

IMIVF62

Plan, monitor and adjust staffing levels and schedules in the automotive retail environment



Overview

This unit is about preparing staffing plans and schedules so that work objectives and targets can be met. It includes assessing the staffing situation and making recommendations for changes in parts operation staffing where you feel these are justified.

IMIVF62

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Performance criteria

You must be able to:

Plan staffing levels and prepare work schedules

- P1 produce staffing plans and schedules which cover all operational needs and take into account operational constraints
- P2 produce staffing plans and schedules which include accurate numbers and realistic skill levels, work allocation, locations and start and finish times
- P3 produce plans that are easy for the relevant people to understand and use
- P4 include contingency plans to cope with abnormal situations

Monitor staffing levels and schedules against work objectives and targets

- P5 collect and organise information about the staff available and the work they are doing
- P6 assess whether existing staff numbers and responsibilities are adequate for the targets you need to achieve
- P7 find out what progress is being made towards achieving your work targets
- P8 use the information about staffing and progress towards targets to make realistic and justifiable assessments of staff effectiveness
- P9 adjust staffing levels and schedules so that targets can be met
- P10 recommend changes in staffing clearly and promptly to your manager
- P11 pass on the results of assessments to the people who need them
- P12 use the results of assessment to encourage staff to reach their targets

IMIVF62

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Knowledge and understanding

You need to know and understand:

Staff planning

- K1 the objectives which staffing plans are designed to achieve
- K2 the relationship between staffing plans and work objectives and targets
- K3 how staffing levels and the way in which staff are deployed can affect work objectives and targets
- K4 how to calculate staffing requirements
- K5 how to produce and present staffing plans in a form suitable for the needs of the relevant people
- K6 how to schedule work

Staff monitoring and adjustment

- K7 how to collect, collate and evaluate information on staffing
- K8 how to adjust staffing levels and schedules
- K9 how to justify assessments of effectiveness
- K10 the type of factors, other than staffing, that may affect progress towards work objectives, targets and the type of impact these are likely to have
- K11 how your manner and behaviour when presenting the results of assessments is likely to influence staff's response to them

IMIVF62

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Additional Information

Scope/range

1. Operational needs relating to
 - 1.1. work objectives
 - 1.2. work targets
2. Operational constraints are
 - 2.1. financial
 - 2.2. people
 - 2.3. security and safety
3. Adjust staffing in relation to
 - 3.1. the allocation of responsibility and tasks
 - 3.2. the hours of work
 - 3.3. staff levels

IMIVF62

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Glossary

Assessments:

These are about looking at the staffing level situation and how staff have coped to meet the workload, not formal assessments or appraisals of individual's performance at work.

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Developed by IMI Ltd

Version number 1

Date approved February 2010

Indicative review date February 2012

Validity Current

Status Original

Originating organisation IMI Ltd

Original URN 2

Relevant occupations Engineering, Vehicle Trades

Suite Vehicle Fitting

Key words Plan Monitor Adjust Staffing Levels Schedules Automotive Retail Environment
