

Overview

This standard is about the skills and knowledge needed for you to manage absenteeism and sickness in a food and drink business. Managing persistent absenteeism and sickness is important in the day to day operation of a food and drink business. The effect on motivation and colleagues within the business, who must cover for absent staff, can have an adverse affect on the effectiveness of the food and drink business. You will need the skills and knowledge to communicate the expected procedures and levels of attendance to the people within your area of responsibility, monitor adherence to the procedures and address any problems. You must have the skills and knowledge to address poor attendance rates with individuals and discuss ways of increasing attendance. This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in managing absenteeism and sickness in a food and drink business.

Performance criteria

You must be able to:

Communicate procedures

1.
communicate the organisational reporting procedures to be followed when a member of staff is sick or absent to all people in your area of responsibility
2.
check the organisational requirements are adhered to and address problems when necessary
3.
confirm an acceptable level of absence within a period of time and communicate this to all people within your area of responsibility
4.
determine and communicate the consequences of not adhering to organisational procedures or exceeding acceptable levels of absence

Monitor absence rates

5.
record absences according to organisational requirements including day of the week, length of absence, reason for absence and any additional relevant information
6.
monitor trends in individual absence rates and across your area of the food and drink business

Address absenteeism

7.
identify individuals with excessive absenteeism and sickness and trends in these rates
8.
address excessive absenteeism or sickness with an individual in accordance with organisational procedures
9.
confirm that the people within your area of responsibility are honest and open with problems affecting their attendance rates at

work

10.

discuss different options to help alleviate attendance problems

11.

determine what motivates the people in your area of responsibility and work to increase this motivation

12.

consider and report on the use of attendance bonuses and rewards or remunerative reductions for poor attendance

Knowledge and understanding

You need to know and understand:

1.
the organisational and regulatory requirements relating to the management of sickness and absenteeism in a food and drink business
 - 1.1 the organisational methods of communication and information

Developed by	Improve
Version Number	2
Date Approved	01 Jan 2019
Indicative Review Date	01 Jan 2024
Validity	Current
Status	Original
Originating Organisation	Improve
Original URN	impmr316s, impmr317k
Relevant Occupations	Administration, Associate Professionals and Technical oc, Business Management
Suite	Food Business Resource Development
Keywords	Food; Drink; Manufacturing; Manage; Absenteeism; Sickness
