

## CFABAF121 - SQA Unit Code HL44 04

### Monitor and evaluate the performance of contractors



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#### Overview

Monitor and evaluate contractors' performance against agreed objectives of the contract.

**Performance  
criteria**

**Monitor contractors' performance**

*You must be able to:*

- P1 develop and maintain relationships with contractors
- P2 communicate with contractors and others involved
- P3 check compliance with contract, taking into account legal, regulatory and organisational requirements
- P4 make sure contract objectives are being met
- P5 agree action to rectify non-compliance
- P6 deal with breaches of contract within acceptable timescales

**Evaluate contractors' performance**

*You must be able to:*

- P7 agree sources of information for evaluation
- P8 gather and analyse information
- P9 identify and report on contractors' strengths and areas for improvement

**Knowledge and understanding**

**Monitor contractors' performance**

*You need to know and understand:*

- K1 the legal, regulatory and organisational requirements governing contracts
- K2 the purpose and benefits of building working relationships with contractors
- K3 the different methods of monitoring deliverables and compliance with a contract
- K4 how to track the achievement of contract objectives
- K5 what constitutes a breach of contract and what to do if it occurs

**Evaluate contractors' performance**

*You need to know and understand:*

- K6 The different types of information sources and types of information to use to evaluate contracts
- K7 Methods of evaluating and reporting on contractors' strengths and areas for improvement

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#### Additional Information

##### Skills

1. analysing
2. monitoring
3. planning
4. problem solving
5. evaluating
6. negotiating
7. prioritising
8. reporting

##### Links to other NOS

Business Resources; Communications

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