Assessment Requirements for SITXCCS013 Provide club reception services

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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:

- respond to at least three different member, guest or visitor enquiries about facilities, services and membership
- process membership applications and issue membership documentation for at least three different new members
- monitor club entry by members, guests and visitors during at least four service periods, ensuring all entry requirements are met and enabling efficient flow through reception to club facilities
- perform above activities in a professional manner and within commercial timeframes.

Knowledge Evidence

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

- key aspects of club licensing laws covering entry requirements for members, guests and visitors
- acceptable forms of club membership documentation
- acceptable forms of identification (ID), proof of age and residence
- purpose and use of typical club reception technology:
  - information systems currently used by clubs to manage membership database
  - membership badge production equipment
  - scanning equipment for membership documents
  - communications equipment:
    - telephones
    - radio
    - internal public address system
- organisational dress regulations for club
- club membership rules, conditions, benefits, entitlements and costs
- contents of membership application forms and importance of ensuring accurate recording of membership details
- full details of club services, facilities, current promotions, events and entertainment.

Assessment Conditions

Skills must be demonstrated in an environment where operational club reception services are offered. This can be:

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

Assessment must ensure access to:

- club reception technology:
  - communications equipment
  - internal public address system
  - computers and information systems currently used by clubs to manage membership
- scanning equipment for membership documents
- current plain English regulatory documents outlining club entry requirements
- club documents outlining current policies, procedures, facilities, membership benefits, costs and dress regulations
- club membership application forms
- club members, guests and visitors with whom the individual can interact. 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