

## Specification of Competency Standards for the Logistics Industry

### Unit of Competency

1. Title	Develop rosters
2. Code	LOCUOM303A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of developing rosters with reference to relevant human resources policy, operating procedures, and codes of practice applicable to logistics industry.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Relevant knowledge of developing rosters</p> <ul style="list-style-type: none"> <li>• Know about the principles of human resources management (HRM)</li> <li>• Understand the business operations of logistics related industries</li> <li>• Understand company policy and procedures</li> </ul> <p>6.2.1 Identify operating requirements</p> <ul style="list-style-type: none"> <li>• Identify transport timetables and running times for each line or service and keep updated within roster operations</li> <li>• Identify transport running times for each line or service to ensure all crewing requirements are planned</li> <li>• Identify set working or work tasks to be performed for each transport service</li> <li>• Identify contingency plans covering operational problems and analyse the impact on crewing needs</li> </ul> <p>6.2.2 Identify tasks and responsibilities and work requirements</p> <ul style="list-style-type: none"> <li>• Identify support activities, where required to facilitate transport arrival and activities, to ensure all crewing requirements are planned</li> <li>• Identify set workings or required work tasks in support activities</li> </ul> <p>6.2.3 Establish work rosters</p> <ul style="list-style-type: none"> <li>• Develop rosters to cover all work requirements regarding relevant workplace/industrial conditions</li> <li>• Arrange rosters to allow the implementation of contingency plans</li> <li>• Circulate rosters with reference to operating procedures and human resources policies for review by affected personnel</li> <li>• Identify and address relevant OSH requirements (e.g., duty of care) in the developed rosters</li> <li>• Identify and address relevant safe working requirements and systems in the developed rosters</li> </ul> <p>6.2.4 Finalise work rosters</p> <ul style="list-style-type: none"> <li>• Address feedback from personnel associated with rosters and agree modifications</li> <li>• Document and distribute final rosters to ensure work requirements are communicated</li> </ul> <p>6.2.5 Identify changes to timetables, planned activities and support activities</p> <ul style="list-style-type: none"> <li>• Identify changes to transport timetables and assess their effect on operations and support areas</li> <li>• Identify and communicate new work requirements or revised set workings to appropriate personnel</li> <li>• Resolve difficulties relating to new work requirements with central roster operations and the appropriate work areas</li> <li>• Resolve difficulties in achieving changes to work outcomes with those initiating change within workplace policies and procedures</li> </ul>

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	<p>6.2.6 Confirm changes to planned activities</p> <ul style="list-style-type: none"><li>• Identify and confirm changes to planned services and assess impact on support activities</li><li>• Assess required support activities to achieve amended service and identify and allocate necessary resources</li><li>• Convey revised work outcomes or set workings to relevant support work areas for implementation</li></ul> <p>6.2.7 Confirm personnel availability</p> <ul style="list-style-type: none"><li>• Confirm and distribute amended rosters and work requirements to appropriate work areas</li><li>• Notify personnel on amended rosters who are required to achieve new work outcomes</li><li>• Resolve difficulties associated with compliance with amended rosters or work outcomes within the work area to the satisfaction of all involved within workplace policies and procedures</li></ul> <p>6.2.8 Re-allocate personnel and amend rosters</p> <ul style="list-style-type: none"><li>• Confirm changes to rosters with appropriate personnel</li><li>• Make arrangements for the implementation of amended rosters</li><li>• Reallocate personnel to achieve agreed work outcomes or amended set workings</li><li>• Make final amendments to rosters to achieve agreed work outcomes or set workings</li><li>• Update appropriate documents to reflect changes made and ensure their recognition</li></ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Capable of identifying operating and work requirements, tasks, and responsibilities</li><li>• Capable of developing, amending, and finalising work rosters</li><li>• Capable of adjusting rosters and reallocating personnel according to the changes to planned activities</li></ul>
8. Remarks	