



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIFMGT003A Supervise staff**

**Revision Number: 1**

## **SIFMGT003A Supervise staff**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to organise and monitor staffing levels and rosters, develop staff performance and maintain staffing records.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to funeral home and mortuary staff responsible for supervising others as part of their role. It requires the application of communication, planning and problem-solving skills.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

#### **Prerequisite units**

Nil

## Employability Skills Information

**Employability skills** This unit contains employability skills.

## 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 Roster and monitor staffing levels and workload.     | <p>1.1 Roster <i>staff</i> according to workplace needs, anticipated peaks and <i>relevant legislation</i>.</p> <p>1.2 Take <i>corrective action</i> according to staff availability and <i>workplace policies and procedures</i>.</p> <p>1.3 Monitor staff workload and assist staff to prioritise workloads according to work requirements and workplace policies and procedures.</p> <p>1.4 Maintain staffing levels and rosters according to budget requirements and workplace policies and procedures.</p> <p>1.5 Provide feedback on <i>rostering and staffing issues</i> to appropriate personnel as required.</p> |
| 2 Monitor and support individual and team performance. | <p>2.1 Monitor <i>work performance</i> of individual staff and teams regularly according to workplace policies and procedures.</p> <p>2.2 Provide <i>constructive feedback</i> to individual staff and teams according to workplace policies and procedures.</p> <p>2.3 Identify and address performance issues according to workplace policies and procedures.</p>   |

**ELEMENT****PERFORMANCE CRITERIA**

- |   |                               |     |   |
|---|-------------------------------|-----|---|
| 3 | Support employee development. | 3.1 | Identify and record expertise of staff for reference when allocating tasks according to workplace policies and procedures.                                      |
|   |                               | 3.2 | Assist staff to identify their own skills and knowledge in relation to current job roles and career development according to workplace policies and procedures. |
|   |                               | 3.3 | Develop <i>professional development options</i> in consultation with staff according to workplace policies and procedures.                                      |
| 4 | Maintain staffing records.    | 4.1 | Create and maintain <i>staff records</i> according to workplace policies and procedures.  |
|   |                               | 4.2 | Monitor personnel and payroll systems and seek specialist advice according to workplace policies and procedures, and relevant legislation.                      |
|   |                               | 4.3 | Maintain security and confidentiality of staff records according to workplace policies and procedures, and relevant legislation.                                |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication skills, including clear and direct communication, active listening and questioning techniques, and sharing information to consult with staff and advise on work performance and professional development
- literacy and numeracy skills to monitor and maintain staff records
- planning skills to roster staff according to work requirements
- problem-solving skills to take corrective action to meet work requirements
- organisational skills to prioritise work requirements.

#### Required knowledge

- workplace policies and procedures relevant to personnel, employment, staff development and rostering
- broad working knowledge of relevant federal, state or territory legislation relating to OHS, workers' compensation, industrial relations, equal employment opportunity (EEO), anti-discrimination and privacy
- provisions of relevant awards and workplace agreements
- position descriptions of relevant staff
- career pathways in the funeral services industry.

## 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, range statement and the Assessment Guidelines for the Training Package.

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

Evidence of the following is essential:

- implementation and management of effective rostering and staffing levels that minimise staff work overload and meet anticipated workplace operational and budgetary requirements
- understanding of the differing roles of staff and ability to identify staff expertise and professional development requirements according to current job roles and career

## EVIDENCE GUIDE

development

- project or work activities conducted over a period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed, to ensure consistency of performance and ability to respond to different situations.

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment where staff rosters can be developed and communicated and staff consultations can occur
- access to relevant documentation, such as workplace budget requirements
- access to workplace policies and procedures relevant to personnel and rostering
- access to relevant awards and workplace agreements
- access to personnel and payroll 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:

- observation of candidate rostering staff to meet work requirements and taking corrective action where necessary
- role plays to demonstrate consulting with staff on work performance and advising on professional development options
- written or verbal questioning to assess knowledge of relevant workplace policies and procedures and legislation
- 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, for example:

- SIFMGT001A Coordinate a team.

Employability skills embedded in this unit should be

## EVIDENCE GUIDE

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

*Staff* may include:

- full-time
- part-time
- casual
- subcontractors.

*Relevant legislation* may include:

- OHS
- industrial relations
- EEO and anti-discrimination
- workers' compensation
- Privacy Acts.

*Corrective action* may include:

- revising work schedules
- reallocating tasks
- calling in additional staff.

*Workplace policies and procedures* may include:

- OHS
- communication protocols
- staff performance monitoring and development
- records maintenance
- privacy
- EEO and anti-discrimination.

## RANGE STATEMENT

*Rostering and staffing issues* may include:

- staff shortages
- inadequate training levels
- required skills of workforce.

*Work performance* may include:

- general standard of work
- completing assigned tasks according to workplace timeframes
- preparing work plans
- following work schedules
- job planning
- attitude to clients and team members
- following administrative procedures.

*Constructive feedback* may include:

- verbal or written feedback
- suggestions for improvement.

*Professional development options* may include:

- additional training
- recognition processes
- future career pathways.

*Staff records* may include:

- manual or electronic
- staff performance
- qualifications
- skills and knowledge
- competency assessments.

## Unit Sector(s)

Sector

Funeral Services



## **Competency field**

**Competency field**

Management and Leadership