



Australian Government

Department of Education, Employment and Workplace Relations

SIFMGT002A Coordinate staff

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate staff work schedules, rosters and completion of tasks. It involves developing and communicating work schedules and tasks to staff and monitoring progress of task completion.

Application of the Unit

Application of the unit

This unit applies to funeral home and cemetery and crematorium staff responsible for coordinating others as part of their role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

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. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|---|---|--|
| 1 | Coordinate staff rosters and schedules. | 1.1 Identify <i>work requirements</i> in consultation with supervisor. |
| | | 1.2 Develop work schedules and rosters to meet work requirements in consultation with supervisor. |
| | | 1.3 Provide <i>information</i> to <i>staff</i> on work schedules and rosters. |
| | | 1.4 Monitor work schedules and rosters and identify problems or difficulties. |
| | | 1.5 Take <i>corrective action</i> to address problems and difficulties according to <i>workplace policies and procedures</i> . |
| 2 | Coordinate completion of tasks. | 2.1 Allocate tasks to staff members according to supervisor instructions and individual's areas of expertise. |
| | | 2.2 Use appropriate <i>communication techniques</i> to communicate task requirements to staff members. |
| | | 2.3 Monitor staff progress in completing tasks according to work requirements. |
| | | 2.4 Identify staff problems or difficulties in completing tasks and assist staff to find solutions. |
| | | 2.5 Seek advice from supervisor where required. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills, including clear and direct communication to convey roster and schedule information to staff, answer staff questions about task completion and liaise with supervisor
- literacy and numeracy skills to understand written documentation, prepare rosters and schedules, and follow supervisor instructions
- interpersonal skills to relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities
- problem-solving skills to identify staff problems in completing tasks and suggest solutions
- teamwork skills to coordinate staff and match tasks to staff areas of expertise
- planning and organisational skills to organise work schedules, and allocate and delegate tasks.

Required knowledge

- workplace policies and procedures
- workplace job roles and work requirements
- staff skills and areas of expertise in relation to required tasks.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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

Evidence of the following is essential:

- ability to monitor effectively and respond to a range of common operational and service issues in the workplace
- understanding of the differing roles of staff
- knowledge of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role
- project or work activities conducted over a period of

EVIDENCE GUIDE

time so that the planning, evaluation and monitoring aspects of this unit can be assessed, to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment where staff members' expertise can be assessed and tasks can be allocated and monitored
- interaction with a funeral services industry work team
- access to workplace policies and procedures relevant to personnel and rostering
- access to relevant awards and workplace agreements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate developing and communicating work schedules to staff, monitoring completion of tasks and resolving problems in relation to completion of tasks
- written or verbal questioning to assess knowledge and understanding of staff coordination issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFMGT001A Coordinate a team.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Work requirements may include:

- tasks to be completed
- timelines
- number of staff.

Information may include:

- verbal instructions
- written instructions, such as memos
- notices.

Staff may include:

- full-time
- part-time
- casual
- subcontractors.

Corrective action may include:

- calling in additional staff
- seeking advice from supervisor.

Workplace policies and procedures may include:

- human resources
- privacy
- code of conduct
- equal employment opportunity (EEO)
- anti-discrimination
- authorities and responsibilities of staff.

RANGE STATEMENT

Communication techniques may include:

- encouraging questions
- providing prompt feedback
- providing clarification.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Management and Leadership