



Australian Government

Assessment Requirements for SITXCCS012 Provide lost and found services

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide efficient and courteous lost and found service on at least three different occasions, using appropriate communication techniques to determine required details of lost or found items
- record clear details of above lost or found items and prepare simple reports according to organisational procedures on each of the above service occasions
- complete investigation of above lost or found items within timeframes determined by the property owner or organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- for lost and found items:
 - organisational procedures for providing services
 - methods to succinctly and clearly record details
- for lost items:
 - methods to trace items and determine ownership
- for found items:
 - methods to locate items and determine ownership
 - typical storage facilities for items
 - security requirements for storage
- formats for lost and found registers and reports:
 - daily or weekly reports
 - logs or journals
 - verbal or written reports
 - hard copy or electronic reports
- required content of entries of lost and found reports:
 - date, time and location of loss
 - date, time and location of find
 - description of lost or found item

- owner contact details.

Assessment Conditions

Skills must be demonstrated in an operational environment where lost and found services are provided. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- secure storage facilities for found items
- current commercial lost and found registers, procedures and reporting documents
- property owners with whom the individual can interact regarding lost and found items.

These can be:

- customers in an industry workplace during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>