TLIL3607B Develop rosters

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters.

Application of the Unit

Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development 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 development 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 operating requirements	1.1 Transport timetables and running times for each line or service are identified and kept updated within roster operations
	1.2 Transport running times are identified for each line or service to ensure all crewing requirements are planned
	1.3 Set working or work tasks to be performed are identified for each transport service
	1.4 Contingency plans covering operational problems are identified and impact on crewing needs analysed
2 Identify tasks and responsibilities and work requirements	2.1 Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned
	2.2 Set workings or required work tasks in support activities are identified
3 Establish work rosters	3.1 Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave
	3.2 Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented
	3.3 Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel
	3.4 Relevant OH&S requirements are identified and addressed in the rosters developed
	3.5 Relevant safeworking systems and requirements are identified and addressed in the rosters developed

4   **Finalise work rosters**   4.1   Feedback from personnel associated with rosters is addressed and acceptable modifications agreed

4.2   Final rosters are documented and distributed to ensure work requirements are accurately communicated

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 development of rosters

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for development of rosters

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

Elements of operations relevant to the development of rosters, including: 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 services; and transport services offered by the organisation

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

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

Required skills:

Communicate effectively with others when developing rosters

Read and interpret instructions, procedures and information relevant to the development of rosters

Interpret set workings and combined set workings

Interpret transport timetables and service details

Interpret and follow operational instructions and prioritise work

Complete documentation related to the development of rosters

Operate electronic communication equipment to required protocol

Work collaboratively with others when developing 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 arise when developing rosters in accordance with workplace procedures

Interpret conditions of employment and industrial agreements and awards

Prepare roster documentation in line with workplace format

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 developing rosters

Adapt to differences in equipment 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.

Work may be conducted in:	in a range of work environments
	by day or night
Work rosters may cover:	long distance passenger services
	urban passenger services
	long distance freight services
	short distance freight services
	maintenance vehicle operations
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
Support activities may include:	shunting and marshalling

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	freight loading and unloading
	luggage loading and unloading
	vehicle loading and unloading
	station support activities
	interchange support activities
	crew transport
	training personnel
	revenue processing
	operations control
Contingency plans may include:	non-availability of rolling stock
	additional services
	non-availability of personnel
	non-availability of material handling equipment
	non-availability of freight handling equipment
	late arrival or cancellation of services
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)
	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 development of rosters
	workplace procedures and policies for the development 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 include:	relevant state/territory regulations, safeworking systems and codes of practice relevant to the development 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

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