
Overview

This standard is about planning how many staff are required to be on duty in your retail organisation to maintain the best levels of customer service and profitability. It involves producing plans and schedules so that staff know when and where they will be required to work.

This standard is for staff with responsibility for planning staffing levels and preparing work schedules.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Plan staffing levels and prepare work schedules for a retail organisation

Performance criteria

You must be able to:

1. follow your workplace procedures for checking with colleagues about the levels of staffing they require
2. follow your workplace procedures for contracting arrangements when planning and preparing staffing levels and work schedules
3. follow your workplace procedures to prepare staffing plans and schedules that cover all operational needs and take account of operational limits, including skills required, places where people will work and start and finish times
4. schedule hours of work that adhere to relevant legislation, your workplace procedures and contracts of employment
5. produce clearly defined staffing plans following your workplace procedures
6. prepare practical contingency plans to cope with abnormal situations following your workplace procedures

Knowledge and understanding

You need to know and understand:

1. why staffing plans are required
2. the relevant legislation, your workplace procedures and staff contract terms and conditions that affect the hours that staff can work
3. how to plan and calculate staffing levels that cover all operational needs and take account of operational limits including skills required, places where people will work and start and finish times
4. why planning staffing levels and preparing work schedules help to maintain customer service and profitability
5. workplace requirements for producing clearly defined staffing plans
6. why to include practical contingency plans to cope with abnormal situations

PPL.E308

Plan staffing levels and prepare work schedules for a retail organisation



Developed by People 1st

Version Number 3

Date Approved 01 Mar 2025

Indicative Review Date 31 Mar 2030

Validity Current

Status Original

Originating Organisation Skillsmart Retail

Original URN SSR.E308

Relevant Occupations Managers and Senior Officials, Managers in Distribution, Storage and Retailing, Owner/Manager, Retail and Commercial Enterprise, Retailing and Wholesaling, Team Leader

Suite Retail

Keywords Retailing; retailers; plans; planning; workforce; numbers; prepares; preparing; working; works; hours; rotas
