



**Australian Government**

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

# **TLIL4036A Develop rosters**

**Release: 1**

## **TLIL4036A Develop rosters**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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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**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **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. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Identify operating requirements</b>	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
<b>2 Identify tasks and responsibilities and work requirements</b>	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
<b>3 Establish work rosters</b>	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
<b>4 Finalise work rosters</b>	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

## REQUIRED KNOWLEDGE AND SKILLS

- 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

**Required skills:**

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

**Evidence Guide****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/or 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 equipment, and
  - 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 activities in an appropriately simulated environment at the registered training organisation, and/or

## EVIDENCE GUIDE

- 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
- freight loading and unloading
- luggage loading and unloading

## RANGE STATEMENT

- 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



## RANGE STATEMENT

Applicable regulations and legislation may include:

- 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
- 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

Competency Field

L - Resource Management