



Australian Government

SIFXMG003 Supervise staff

Release: 1

SIFXMGT003 Supervise staff

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise and monitor staffing levels and rosters, develop staff performance and maintain staff records. It applies to funeral home and mortuary staff responsible for supervising others as part of their role, ensuring that all work carried out is according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Roster and monitor staffing levels and workload.

2. Monitor and support individual and team performance.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Roster staff according to workplace needs, anticipated peaks and relevant legislation.
- 1.2 Monitor staff workload and assist staff to prioritise workloads according to work requirements.
- 1.3 Take corrective action according to staff availability and workplace policies and procedures.
- 1.4 Maintain staffing levels and rosters according to budget requirements.
- 1.5 Provide feedback on rostering and staffing issues to appropriate personnel as required.
- 2.1 Monitor work performance of individual staff and teams regularly.
- 2.2 Provide constructive feedback to individual staff and

teams.

2.3 Identify and address performance issues.

3. Support employee development.

3.1 Recognise and record expertise of staff for reference when allocating tasks.

3.2 Assist staff to identify their own skills and knowledge in relation to current job roles and career development.

3.3 Develop professional development options in consultation with staff.

4. Maintain staffing records.

4.1 Create and maintain staff records.

4.2 Monitor personnel and payroll systems and seek specialist advice.

4.3 Maintain security and confidentiality of staff records according relevant legislation.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFMGT003A Supervise staff.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXMGT003 Supervise staff

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop and implement at least two staff rosters and other staffing arrangements to meet anticipated workplace operational and budgetary requirements
- consult with, and provide advice to, at least two different staff members about work performance and professional development opportunities
- respond to the need to adjust rosters based on work requirements
- create, monitor and maintain staff records, ensuring security and confidentiality of information.

Knowledge Evidence

Demonstrated knowledge of:

- human resources principles in relation to maintaining staffing levels and rostering to budgeting requirements
- methods for assessing staff expertise and professional development requirements according to current job roles and career development
- potential rostering and staffing issues, including:
 - staff shortages
 - inadequate training levels
 - required skills of workforce
- range of strategies for addressing staff availability, including:
 - revising work schedules
 - reallocating tasks
 - calling in additional staff
 - reporting staffing issues to appropriate personnel
- factors that impact on individual work performance, including:
 - general standard of work
 - completing assigned tasks according to workplace timeframes
 - preparing work plans
 - following work schedules
 - job planning
 - attitude to clients and team members
 - following administrative procedures
- providing constructive feedback to individual staff and teams

- professional development options to support staff development, including additional training, recognition processes and future career pathways
- workplace policies and procedures relevant to personnel, employment, staff development, rostering and creating and maintaining staff records
- relevant federal, state or territory legislation relating to WHS, workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy
- provisions of relevant awards and workplace agreements
- position descriptions of relevant staff
- career pathways in the funeral services industry.

Assessment Conditions

Skills must be demonstrated in funeral services workplace with a team of staff:

- using suitable equipment and resources, including:
 - communication technologies and computers
 - documentation, including:
 - workplace budget requirements
 - workplace policies and procedures relevant to personnel and rostering
 - relevant awards and workplace agreements
 - personnel and payroll systems
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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