



Australian Government

SITXHRM002 Roster staff

Release: 1

SITXHRM002 Roster staff

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop, administer and communicate staff rosters. It requires the ability to plan rosters according to industrial provisions, operational efficiency requirements, and within wage budgets.

This unit applies to individuals responsible for developing staff rosters for situations involving potentially large numbers of staff working across a range of different service periods or shifts. It does not apply to small office environments.

It applies to senior personnel who operate independently or with limited guidance from others, including dedicated specialist staff or operational supervisors and managers.

The unit applies to all tourism, travel, hospitality and event sectors.

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

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop staff rosters.

PERFORMANCE CRITERIA

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

- 1.1. Develop rosters according to relevant industrial agreements and other considerations and wage budgets.
- 1.2. Maximise operational and customer service efficiency while minimising wage costs.
- 1.3. Combine duties where appropriate to ensure effective use of

- staff.
- 1.4.Roster teams with complementary skills mix to meet operational requirements.
 - 1.5.Take account of social and cultural considerations and broader organisational policies that affect staff rosters.
 - 1.6.Consult with colleagues to ensure input into rosters.
 - 1.7.Use roster systems and equipment to administer rosters.
 2. Present and communicate rosters.
 - 2.1.Present rosters in required formats to ensure clarity of information according to organisational standards.
 - 2.2.Communicate rosters to appropriate colleagues within designated timeframes.
 3. Maintain rostering records.
 - 3.1.Administer records of shift time completed by employees or contractors.
 - 3.2.Maintain staff rostering records according to organisational procedures
 4. Evaluate rosters.
 - 4.1.Monitor effectiveness of rosters in consultation with colleagues.
 - 4.2.Identify ways in which rosters and roster development processes may be improved and take appropriate action.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret documents outlining opening and closing times, operational hours, and expected customer traffic.
Writing skills to:	write potentially complex roster documentation.
Oral communication skills to:	- ask colleagues questions to confirm their requirements - listen, understand and interpret messages.
Numeracy skills to:	complete planning activities involving dates, times and staff ratios.
Problem-solving skills to:	re-work rosters in cases of staff illness.
Teamwork skills to:	consider staff requests and personal commitments when planning rosters.
Technology skills to:	use system capabilities and functions of rostering software programs.

Unit Mapping Information

SITXHRM401 Roster staff

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXHRM002 Roster staff

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare staff rosters that meet diverse operational requirements across three different roster periods
- demonstrate the following when preparing each of the above staff rosters:
 - sufficient staff to ensure the delivery of required services within wage budget constraints
 - appropriate skills mix of the team
 - compliance with industrial provisions and organisational policy
 - completion of rosters within commercial and staff time constraints.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information on awards and other industrial provisions
- industrial agreements and other considerations which impact the preparation of staffing rosters:
 - single or multiple awards and enterprise agreements
 - award provisions for:
 - leave
 - mandated breaks between shifts
 - maximum allowed shift hours
 - standard, overtime and penalty pay rates
 - overall number of hours allocated to different staff members
 - use of:
 - contractors and consideration of fees
 - permanent or casual staff
- key elements of applicable awards and enterprise agreements:
 - leave provisions
 - mandated breaks between shifts
 - maximum allowed shift hours
 - standard, overtime and penalty pay rates

- organisational policies which impact the preparation of staffing rosters:
 - sociocultural-friendly organisational initiatives
 - family-friendly workplace initiatives
 - leave for:
 - carers
 - compassionate reasons
 - illness or injury
 - jury service
 - long service
 - maternity or paternity
 - rehabilitation of injured workers
 - study
 - recreation
- industry sector:
 - role of rosters and their importance in controlling staff costs
 - system capabilities and functions of rostering software programs
 - different formats for and inclusions of staff rosters
 - different methods used to communicate rosters, both electronic and paper-based
- specific organisation:
 - social, cultural and skills mix of the team to be rostered
 - full details of human resource policies and procedures that cover leave provisions and socio-cultural issues
 - operational requirements of the business activity, department or event subject to rostering
 - wage budget for the business activity, department or event subject to rostering.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity requiring staff rostering. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- computers, printers and rostering software programs
- records of shift time and where relevant electronic equipment used by staff to log commencement and completion time of rostered duties
- applicable industrial awards and enterprise agreements
- operational information about the organisation or department subject to rostering
- information about the cultural and skills mix of a team subject to rostering.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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