Application of the SWS in Supported Employment

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Duties & Tasks

Duty:
- Defined 'category' within the employee's job role
- Has an expected 'outcome'

Task:
- A smaller component of the duty
- Observable, measurable, clear parameters and replicak
- Continuous process
- May be one of several tasks required of a duty

Duty Weighting:
- Contributes to representative measure of performance

Package pigs' ears

Fill bag with 10 pigs' ears

Seal bag with stapler

Label bag with sticker
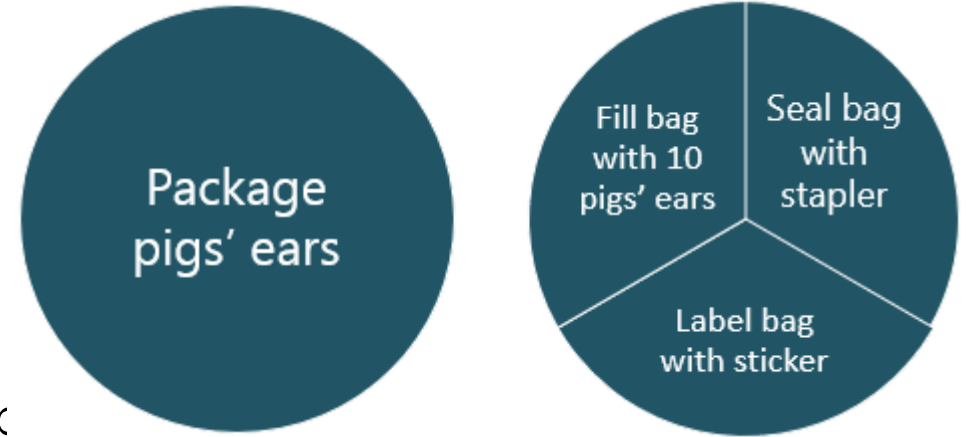
Duty hours per week

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Total hours worked per week

=

% Duty Weighting

Performance Standards

- Start when first bag of 20 picked up; end when last bag of 20 filled

- Pick plastic bag up, fill with 10 pigs' ears, place filled bag to one side

- No pieces poking out of bag; bag not torn

- 10 pigs' ears in each bag; 20 bags to be filled

- Gloves

Commencement And End Points *

Process Of Completion *

Quality Requirements *

Quantity Outcome Requirements *

Details Of Equipment Used *

Additional Information

Qualifiers

Time
- The amount of time to complete a specific number of units
- E.g. Time to package 20 bags of pigs' ears

Quantity
- The number of units completed within a specific amount of time
- E.g. Number of bags packaged within ten minutes

Benchmarks

An agreed standard or point of reference used to compare an employee's work performance and productivity.

A specific indicator used to calculate the time taken or task output in relation to agreed performance standards.

The **minimum** expectation to attract a full Award wage

- Assemble 10 boxes within 15 minutes, with no more than a 3% rejection rate

- Mow 50 square metres of grass within a 10 minute period, meeting acceptable standards

- Place labels on 150 plastic bottles within 10 minutes, aligning correctly on designated outline

Benchmark Validation

At least 3 different timings taken on at least 3 different occasions

Timings should have less than 10 percentage points variance

Only benchmarks that achieve this standard will be considered valid

Troubleshooting:

Ensure appropriate Performance Standards parameteres so observations are not excessively short or lengthy, but provide accurate representation of performance

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Calculating Comparative Timing Variances

1. Convert timings to seconds

2. Calculate difference between highest number and lowest number

3. Divide the difference by the highest number

4. Multiply by 100 = percentage point variance

E.g. 95, 97, 100 seconds (5 seconds variance)
5 ÷ 100 = 0.05 x 100 = 5 percentage points variance