

**SKILLS FRAMEWORK FOR TOURISM  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

<b>TSC Category</b>	Business Management					
<b>TSC</b>	Contract Development and Management					
<b>TSC Description</b>	Manage contract creation, evaluation, negotiation and tendering to maximise operation and financial performance of an organisation					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>TOU-CFC-2005-1.1-1</b>	<b>TOU-CFC-3005-1.1-1</b>	<b>TOU-CFC-4005-1.1</b>	<b>TOU-CFC-5005-1.1</b>	
		Support contract development and sourcing efforts	Collaborate with legal teams to prepare contracts and tender documents	Review contracts and tender documents to ensure alignment to business requirements and negotiated terms	Negotiate and confirm service levels with service providers	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Types of supporting documents required for contract development</li> <li>List of eligible vendors</li> </ul>	<ul style="list-style-type: none"> <li>Procedures and guidelines for contract and tender document formulation and amendments</li> <li>Industry standards for service agreements</li> </ul>	<ul style="list-style-type: none"> <li>Factors vitiating contracts, contract terminations and breach of contract</li> <li>Differentiation between ownership, risk, delivery and acceptance of goods or services</li> <li>Sales of Goods Act</li> <li>Tender requirement management</li> <li>Supplier assessments</li> </ul>	<ul style="list-style-type: none"> <li>Contract management</li> <li>Tender risk management</li> <li>Negotiation strategies and techniques</li> <li>Financial management</li> <li>Supplier selection techniques</li> <li>Suppliers management approaches</li> <li>Purchasing ethics and scopes</li> <li>Pricing strategies</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Prepare supporting documents accompanying contract development</li> <li>Invite eligible vendors to tender for the provision of products and/or services</li> </ul>	<ul style="list-style-type: none"> <li>Analyse and document contractual and tender terms</li> <li>Collaborate with legal teams to ensure contract and tender formulations and amendments are compliant</li> </ul>	<ul style="list-style-type: none"> <li>Review business contracts according to negotiated service levels, vitiating factors and purchasing ethics</li> <li>Drive contract creation timelines and milestones</li> <li>Facilitate tender development and submissions</li> <li>Review supplier efficiency and effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>Drive business negotiations with vendors to ensure business profitability</li> <li>Determine needs of organisation and construct specifications for purchases</li> <li>Formulate strategies to obtain optimum mix of reliability, costs and services from service providers</li> <li>Oversee management of contract creation, evaluation, negotiation and tendering</li> </ul>	

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					<ul style="list-style-type: none"> <li>• Evaluate tendering risks</li> <li>• Formulate metrics for supplier assessments</li> </ul>	
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