

This unit describes the performance outcomes, skills and knowledge required to plan for the management of and to manage staff. It involves industrial relations, staff selection, staff records, induction, training, team development and career planning to enhance business operations through retaining a competent, committed and motivated team in the workplace.

Designed for: This work is undertaken by individuals who operate a small business, and is also suitable for existing micro and small businesses or a department in a larger organisation.

Duration: 1 day

Elements of Competency and Performance Criteria

Develop staffing plan

- Determine staffing requirements to allow the business to run effectively, in accordance with the business requirements as outlined in the business plan
- Identify and compare the existing skills/competencies of owner/s and staff with business requirements to identify any gaps
- Develop policies and procedures for owner/s and staff, in accordance with the business plan

Recruit, induct, train and retain the team

- Develop job/position descriptions, competencies required and selection criteria to meet the needs of the business
- Judge information obtained from each candidate against specified selection criteria and decide selection in accordance with business needs and legal requirements
- Induct new staff members in accordance with the policies and procedures of the business
- Make team members aware of their responsibilities and performance requirements as soon as practicable and take opportunities to coach team members who are unfamiliar with the procedures of the business
- Develop and implement a staff development program and career paths based on the requirements of business and staff competencies
- Advertise staff vacancies appropriately in accordance with staffing plan

Comply with Industrial Relations obligations

- Clarify workplace rights and obligations of employers and employees, in accordance with legal requirements and codes of practice
- Counsel staff, if required, in a positive and constructive manner and record outcomes accurately

Maintain staff records

- Develop staff records system to provide timely and accurate information, in accordance with confidentiality, legal and taxation requirements
- Monitor and accurately maintain the system for recording and retrieving personnel and payroll information and seek specialist advice where required



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NATIONALLY RECOGNISED
TRAINING



Manage staff

- Regularly review contribution and skills of self and other team members to ensure performance is in line with
- Monitor and accurately maintain the system for recording and retrieving personnel and payroll information and seek specialist advice where required agreed performance measures
- Monitor and adjust staffing requirements to respond to any changes in tasks and functions required by the business
- Support and encourage staff, and acknowledge and reward their contribution to the business
- Regularly provide opportunities for staff to discuss work related issues
- Develop contingency plans to cope with unexpected or extreme situations and take appropriate corrective action as required

Review team performance

- Develop positive and constructive relationships with and between team members
- Review and update team objectives in support of business goals on a regular basis in consultation with team members
- Identify strengths and weaknesses of team against current and expected work requirements
- Schedule time, on a regular basis, for team members to review work operations in order to maintain and improve operational efficiency
- Encourage team members to monitor their own performance, suggest improvements and to identify professional development needs, in accordance with personal and business requirements
- Monitor and review staff turnover rate



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