Australian Government

Department of Education, Employment and Workplace Relations

THHGLE05B Roster staff

Release: 1

THHGLE05B Roster staff

Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to develop staff rosters.   Depending upon the sector and enterprise, this role may be carried out by dedicated specialist staff or by operational supervisors and managers.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element		Performance Criteria	
1	Develop and implement staff rosters	1.1	Develop rosters in accordance with relevant award provisions, enterprise 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	Utilise the available skills base appropriately to roster the most effective mix of staff and to meet different operational requirements.
		1.5	Present rosters in required formats to ensure clarity of information in accordance with enterprise standards.
		1.6	Communicate rosters to appropriate colleagues within designated timelines.
2	Maintain staff records	2.1	Complete time sheets and other documentation accurately and within designated timelines.
		2.2	Update staff records accurately and maintain or store in accordance with enterprise procedures.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

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

the role of rosters and their importance in controlling staff costs

factors to be considered when developing rosters

formats for the presentation of staff rosters and details to be included

overview of software programs available for roster design

in-depth knowledge of area of operation for which roster is being developed.

Linkages to Other Units

There is a strong link between this unit and a range of other units that may carried out by supervisors and managers in the workplace. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples include:

THHGLE01B Monitor work operations

THHGLE03B Develop and implement operational plans

THHGLE06B Monitor staff performance

Note: Knowledge of specific legal issues is required within this unit. This means that there is some duplication with the generic unit THHGLE20B Develop and update the legal knowledge required for business compliance. Repetition should be avoided in training and assessment.

Critical Aspects of Assessment

Evidence of the following is critical:

knowledge and understanding of the factors and issues which impact upon staff rostering

familiarity with typical formats for rosters and the key information to be included

ability to prepare staff rosters which meet wages budgets and which provide a level of staffing sufficient to ensure the delivery of high quality customer service.

Context of Assessment and Resource Implications

Assessment must ensure:

project or work activities which allow the candidate to prepare rosters for a workplace and to evaluate their cost efficiency and operational effectiveness against nominated standards

preparation of more than one roster to meet the staffing requirements of more than one operational situation.

For generic pre-employment training and assessment, a range of industry contexts must be addressed. Where the focus is sector or workplace specific, training and assessment must be tailored to meet particular needs.

Assessment Methods

Assessment methods must be chosen to ensure that rostering skills and knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

evaluation of the staffing costs and service levels at an event for which the candidate has prepared rosters

case studies to develop rosters for typical industry working periods and for different operational situations

oral or written questions to assess knowledge of specific factors which affect the design of rosters

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit
Key Competencies are an integral part of all workplace competencies.   The table below describes those applicable to this unit.   Trainers and assessors should ensure that they are addressed in training and assessment.
Level 1 = Perform   Level 2 = Administer and Manage   Level 3 = Design and Evaluate
Key Competencies
Collecting, Organising and Analysing Information
For example:
Reviewing award information for rostering implications   (2)
Communicating Ideas and Information
For example:
Preparing and distributing a roster document for circulation to colleagues   (2)
Planning and Organising Activities
For example:
Gathering information and developing a roster for an operational period which includes several days of unusually high customer demand   (2)
Working with Others and in Teams
For example:
Consulting with colleagues in relation to individual rostering requests   (1)
Using Mathematical Ideas and Techniques
For example:
Calculating staff costs for a given roster and comparing with wages budgets   (2)
Solving Problems
For example:
Developing a roster for a period where the wages budget has just been cut by 10%   (2)
Using Technology
For example:
Using rostering software   (1)
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the role of rosters and their importance in controlling staff costs
factors to be considered when developing rosters
formats for the presentation of staff rosters and details to be included
overview of software programs available for roster design
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oral or written questions to assess knowledge of specific factors which affect the design of rosters

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Key Competencies

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Communicating Ideas and Information

For example:

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Planning and Organising Activities

For example:

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Working with Others and in Teams

For example:

Consulting with colleagues in relation to individual rostering requests   (1)

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For example:

Calculating staff costs for a given roster and comparing with wages budgets   (2)

Solving Problems
For example:
Developing a roster for a period where the wages budget has just been cut by 10%   (2)
Using Technology
For example:
Using rostering software   (1)

Range Statement

This unit applies to all tourism and hospitality sectors.   The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.
For generic pre-employment training and assessment, a range of industry contexts must be addressed.   Where the focus is sector or workplace specific, training and assessment must be tailored to meet particular needs.
Rostering may be for:
an individual department
a whole enterprise
a specific project.
Award provisions and enterprise 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.
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Unit Sector(s)

Not applicable.