



Australian Government

Department of Education, Employment and Workplace Relations

TLIL3707B Apply and amend rosters

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters.

Application of the Unit

Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 competency is packaged will assist in identifying employability skill 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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

| Element | Performance Criteria |
|--|---|
| 1 Identify changes to timetables, planned activities and support activities | 1.1 Changes to transport timetables are identified and their effect on operation and support areas is assessed 1.2 New work requirements or revised set workings are identified and communicated to appropriate personnel 1.3 Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas 1.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures |
| 2 Confirm changes to planned activities | 2.1 Changes to planned services are identified and confirmed and impact on support activities is assessed 2.2 Support activities required to achieve amended service are assessed and necessary resources are identified and allocated 2.3 Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation |
| 3 Confirm personnel availability | 3.1 Amended rosters and work requirements are confirmed and distributed to appropriate work areas 3.2 Personnel on amended rosters who are required to achieve new work outcomes are notified of changes 3.3 Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures 3.4 Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate |

personnel records area

4 Re-allocate personnel and amend rosters

- 4.1 Agreed changes to rosters are confirmed with appropriate personnel
- 4.2 Appropriate arrangements are made for the implementation of amended rosters
- 4.3 Personnel are re-allocated to achieve agreed work outcomes or amended set workings
- 4.4 Final amendments to rosters are made to achieve agreed work outcomes or set workings
- 4.5 Appropriate documents are updated to reflect changes made and ensure their recognition

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for application and amendment of rosters

Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters

Embarkation and disembarkation requirements

Equipment capacities and limitations

Passenger service needs

Personnel capabilities

Requirements for absentee coverage

Safeworking systems and requirements

Station, interchange and terminal operations

Support activities

Transport services offered by the organisation

Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems

Documentation and reporting requirements for the amending rosters, including computer-based systems

Required skills:

Communicate effectively with others when applying and amending rosters

Read and interpret instructions, procedures and information and signs relevant to the application and amendment of rosters

Interpret set workings and combined set workings

Interpret conditions of employment and industrial agreements and awards

Interpret transport timetables and service details

Interpret and follow operational instructions and prioritise work

Complete documentation related to the application and amendment of rosters

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying and amending rosters

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when applying and amending rosters in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when applying and amending rosters

Allocate suitably qualified personnel to tasks

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer/communication/office equipment required when applying and amending rosters

Adapt to differences in roster requirements in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

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.

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|---|--|
| Work may be conducted in: | in a range of work environments by day or night |
| Staff covered by work rosters may include: | driving and driving support crews shunting and marshalling crews terminal personnel freight handling personnel station personnel interchange personnel transit officers security officers revenue collection officers passenger assist/customer service personnel yard support personnel crew transport personnel transport control centre personnel traffic officers |
| Changes to planned services may include: | changes in demand response to emergencies |
| Real time issues may include: | absenteeism additional support services due to injury emergencies |
| Work outcomes or set workings may apply to: | transport crews personnel required for support activities transport control personnel transport planning personnel |
| Communication in the work area may include: | phone electronic data interchange (EDI) |

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| | fax |
| | email |
| | internet |
| | RF systems |
| | oral, aural or signed communications |
| Personal protective equipment may include: | gloves |
| | safety headwear and footwear |
| | safety glasses |
| | two-way radios |
| | high visibility clothing |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | company procedures |
| | enterprise procedures |
| | organisational procedures |
| | established procedures |
| Information/documents may include: | regulatory and/or code requirements relevant to the application and amendment of rosters |
| | workplace procedures and policies for the application and amendment of rosters |
| | work rosters |
| | transport graphs |
| | hard copy documentation |
| | safe working forms |
| | dangerous goods manifest |
| | operations manuals, job specifications and induction documentation |
| | manufacturers specifications for office equipment |
| | conditions of service, award, enterprise bargaining agreement, and other industrial arrangements |
| | relevant Australian standards and certification requirements |
| | quality assurance procedures |
| | emergency procedures |
| Applicable regulations and legislation may | relevant state/territory regulations, |

include:

safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network

relevant state/territory privacy legislation

relevant state/territory OH&S and environmental protection legislation

state, federal or territory award legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management