SITXHRM008 Roster staff

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop, administer and communicate staff rosters. It requires the ability to plan rosters according to industrial provisions, operational efficiency requirements, and within wage budgets.

This unit applies to individuals responsible for developing staff rosters for situations involving potentially large numbers of staff working across a range of different service periods or shifts. It does not apply to small office environments.

It applies to senior personnel who operate independently or with limited guidance from others, including dedicated specialist staff or operational supervisors and managers.

The unit applies to all tourism, travel, hospitality and event sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop staff rosters.	1.1. Develop rosters according to relevant industrial agreements, other considerations and wage budgets.
	1.2. Maximise operational and customer service efficiency

	while minimising wage costs.
	1.3. Combine duties where appropriate to ensure effective use of staff.
	1.4. Roster teams with complementary skills mix to meet operational requirements.
	1.5. Take account of social and cultural considerations and broader organisational policies that affect staff rosters.
	1.6. Consult with colleagues to obtain their input into rosters.
	1.7. Use roster systems and equipment to administer rosters.
2. Present and communicate rosters.	2.1. Present rosters in required formats to ensure clarity of information according to organisational standards.
	2.2. Communicate rosters to appropriate colleagues within designated timeframes.
3. Maintain rostering records.	3.1. Administer records of shift time completed by employees or contractors.
	3.2. Maintain staff rostering records according to organisational procedures.
4. Evaluate rosters.	4.1. Monitor 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.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret documents outlining opening and closing times, operational hours, and expected customer traffic.
Writing skills to:	• write potentially complex roster documentation.
Oral communication skills to:	• ask colleagues questions to confirm their requirements • listen to and interpret messages.
Numeracy skills to:	• complete planning activities involving dates, times and staff ratios.
Problem-solving skills to:	• re-work rosters in cases of staff illness.
Teamwork skills to:	• consider staff requests and personal commitments when planning rosters.

             SkillsIQ

Technology skills to:	• use system capabilities and functions of rostering software programs.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM002 Roster staff.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694