



Australian Government

SITXHRM008 Roster staff

Release: 1

SITXHRM008 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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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, 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 obtain their 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 to 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

Supersedes and is equivalent to SITXHRM002 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 SITXHRM008 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
- ensure the following when preparing the above staff rosters:
 - sufficient staff to ensure the delivery of required services within wage budget constraints
 - appropriate skills mix of the team
 - modifications are incorporated where required
 - compliance with industrial provisions and organisational policies and procedures
 - 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 human resource policies and procedures which impact the preparation of staffing rosters:
 - sociocultural-friendly organisational initiatives
 - family-friendly workplace initiatives
 - provisions for leave:
 - carers
 - compassionate reasons
 - illness or injury
 - jury service
 - long service
 - maternity or paternity
 - rehabilitation of injured workers
 - study
 - recreation
 - social, cultural and skills mix of the team to be rostered
- operational requirements of the business activity, department or event subject to rostering
- role of rosters and their importance in controlling staff costs
- wage budget for the business activity, department or event subject to rostering
- system capabilities and functions of rostering software programs
- different formats for and inclusions of staff rosters
- processes for modifying rosters
- methods used to communicate rosters, including both electronic and paper-based.

Assessment Conditions

Skills must be demonstrated in a business operation or activity requiring staff rostering. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

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 business activity, department or event subject to rostering
- information about the social, 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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