type: none"> <li>• Set the service scope of the contracts with contractors / suppliers and the criteria for evaluating their performance, and establish a two-way communication mechanism</li> <li>• Check the qualifications of contractors / suppliers, the experience and licence qualifications of their appointed technicians, and the submitted works schedules, and ensure that they meet the contract requirements</li> <li>• Inspect the actual operations of contractors regularly, including the personal protective equipment of the staff of the contractors, first aid kits, occupational safety and health measures, operation of hand or mechanical tools, works progresses, etc., and prepare inspection and photo records</li> <li>• Collect and follow up the opinions and complaints on the contractors / suppliers from various departments of the organisation</li> <li>• Evaluate the service performance of the contractors / suppliers according to the contract requirements and the agreed standards, and provide suitable suggestions when necessary and follow them up</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Evaluate contractors / suppliers in an objective and impartial manner according to the evaluation criteria</li> <li>• Report to superiors on cases which the contractors / suppliers fail to meet the contract requirements and take corrective measures as soon as possible</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to manage contractors / suppliers in accordance with the organisation's procedures and requirements as well as the evaluation criteria, so as to ensure that the contractors / suppliers provide services that meet the contract requirements; and</li> <li>• Able to evaluate the performance of contractors / suppliers according to the actual situation, and provide feedback and take follow-up actions.</li> </ul>
Remark	