

Competency standard

UNIT TITLE: ROSTER STAFF		NOMINAL HOURS: 50
UNIT NUMBER: D1.HML.CL10.16 D1.HRM.CL9.09 D2.TRM.CL9.21		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required by supervisors to prepare staff rosters that meet enterprise staffing and wage cost requirements while enabling the required levels of service delivery.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify the role of rosters</p> <p>1.1 Explain the <i>functions of rosters</i></p> <p>1.2 Describe <i>situations to which rosters might apply</i></p> <p>1.3 Identify <i>personnel responsible</i> for developing staffing rosters</p> <p>1.4 Identify the <i>impact of labour budgets</i> on rosters</p> <p>1.5 Differentiate between <i>roster formats</i></p> <p>1.6 Identify <i>factors that impact on the selection of staff</i> for rosters</p> <p>Element 2: Explain the operational aspects of employment instruments</p> <p>2.1 Describe the <i>range of employment instruments</i> in use by the industry</p> <p>2.2 Differentiate between <i>staff employment classifications</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to organisations that are involved in preparing staff roster that meet enterprise staffing and wage cost requirements while enabling the required levels of service delivery within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation. <p><i>Functions of rosters</i> refers to:</p> <ul style="list-style-type: none"> • Organising staff within the enterprise to provide required service delivery • Balancing experienced staff with new/inexperienced staff • Communicating staffing needs to relevant staff members 	

<p>2.3 Distinguish between <i>applicable pay rates</i></p> <p>2.4 Identify <i>leave entitlements</i></p> <p>2.5 Identify <i>meal and break entitlements</i></p> <p>2.6 Identify <i>allowance entitlements</i></p> <p>2.7 Describe <i>legislated requirements</i> that apply to staff rosters</p> <p>2.8 Identify requirements that apply to <i>specific work-related incidents and situations</i></p> <p>Element 3: Generate staff rosters</p> <p>3.1 <i>Prepare staff rosters</i> to comply with identified operational demands</p> <p>3.2 <i>Distribute rosters</i> to staff</p> <p>Element 4: Update staffing records</p> <p>4.1 <i>Verify and approve timesheets for payment</i></p> <p>4.2 <i>Maintain staff records that impact on roster preparation</i></p>	<ul style="list-style-type: none"> • Controlling labour costs • Helping staff plan their off-duty time. <p><i>Situations for which rosters might apply</i> may include:</p> <ul style="list-style-type: none"> • Individual department/revenue centres within enterprises • Enterprise-wide situations • Project-based work including events and functions. <p><i>Personnel responsible</i> for preparing rosters may include:</p> <ul style="list-style-type: none"> • Owners and managers • Supervisors and departmental heads. <p><i>Impact of labour budgets</i> refers to:</p> <ul style="list-style-type: none"> • Preparing labour budgets • Calculating labour cost percentages • Costing rosters • Comparing costed rosters to labour budget requirements/constraints • Implications for continuing out-of-control labour budgets • Techniques to bring labour budgets back under control. <p><i>Roster formats</i> refers to:</p> <ul style="list-style-type: none"> • Paper-based and electronic formats • Use of international time in budget formats • Explanation of commonly used roster abbreviations • Basic requirements of a staff roster • Roster program • Rotating rosters. <p><i>Factors that impact on the selection of staff</i> may include:</p>
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- Mix of staff including blend of new and experienced staff, blend of genders, blend of ages, blend of skill sets, blend of languages spoken
- Service delivery levels, such as peak/low season
- Multi-skilling and up-skilling of staff
- Operational workplace demands and customer expectations.

Range of employment instruments may include:

- Awards
- Agreements
- Employment contracts.

Staff employment classifications may include:

- Distinctions between full-time, part-time and casual staff, including definitions, hours of work, how hours of work may be worked including spread of hours and relevant requirements that initiate payment of penalties
- Categories of staff employed, such as the distinctions between roles and grades
- Nature of duties allocated to each category and grade of employees
- Hours worked, including consideration of split shifts, reasonable overtime, spread of hours, double shifts.

Applicable pay rates may include:

- Rates of pay, including bonuses and penalty rates such as weekend, public holidays and other penalties
- Breaks, meals and overtime payments
- Timing considerations relating to when overtime and penalty payments will apply
- Identifying differing pay rates, to whom they apply, when they apply and how they may vary
- Application of over-award or similar payments
- Application of entitlements including sick pay, holiday pay, paid maternity leave, employer superannuation contribution.

