



Australian Government

Department of Education, Employment and Workplace Relations

SITXCCS305A Provide lost and found facility

Revision Number: 1

SITXCCS305A Provide lost and found facility

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage a lost and found facility. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documents.

This unit is based on PRSSO217A Provide lost and found facility.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those who work under minimum supervision with organisational guidelines undertaken in an office environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish status of item.	<p>1.1 Establish and maintain a lost and found register according to <i>organisational requirements</i>.</p> <p>1.2 Record and verify a description and relevant details of the lost or found item with <i>appropriate person(s)</i>.</p> <p>1.3 Tag and file found items and place them in a <i>designated location</i>.</p>
2 Follow procedures for lost and claimed items.	<p>2.1 Conduct all <i>communication</i> in a professional and courteous manner according to organisational requirements.</p> <p>2.2 Explain to the enquirer or claimant the organisational procedures and obligations regarding lost and found items, in a clear and sensitive manner.</p> <p>2.3 Investigate and trace lost items according to organisational policies and procedures.</p> <p>2.4 Verify <i>identification</i> of the claimant, ensuring they sign for and date the claimed item(s) according to</p>

ELEMENT**PERFORMANCE CRITERIA**

organisational requirements.

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| 3 | Complete documentation. | 3.1 | Update the lost and found register reflecting whether the item has been claimed or fully investigated. |
| | | 3.2 | Complete reports and other documentation according to organisational requirements and within designated timeframes. |
| | | 3.3 | Report to the appropriate person(s) incidents and recommended system improvements in relation to lost and found claims and enquiries in a timely manner. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

- The following skills must be assessed as part of this unit:
- 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

The following knowledge must be assessed as part of this unit:

- 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.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- 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

Context of and specific resources for assessment

Assessment must ensure:

- 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

EVIDENCE GUIDE

Methods of assessment

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.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- 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
- Continuous assessment in a setting that stimulates 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.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Organisational requirements may include:

- 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 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.

RANGE STATEMENT

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:

- Daily/weekly reports
- 'lost and found' register
- Written and computer reports
- Logs, journals

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Client and Customer Service