



Australian Government

Department of Education, Employment and Workplace Relations

PSPTRAN503 Plan and resource operational activities

Release 1

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Modification History

Release	TP Version	Comments
1	PSP12V1	Primary release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and strategically resource operational activities.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at the time of publication.

Application of the Unit

This unit applies to individuals in a range of regulatory roles who undertake strategic rostering of staff and other resource allocation and planning for multiple and competing operational demands. Requirements of working conditions, agency budgets and staff numbers are constraints that impact planning and rostering at this level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.

Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

1) ELEMENTS

2) PERFORMANCE CRITERIA

1 Identify operational requirements

- 1.1 Current **operations** and exercises are identified and their resource requirements determined and recorded in accordance with organisational requirements.
- 1.2 Contingency requirements are identified for possible operational problems and included in the planning cycle.
- 1.3 **Support activities** are identified and included.
- 1.4 Available **resources** are identified and prioritised in relation to the importance of operational tasks, risk management and workplace health and safety requirements.

2 Allocate resources

- 2.1 Resource allocation is undertaken that takes account of available resources, priorities and legislative requirements.
- 2.2 Resources are allocated to maximise **operational safety and efficiency** while minimising costs, wastage and duplication of effort.

3 Develop rosters

- 3.1 **Rosters** are devised to cover operational requirements while accounting for planned leave, possible absences and agreed working conditions.
- 3.2 Rosters are developed to make best use of the available skill base to meet operational requirements and constraints and any strategic imperatives.
- 3.3 Personal and cultural circumstances of **staff** as well as organisational requirements are taken into account where possible in the development of rosters.
- 3.4 Rosters are developed that provide sufficient flexibility to allow for **contingencies** to be addressed if required.
- 3.5 Rostering takes account of occupational health, safety and other legislative requirements.

4 Communicate requirements

- 4.1 Resource plans and rosters are circulated for review by those concerned to allow for input and enable unforeseen circumstances to be incorporated.
- 4.2 Rosters are presented in the required format and within designated timelines so staff are aware of their responsibilities with sufficient lead time to organise personal arrangements if needed.

5 Deploy, monitor and adjust resources

- 5.1 Resources are deployed and operations continually monitored to ensure that objectives are achievable within resource and legal constraints.
- 5.2 Operations are assessed at regular intervals against competing demands, to confirm priorities and monitor or adjust resource allocation and staff deployment.
- 5.3 Resource allocation and staff rostering is reviewed at the completion of operations to identify areas for improvement and lessons learned.

6 Maintain records

- 6.1 Records are completed in accordance with legislation, policy and procedures.
- 6.2 Resource usage is documented against planned allocations to determine its effectiveness.
- 6.3 Time sheets and other staff records are maintained according to organisational requirements.

3)

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

- communication skills to:
 - consult staff about rostering
 - relate to persons from diverse backgrounds
- planning and organising skills to:
 - determine priorities and monitor resource allocation and usage
 - deploy staff and resources
 - monitor situations and make decisions that will affect the progress of operations.
- literacy and numeracy skills to:
 - read legislation and interpret operational requirements
 - work with dates, times and staff ratios
 - modify plans and rosters
 - maintain documents and records
- self-management skills to:
 - respond to changing circumstances
 - manage resources
 - apply problem solving and decision making to direct or re-direct the focus of operations
- technical skills to use:
 - scheduling tools
 - information management systems

Knowledge requirements

- legislation, policy, procedures and codes of practice related to strategic rostering and resource allocation
- provisions of awards or workplace agreements that may impact on rostering decisions
- rostering principles
- rostering tools
- factors to be considered in allocating resources and rostering staff for operational activities
- operational knowledge
- documentation and reporting requirements

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

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

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms consistency of performance in planning and resourcing operations. This will include evidence of:

- planning and resourcing at least three actual or simulated operational assignments on three separate occasions or for different situations/contexts.
- at least one roster that needs to be changed to cope with contingencies
- adhering to legal, ethical and organisational requirements relating to planning and resourcing operations

Context of and specific resources for assessment

Assessment must ensure access to a real or simulated workplace environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered while planning and resourcing operations, including coping with difficulties, irregularities and breakdowns in routine.

Access is required to resources such as:

- applicable legislation, policies and procedures
- case studies and workplace scenarios to capture the range of requirements for situations likely to be encountered
- technology for planning and scheduling resources and personnel

Method of assessment

Assessment methods suitable for valid and reliable assessment of this unit of competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- written or oral questions
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

Guidance information for assessment

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds

- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Operations</i> may be conducted:	• in a range of environments • by day or by night • in shifts • 24 hours a day, 7 days a week
<i>Support activities</i> may include:	• preparation time • training • inspection and maintenance of equipment • workflow processing • administrative duties
<i>Resources</i> may include:	• physical • equipment including personal protective equipment • financial • human
<i>Operational safety and efficiency</i> may be affected by:	• available resources • staff numbers • staff classifications/levels • balance of skills required • demands of different operations
<i>Rosters</i> may cover:	• on road and static/fixed enforcement • overt, covert and targeted operations • inspection services • auditing • access function • industry liaison or education
<i>Staff</i> may include:	• authorised person(s) • administrative staff • auditors • trainers
<i>Contingencies</i> may include:	• changes in demand • additional services • shortage or non-availability of personnel or equipment • responses to emergencies • responses to intelligence

	• changes in strategic direction/planning • real time issues
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Unit Sector(s)

Not applicable.

Competency field

Road Transport Compliance