



**Australian Government**

# **SITXCCS012 Provide lost and found services**

**Release: 1**

## SITXCCS012 Provide lost and found services

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to provide service to customers who have lost or found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation.

The unit applies to frontline operations personnel working in a range of tourism, travel, hospitality, events and entertainment contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Client and Customer Service

### Unit Sector

Cross-Sector

### Elements and Performance Criteria

#### ELEMENTS

*Elements describe the essential outcomes*

1. Determine and record details of lost or found item.
2. Assist customer with lost or claimed item.

#### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Obtain and verify descriptions and relevant details of lost or found item.
- 1.2. Tag found item and place in designated location.
- 1.3. Use lost and found register to record details of item.
- 2.1. Conduct all communication with property owner in a professional manner.
- 2.2. Provide details of organisational procedures and obligations

- for lost or found item.
- 2.3. Investigate and trace lost item.
  - 2.4. Investigate and confirm ownership of found item.
  - 2.5. Verify claimant identification before release of found item.
  - 2.6. Obtain claimant signature for collection of claimed item.
3. Complete end of shift duties.
    - 3.1. Update lost and found register to reflect investigation and collection of items.
    - 3.2. Complete lost and found reports according to organisational procedures.
    - 3.3. Recommend improvements to lost and found procedures as required.

## Foundation Skills

*Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.*

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret organisational lost and found procedures, details in the lost and found register, and claimant identification documents.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• record clear and succinct descriptions of lost and found items in the register</li> <li>• write simple reports.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• determine details of lost items using active listening and questioning techniques</li> <li>• discuss details of lost items in a professional manner.</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to SITXCCS004 Provide lost and found services.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>