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CONSULTANTS TO BUSINESS



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Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Contract Management

- 1.0 Introduction
- 2.0 Types of agreements
- 3.0 Agreement for equipment support services
- 4.0 Agreements with other equipment manufacturers OEMs
- 5.0 Agreements with agents/dealers
- 6.0 Trade practices legislation
 - 6.1 What is the Trade Practices Act ?
 - 6.2 Why was it enacted
 - 6.3 How is it being interpreted and implemented
 - 6.4 Impact of the Trade Practices Act in a service environment
- 7.0 Terms and conditions of an agreement
- 8.0 Guidelines for terms and conditions
- 9.0 Summary

Purpose:

The purpose of this module is to identify the various types of agreements and contracts required in a service business, and to develop an understanding of the importance and content of the relevant documents. In addition the role of the Trade Practices Act will be considered.

Aims:

To establish the role and significance of various agreements and contracts in the successful management of a service operation.

Objectives:

As an outcome of completing this topic you will be able to:

- To recognise the various of contracts required.
- To understand the terms and conditions used in contracts.
- Describe the legal issues that need to be understood by the service manager.
- Explain the types of agreements required with third parties.
- Describe the purpose and development of service plans.

Introduction

Contracts and/or agreements have a significant role in the management of a service business. They ensure that each party to an agreement understands the terms and conditions under which a business transaction is undertaken.

There are various forms of agreements that relate to the activities being performed. For example when a service is sold to a customer an agreement is signed by both parties specifying the terms and conditions under which the services will be provided. There may also be agreements between the service provider and other parties for the provision of support services. Under such arrangements there will be particular obligations which must be met by each party and in the case of a default a penalty may be imposed.

Agreements are legally binding documents and should be signed by those with the appropriate authorisation. Although a company may have a standard set of 'General Provisions' that are required for any agreement there are requirements which the service manager will need to consider for inclusion in the agreement. This is where the service manager must be very thorough in detailing the services to be offered along with the respective terms and conditions. In addition where support services are required from a third party the expectations for the services to be provided must be clearly defined and documented.

It should be noted here that these requirements are the responsibility of the service or operations manager as a legal person cannot be expected to appreciate the operational requirements that need to be spelt out in an agreement. When the written agreement is completed, prior to signing check within the organisation if the agreement needs to be vetted by the legal advisors.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered." **Tom McD, Siemens Nixdorf (Australia)**

"It enables the line manager to effectively converse with, and understand other departments in an organisation." **Martin B, Schindler Lifts (Australia)**

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."