Australian Government
Department of Education, Employment and Workplace Relations

PRSSO217A Provide lost and found facility

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This competency standard covers the correct management of a lost and found facility by members of the security industry. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documentation. This work would be carried out under minimum supervision within organisational guidelines.

Functional Area: Elective, Security Operations

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Functional Area: Elective, Security Operations

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element		Performance Criteria	
1	Establish status of item	1.1	A lost and found register is established and maintained in accordance with organisational requirements
		1.2	A description and relevant details of the lost or found item are recorded and verified with appropriate person(s)
		1.3	Found items are tagged and filed in order in a designated location in accordance with organisational requirements
2	Follow procedures for lost and claimed items	2.1	All communication is conducted in a professional and courteous manner in accordance with organisational requirements
		2.2	Organisational procedures and obligations regarding lost and found items are explained clearly and sensitively to enquirer / claimant
		2.3	Lost items are investigated and traced in accordance with organisational policies and procedures
		2.4	Claimed items are signed for and dated by claimant and identification verified in accordance with organisational requirements
3	Complete documentation	3.1	Register is updated to reflect whether item has been claimed or investigation is exhausted
		3.2	Reports and other documentation are completed as required within designated timeframes
		3.3	Incidents and recommended improvements to system arising from lost and found enquiries and claims are reported to appropriate person(s) in a timely manner

     Government Skills Australia

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide a lost and found facility. Assessment of performance should be over a period of time covering all categories within the Range of Variables statements that are applicable in the learning environment.

What critical aspects are required for evidence of competency?

Effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation.

Receive and relay verbal and non-verbal information in a concise and accurate manner with sensitivity to social and cultural differences.

Identify prohibited and/or hazardous items and goods and take appropriate action.

Effectively operate office technology and communication equipment.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

relevant legislative provisions

basic problem solving strategies

premises and property security requirements and procedures

premises and property lay-out

rules for the identification and handling of dangerous and prohibited goods

EEO, equity and diversity principles

operational techniques of communication and office equipment

organisational procedures and guidelines appropriate to own role, responsibility and delegation

reporting procedures and documentation requirements and processes

principles of effective communication including interpersonal techniques

principles of questioning to get specific information

use and storage requirements of equipment.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

accurately record and report information

effectively operate office and communication equipment

present a professional image to members of the public and colleagues

apply active listening and questioning techniques

solve basic problems

estimate and calculate resource and equipment requirements

collate and organise information and items

communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities

communicate in a clear and concise manner

comply with relevant legislative and regulatory requirements

enter data using basic keyboarding skills

estimate time to complete activities and organise personal schedule

prepare statements and write reports.

What resources may be required for assessment?
Access to a suitable venue and equipment.
Access to plain English version of relevant statutes and procedures.
Assignment instructions, work plans and schedules, policy documents and duty statements.
Assessment instruments, including personal planner and assessment record book.
Access to a registered provider of assessment services.

What is required to achieve consistency of performance?
For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.
Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

Assessment against this unit may involve the following:
Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and range of variables statement that make up the unit.
Continuous assessment in the workplace, taking into account the range of variables affecting performance.
Self-assessment on the same terms as those described above.
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

Key competency levels
There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.
Information below highlights how these processes are applied in this competency standard.
1 - perform the process
2 - perform and administer the process
3 - perform, administer and design the process

How can **communication of ideas and information** be applied? (**1**)
Organisational procedures and obligations with regard to lost and found items may be explained using clear, concise and accurate language and appropriate interpersonal techniques.

How can **information be collected**, **analysed and organised**? (**1**)
A description and relevant details of the lot or found item may be recorded for future reference.

How are **activities planned and organised**? (**1**)
Work tasks may be prioritised and completed in an efficient and timely manner.

How can **team work** be applied? (**1**)
Information may be discussed and shared with colleagues to achieve organisational goals and objectives.

How can the use of **mathematical ideas and techniques** be applied? (**1**)
Mathematics may be used to measure processes for the scheduling of tasks.

How can **problem solving skills** be applied? (**1**)
Contradictory or ambiguous information may be clarified promptly to prevent misunderstandings.

How can the **use of technology** be applied? (**1**)

Technology may be used to communicate, source and record information.

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide a lost and found facility. Assessment of performance should be over a period of time covering all categories within the Range of Variables statements that are applicable in the learning environment.

What critical aspects are required for evidence of competency?

Effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation.

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Identify prohibited and/or hazardous items and goods and take appropriate action.

Effectively operate office technology and communication equipment.

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Range Statement

The Range of Variables provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational requirements may relate to:

legal and organisational policy and procedures including personnel practices and guidelines

organisational goals, objectives, plans, systems and processes

legislation relevant to the operation, incident and/or response

employer and employee rights and responsibilities

business and performance plans

policies and procedures relating to own role, responsibility and delegation

quality and continuous improvement processes and standards

client service standards

defined resource parameters

Occupational Health and Safety policies, procedures and programs

emergency and evacuation procedures

duty of care, code of conduct, code of ethics

access and equity policy, principles and practice

records and information systems and processes

communication channels and reporting procedures.

Relevant details may include:

location

date

time.

Appropriate persons may include:

supervisors, managers

colleagues

members of the public

clients

designated human resource personnel

Designated locations may include:

cupboard/storage facility.

safe facilities.

Communication techniques may include:

language, verbal or non-verbal

active listening

questioning to clarify and confirm understanding

interpreting non-verbal and verbal messages

observation techniques

use of positive, confident and co-operative language

control of tone of voice and body language

use of language and concepts appropriate to cultural differences.

Identification documents may include:

ID cards (e.g. drivers licence, proof of age card, passport)

temporary passes

work permits

goods receipts.
Documentation may include:
daily/weekly reports
'lost and found' register
written and computer reports
logs, journals.
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Unit Sector(s)

Not applicable.

Government Skills Australia