



**Australian Government**

# **SITXHRM401 Roster staff**

**Release 1**

## SITXHRM401 Roster staff

### Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

| Version | Comments                                                                                                                                                                       |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0     | N<br>Replaces but is not equivalent to SITXHRM003A Roster staff.<br>Significant changes to Performance Criteria and Required Knowledge. Technology skills and knowledge added. |

### Unit Descriptor

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.

### Application of the Unit

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

This unit applies to individuals responsible for the development of staff rosters for situations involving potentially large numbers of staff working across a range of different service periods and would 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.

### Licensing/Regulatory Information

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

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop staff rosters.           | 1.1 Develop <b>rosters</b> according to relevant <b><i>industrial agreements and other considerations</i></b> and wage budgets.<br>1.2 Maximise <b><i>operational and customer service efficiency</i></b> while minimising wage costs.<br>1.3 Combine duties where appropriate to ensure effective use of staff.<br>1.4 Roster teams with the most effective skills mix to meet all operational requirements.<br>1.5 Take account of <b><i>social and cultural considerations</i></b> and <b><i>broader organisational policies</i></b> that affect staff rosters.<br>1.6 Consult with colleagues to ensure input to rosters.<br>1.7 Use <b><i>roster systems and equipment</i></b> to administer rosters. |
| 2. Present and communicate rosters. | 2.1 Present rosters in required formats to ensure clarity of information according to organisational standards.<br>2.2 <b><i>Communicate</i></b> rosters to appropriate colleagues within designated timeframes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3. Maintain rostering records.      | 3.1 Administer <b><i>records of shift time</i></b> completed by employees or contractors.<br>3.2 Maintain staff rostering records according to organisational procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4. Evaluate rosters.                | 4.1 Monitor the effectiveness of rosters in consultation with colleagues.<br>4.2 Identify ways in which rosters and roster development processes may be improved and take appropriate action.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Required Skills and Knowledge

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

### Required skills

- communication skills to consult with colleagues, ask questions and confirm requirements, and listen, understand and interpret verbal and non-verbal messages
- literacy skills to:
  - read and interpret documents outlining opening and closing times, operational hours, and expected customer traffic
  - write potentially complex roster documentation
- numeracy skills to complete planning activities involving dates, times and staff ratios
- planning and organising skills to plan rosters to meet operational needs
- problem-solving skills to re-work rosters in cases of staff illness
- self-management skills to take responsibility for rostering enough staff to meet operational needs
- teamwork skills to consider staff requests and personal commitments when planning rosters
- technology skills to use:
  - a computer and keyboard
  - the system capabilities and functions of software programs.

### Required knowledge

- sources of information on award and other industrial provisions
- the key elements of applicable awards, including:
  - leave provisions
  - mandated breaks between shifts
  - maximum allowed shift hours
  - standard, overtime and penalty pay rates
- for the industry sector:
  - role of rosters and their importance in controlling staff costs
  - the system capabilities and functions of rostering software programs
  - a range of formats for and inclusions of staff rosters
  - a range of methods used to communicate rosters including electronic
- for the 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.



## 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.

### Overview of assessment

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

Evidence of the ability to:

- prepare multiple rosters to meet diverse operational requirements
- roster sufficient staff to ensure the delivery of high quality customer service within wage budget constraints
- integrate knowledge of the industrial provisions, human resource policy and the skills mix of the team to be rostered
- complete rostering activities within commercial and staff time constraints.

#### **Context of and specific resources for assessment**

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry business operation or activity subject to rostering
- computers, printers and software programs currently used by the tourism, hospitality or event industry to prepare rosters
- awards applicable to the tourism, hospitality or event industry
- operational information about the organisation or department subject to rostering
- information about the cultural and skills mix of a team subject to rostering.

#### **Method of assessment**

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

- projects or activities that allow the individual to develop rosters, that meet a set budget, for a department's weekly operation, a function or event
- use of problem-solving exercises so the individual can determine the correct skills and cultural mix for a particular service period
- exercises and activities to assess the individual's knowledge of award provisions
- written or oral questioning to assess knowledge of the role of rosters and their importance in controlling

staff costs

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

### **Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXCOM201 Show social and cultural sensitivity
- SITXFIN402 Manage finances within a budget
- SITXMGT401 Monitor work operations.

## 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.

***Rosters*** may be for:

- events
- functions
- individual department
- specific project
- whole organisation.

***Industrial agreements and other considerations*** may relate to:

- single or multiple awards
- 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.

***Operational and customer service efficiency*** may involve:

- providing an appropriate ratio of:
  - front of house to back of house staff
  - staff to customer numbers
  - supervisors to operative staff
- providing sufficient number of staff to meet:
  - customer expectations of different service styles
  - the demands of known or estimated numbers of customers
- rostering:
  - staff with the correct skills to fulfil all operational duties
  - teams with the correct skills mix.

***Social and cultural considerations*** may relate to:

- allowance for rostered days off for:
  - carer commitments
  - cultural or religious festivals
  - family commitments
- mixing people:
  - from different cultures

**Broader organisational policies**  
may relate to:

- with different language abilities
- types of work to be undertaken by individuals with disabilities or impairments.
- sociocultural-friendly workplace 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
  - vacation.

**Roster systems and equipment**  
may include:

- computers
- electronic equipment used by staff to log commencement and completion time of rostered duties
- rostering software programs.

**Communicate** rosters:

- on-line
- by email
- via a noticeboard
- paper based.

**Records of shift time** may involve:

- authorising payment for duties completed
- electronic equipment used by staff to log commencement and completion time of rostered duties
- time sheets:
  - electronic
  - paper-based.

## Unit Sector(s)

Cross-Sector

## Competency Field

Human Resource Management