Leave entitlements may include:

- Annual leave
- Sick leave
- Bereavement leave
- Carer leave
- Parental leave, maternity leave and paternity leave
- Adoption leave
- Jury service
- Calculation and determination of continuity of service
- Study leave
- Special leave
- Leave without pay.

Meal and break entitlements may include:

- When breaks and meals are to be taken
- Length of meal and other breaks
- Penalties that apply for breaks not taken when due
- What is provided during meal breaks depending on industry sector?

Allowance entitlements may include:

- Meal allowances
- First aid allowances
- Clothing allowances
- Tools and equipment allowances
- Travel allowances.

Legislated requirements refers to:

- Relevant host country legislation or regulations that may include compliance with:
 - Anti-discrimination requirements
 - Equal opportunity provisions

- Specific industrial relations requirements
- Accident and injury requirements.

Specific work-related incidents and situations may include:

- Stand-down of employees
- Accident pay
- Notice of termination and termination of employment
- Redundancy.

Prepare staff rosters may include:

- Addressing preparation of a costed roster for a nominated area
- Nominated budget levels imposed, which means roster must be costed using current pay rates and all applicable penalty and other payments
- Ability to meet required service levels at all times
- Covering all days and times of service, including pre-opening activities, all breaks/meals, closing procedures, staff changeovers.

Distribute rosters refers to:

- Compliance with employment instrument stated requirements to give advance notice to workers
- Provision of a roster in the nominated format
- Explanation of all terms used in the roster.

Approve timesheets for payment may relate to:

- Validating time-clock cards
- Counter-signing timesheets for processing
- Verifying timesheets are completed by staff as required
- Clarifying queries from payroll officers, human resources department and/or accounts department.

Staff records that impact on roster preparation may include:

- Maintaining staff illness records
- Maintaining staff 'leave taken' records

- Maintaining records of staff training that have been undertaken/successfully completed
- Maintaining files regarding warnings and disciplinary action taken against staff
- Maintaining personnel files that facilitate promotion of staff, training, multi-skilling, up-skilling, redundancies
- Applications for leave
- Requests for preferential treatment.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to staff rosters
- In-depth knowledge of the operation of the host department and/or host enterprise
- Knowledge of the pay rates and terms and conditions of employment instruments for the host enterprise
- Legislated requirements of the host country that have an impact on staff rosters, working hours, entitlements
- Ability to use staff roster software, where used by the host enterprise
- Proven ability to interpret demand and service requirements for a nominated section/department.

Linkages To Other Units

- Recruit and select staff
- Access and retrieve computer-based data
- Maintain a paper-based filing and retrieval system
- Maintain financial performance within a budget
- Manage payroll records
- Manage legal requirements for business compliance
- Monitor staff performance
- Monitor workplace operations
- Prepare and monitor budgets

- Develop and implement operational policies
- Develop and implement operational plans.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to produce a roster in the nominated format
- Demonstrated ability to produce a roster within a given timeframe
- Demonstrated ability to produce an effective roster within nominated budget constraints
- Demonstrated ability to amend roster to accommodate last-minute management requirements
- Demonstrated ability to roster sufficient and appropriate staff to enable the required level of service provision throughout the nominated roster period
- Demonstrated ability to communicate roster requirements to all relevant staff listed on that roster
- Demonstrated ability to comply with employment instruments and legislated requirements of the host country.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace conditions, opening hours, days of operation, service levels and budget restraints.

Resource Implications

Training and assessment must include the use of current and representative pay rates, terms and conditions of employment instruments and legislation, as applicable to the relevant industry sector of the host country, in actual or simulated workplace conditions; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Case studies
- Practical exercises

- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Simulations.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Obtain information from records and management on expected levels of trade, and other staffing demands
Communicating ideas and information	1	Distribute prepared rosters to staff
Planning and organising activities	3	Ensure roster meets identified trading and service needs; prepare a roster that meets labour budget requirements
Working with others and in teams	2	Meet with management to discuss requirements; liaise with supervisors, management and staff to create a mutually acceptable roster
Using mathematical ideas and techniques	2	Calculate labour costs
Solving problems	2	Address and resolve long-term and short-term staffing problems
Using technology	2	Input data and manipulate it within an electronic staff roster system