Australian Government

Department of Education, Employment and Workplace Relations

SITXHRM003A Roster staff

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SITXHRM003A Roster staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop, administer and communicate staff rosters.

Application of the Unit

Application of the unit	This unit applies to individuals responsible for the development of staff rosters in a tourism or hospitality context, in situations involving potentially large numbers of staff working across a range of different service periods, i.e. in more than a small office environment. Constraints around award provisions, other industrial agreements and wage budgets are a feature of rostering at this level.
	Depending on the sector or specific organisation, this role may be carried out by dedicated specialist staff or by operational supervisors and managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **_bold italicised_** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop staff rosters.	1.1 Develop **_rosters_** according to relevant **_award provisions_**, **_organisation agreements_** and wage budgets.
	1.2 Maximise **_operational efficiency and customer service levels_** while minimising wage costs in roster development.
	1.3 Combine duties where appropriate to ensure effective use of staff.
	1.4 Use the available skills base appropriately to roster the most effective mix of staff and to meet different operational requirements and constraints.
	1.5 Take account of **_cultural considerations_** and **_broader organisational policies_** that affect staff rosters.
	1.6 Consult with colleagues to ensure appropriate input to rosters.

ELEMENT	PERFORMANCE CRITERIA
2 Present and communicate rosters.	2.1 Present rosters in required formats to ensure clarity of information according to organisation standards.
	2.2 Communicate rosters to appropriate colleagues within designated timeframes.
3 Maintain staff records.	3.1 Complete time sheets and other documentation accurately and within designated timelines.
	3.2 Update staff records and maintain or store them according to organisation procedures.
4 Evaluate rosters.	4.1 Monitor the effectiveness of rosters in consultation with colleagues.
	4.2 Identify ways in which rosters and roster development processes may be improved and take appropriate action.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- organisational skills to plan rosters to meet operational needs
- literacy skills to develop potentially complex roster documentation
- communication skills to consult with colleagues, ask questions and confirm requirements, and listen, understand and interpret verbal and non-verbal messages
- numeracy skills to undertake planning activities involving dates, times and staff ratios.

The following knowledge must be assessed as part of this unit:

- role of rosters and their importance in controlling staff costs
- factors to be considered when developing rosters, including legal or industrial provisions in the relevant work context
- formats for the presentation of staff rosters and details to be included
- overview of software programs and other technology available for roster design
- in-depth knowledge of operational area for which roster is being developed.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - knowledge and understanding of the factors and issues affecting staff rostering - familiarity with typical formats for rosters and key information to be included - ability to prepare staff rosters that meet wage budgets and provide a level of staffing sufficient to ensure the delivery of high quality customer service - project or work activities that allow the candidate to

EVIDENCE GUIDE

prepare rosters for a workplace and to evaluate their cost efficiency and operational effectiveness against nominated standards project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of rostering staff can be assessed

- preparation of multiple rosters for multiple periods to meet the staffing requirements of more than one operational situation.

Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills in a fully operational situation (project or permanent working environment), including a team of people for whom rosters can be developed • use of industry-current rostering technology and systems.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of the staffing costs and service levels in a workplace or at an event for which the candidate has prepared rosters • case studies to develop rosters for typical industry working periods and different operational situations • oral or written questions to assess knowledge of specific factors affecting the design of rosters • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Service Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.
	Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Rosters may be for:	• individual department • whole organisation • specific project.
Award provisions and organisation agreements may affect rostering in relation to a range of issues, including:	• number of hours worked in a given shift • overall number of hours allocated to different staff members • breaks between shifts • nature of duties allocated • use of permanent or casual staff.
Operational efficiency and customer service levels may be affected by:	• numbers of staff • type of staff • balance of skills required • demands of different service styles or periods.

RANGE STATEMENT

Cultural considerations may relate to:	• types of work to be undertaken by individuals • dates of cultural or religious festivals • family considerations • mixing of people from different cultures.
Broader organisational policies may relate to:	• compassionate leave • maternity or paternity leave • family-friendly workplace initiatives.

Unit Sector(s)

Sector   Cross-Sector

Competency field

Competency field   Human Resource Management