

Unit of Competency

Functional Area: Sales and Merchandising

Title	Monitor contracts
Code	105281L4
Range	This unit of competency is applicable to practitioners in the import and export industry to apply contract management skills and monitor operational performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contract management <ul style="list-style-type: none"> • Describe the contract requirements • Use a range of contract management skills to monitor contacts 2.1. Conduct contract administration <ul style="list-style-type: none"> • Conduct contract administration to manage vendors and business operations throughout the contract period • Gain commitment from vendors and customers to support the operations • Define vendor contract administration activities and establish operational procedures required to monitor operational performance • Communicate and obtain agreement with vendors and customers on the operational procedures and schedule • Agree with vendors and customers on the operational procedures and schedule 2.2. Liaise with vendors and customers <ul style="list-style-type: none"> • Identify contract requirements • Set standard to measure operational performance • Collect relevant data/information to evaluate operational performance • Identify the gap by comparing actual performance against standard • Communicate with vendors on the existing gap and develop plan to fill the gap 3. Monitor operational performance <ul style="list-style-type: none"> • Monitor operational performance and evaluate the compliance of vendors and customers to contract requirements • Develop and implement improvement plans to achieve the standard performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of managing contracts activities with vendors and customers throughout the contract period • Capable of monitoring and evaluating the operational performance
Remark	