

Competency	Performance Criteria	Evidence Guide
<p>1: Respond to a request for an Expression of Interest (EOI)</p>	<p>1.1: The following key requirements for an EOI are established:</p> <ul style="list-style-type: none"> <li>• Description of the organization requiring the EOI</li> <li>• Timeframe for submission</li> <li>• Format of the submission: formal document</li> <li>• Service(s), Deliverables and/or Outcomes to be provided</li> <li>• Consultant's competence to provide the service(s)</li> </ul>	<p>The organization is identified, including the vision and mission statements, values and markets the organization services.</p> <p>The timeframe is identified and factored into the compilation and submission of the EOI.</p> <p>The EOI:</p> <p>The services are identified and are assessed as being within the competence of the consultant.</p> <p>There must be an outline supporting strategy for each service to be provided. The strategy should state how the service is to be delivered, what objectives will be achieved and the proposed timeframe. Key Performance Outcomes (KPOs) should be established if possible.</p> <p>The consultant's profile should include:</p> <p>Personal particulars and contact details</p> <p>Competence to provide the services; knowledge, skill, experience and personal attributes, specific to the service requirement.</p> <p>Insurance details.</p> <p>Reflect effective language without grammar, spelling or typographical errors.</p> <p>The information presented shall be accurate</p>

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2: Tender for organization	<p>2.1: The following key requirements for a tender are established:</p> <ul style="list-style-type: none"> <li>• Description of the organization requiring the Tender</li> <li>• Timeframe for submission</li> <li>• Format of the submission: formal document</li> <li>• Service(s) to be provided</li> <li>• Specification for each service</li> <li>• Timeframe(s)</li> <li>• Fee for service structure</li> <li>• Contractual obligations</li> <li>• Liaison and coordination</li> </ul>	<p>The organization is identified, including the vision and mission statements, values and markets the organization services.</p> <p>The timeframe is identified and factored into the compilation and submission of the Tender.</p> <p>The Tender: Makes reference to the EOI.</p> <p>The assumptions/background information shall be sufficient to familiarize the reader with the EOI and key considerations leading to the development of the consultancy services.</p> <p>The services are identified.</p> <p>There must be a detailed supporting strategy for each service to be provided. The strategy should state how the service is to be delivered, what objectives will be achieved and timeframe.</p> <p>The objectives must be measurable. KPOs should be stated.</p> <p>The timeframe for service delivery must be realistic and reflect the ability of the consultant to provide the service and achieve the objectives.</p> <p>Coordination of each strategy; meetings, phasing, timing etc, must accord to the key timeframe.</p> <p>Administration must include the resource allocation.</p> <p>The Fee for Services must include the costing rationale.</p>

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<p>3: Communicate with senior management (Advanced)</p>	<p>3.1: Prepare, for senior management, a Tender for business for the delivery of consulting services utilizing an appropriate medium i.e. Microsoft PowerPoint or similar. The Tender presentation should include the following key considerations:</p> <ul style="list-style-type: none"> <li>• Assumptions/background</li> <li>• Objectives and KPOs</li> <li>• Supporting strategies</li> <li>• Timeframe(s)</li> <li>• Coordination and administration</li> <li>• Fee for service</li> </ul>	<p>Presentation: The presentation should highlight the key considerations, flow logically, facilitate and support the verbal presentation, and be easy to read and understand.</p> <p>The information presented shall be accurate</p> <p>Reflect effective language without grammar, spelling or typographical errors.</p>
<p>4: Deliver the service to specifications</p>	<p>4.1: Prepare a written project plan that will describe the outcome/deliverables of the service to be provided and how the service(s) will be measured.</p> <p>The following key requirements for a project plan are established:</p> <ul style="list-style-type: none"> <li>• Targeted at middle management</li> <li>• Service objective/outcomes or deliverables</li> <li>• Supporting service delivery strategy for each objective</li> <li>• Timeframe and phasing of service</li> <li>• KPO or KPI established for each objective</li> </ul> <p>Format of the submission: formal document</p>	<p>The proposal must be expressed in language/terminology that is commonly understood by the client’s managers and staff.</p> <p>The service objectives must be measurable, and reflect the risks identified in the risk audit.</p> <p>There must be a supporting service delivery strategy (defining how the service is to be delivered effectively and within the prescribed timeframe) for each service objective.</p> <p>KPO/KPI must be stated and reflect measurable achievements</p> <p>The timeframe and phasing must be realistic and reflect the ability of the consultant and the organisation to achieve the service outcomes</p> <p>Reflect effective language without grammar, spelling or typographical errors.</p> <p>The information presented shall be accurate</p>



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<p>5: Overcome resistance to change</p>	<p>5.1: Prepare a plan of action that will address the need for change and the actions required to manage/resolve resistance from stakeholders.</p> <p>The following key requirements for the plan are established:</p> <ul style="list-style-type: none"> <li>• Business environment</li> <li>• Targeted at the clients' stakeholders (principle people effected by the change)</li> <li>• Requirement to change an entrenched work practice (skill/knowledge based)</li> <li>• Potential consequences if organizational improvement does not occur in accordance with plan</li> <li>• Verbal briefing to client's stakeholders</li> </ul>	<p>The presentation should highlight the key considerations, flow logically, and be easy to understand.</p> <p>The information presented shall be accurate</p> <p>Reflect effective language without grammar, spelling or typographical errors.</p> <p>Plan:</p> <p>Address the client's need to improve organizational performance.</p> <p>Overview of the business plan and key outcomes, specifically the outcomes required of the current work practice.</p> <p>Highlight the need for change to the current practice in order to achieve outcomes, including the need for different/improved skill/knowledge competencies.</p> <p>State the client's course of action; i.e., retraining, reallocation of duties, etc.</p> <p>State the potential for redundancy.</p> <p>Open discussion for questions.</p> <p>Questions:</p> <p>Questions to be answered concisely and accurately.</p> <p>Where the answer is not known, details are noted and defer to client management.</p>



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<p>6: Manage client relationships</p>	<p>6.1: Establish a communication file containing contact details and other data necessary to maintain and manage a client(s) relationship.</p> <p>The following data base requirements for a communication file are established:</p> <ul style="list-style-type: none"> <li>• Consultant stationary</li> <li>• Data management methodology</li> <li>• Client particulars</li> <li>• Service details and costing for each client</li> <li>• Method for retrieval and use</li> </ul> <p>Format of the submission: formal document (hard copy or e-based)</p>	<p>Stationary contains business name, office address, ACN and ABN, contact details and legal/customary requirements.</p> <p>Methodology should reflect ease of access, entry and retrieval of information.</p> <p>Client particulars are accurate.</p> <p>Service details and costings are accurate.</p> <p>Communication reflects effective language without grammar, spelling or typographical errors.</p> <p>Data is used in a manner that promotes an ongoing relationship with the client and supports good business practices.</p> <p>Is protected in accordance with appropriate legislation and practice i.e. privacy, governance etc</p>