
Overview

This standard covers supporting contractors to enable them to achieve their objectives.

You would be expected to monitor the systems and evaluate the progress of the work, using this information to support the contractors to achieve their objectives.

This standard is for those who are responsible for the management of contractors.

Performance criteria

You must be able to:

- P1 check that contractors are aware of what they are contracted to undertake - objectives, timescales, resources
- P2 ensure contractors are aware of their obligations with regard to relevant legislation, codes of practice and organisational procedures
- P3 provide contractors with the necessary information and facilities, at the right times, to enable them to deliver the required outcomes
- P4 provide contractors with appropriate safety information about the site concerned and the location of potential hazards
- P5 maintain effective relationships with contractors to support the organisation's work and enable them to meet their objectives
- P6 monitor the work of contractors at suitable intervals to determine progress towards objectives
- P7 offer contractors appropriate feedback on their work to encourage good practice and increase motivation
- P8 identify and record deviations from the programme and take the appropriate action
- P9 redefine contract results where monitoring indicates this is necessary
- P10 communicate variations to the contractor accurately and without delay
- P11 settle any disputes promptly and in accordance with contract conditions

Knowledge and understanding

You need to know and understand:

- K1 the work that the contractor is contracted to undertake and the objectives they are expected to achieve
- K2 who supplies what in terms of resources, contractor or organisation
- K3 the relevant legislation, codes of practice and organisational procedures that apply
- K4 the information which contractors will need to enable them to work effectively and the importance of confidentiality
- K5 the additional support and facilities which contractors may require relevant to your industry context
- K6 your role in supporting contractors and the importance of establishing and maintaining good working relationships
- K7 methods of monitoring the delivery of contract work
- K8 how to offer constructive feedback to contractors and the relationship of this to achievement of outcomes and contractor motivation
- K9 the impact of external factors on the delivery of contracts, such as weather, time of year, production stages etc
- K10 the potential problems which may occur and the appropriate action to take
- K11 how to deal effectively with any complaints from those potentially affected by the work of contractors
- K12 how to redefine contract results and who should be involved with this
- K13 the indicators of variations from contract and the actions which you should take
- K14 the type of disputes which may arise in relation to the quality of the work, the support provided, scheduling and payment, and how these should be dealt with
- K15 the importance of accountability, openness and probity in the management of contract work

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