



Australian Government

SITXCCS301 Provide lost and found services

Release 1

SITXCCS301 Provide lost and found services

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXCCS305A Provide lost and found facility. Title changed to better reflect the intent and content of the unit. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

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

Application of the Unit

This unit applies to all tourism, travel, hospitality and event sectors.

This unit mainly applies to frontline operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a basic operational function of minimal complexity and individuals who work with very little independence under close supervision would also use this skill.

It applies to a range of people, including club, hotel and venue receptionists, hotel porters and customer service personnel within attractions and event facilities.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Determine and record details of lost and found items. | 1.1 Obtain and verify descriptions and relevant details of lost or found items with customers.
1.2 Tag found items and place in a <i>designated location</i> .
1.3 Use the lost and found register to record <i>details of lost and found items</i> . |
| 2. Assist customers with lost and claimed items. | 2.1 Conduct all <i>communication</i> in a professional, courteous and sensitive manner.
2.2 Provide customers with details of organisational procedures and obligations for lost and found items.
2.3 Investigate and trace lost items.
2.4 Investigate ownership of found items.
2.5 Verify claimant identification before releasing found items.
2.6 Obtain claimant signature for collection of items. |
| 3. Complete lost and found documents. | 3.1 Update the lost and found register to reflect investigation and collection of lost items.
3.2 Complete <i>lost and found reports</i> according to organisational procedures.
3.3 Recommend improvements to lost and found procedures. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - determine details of lost items using active listening and questioning techniques
 - discuss details of lost items in a sensitive manner
- initiative and enterprise skills to recommend improvements to lost and found procedures
- literacy skills to:
 - read and interpret organisational lost and found procedures, details within the register and claimant identification documents
 - write clear descriptions of lost and found items in the register and write simple reports
- problem-solving skills to investigate and find lost items.

Required knowledge

- for lost and found items:
 - organisational procedures
 - formats for and inclusions of reports
 - methods to succinctly and clearly record details
 - methods of investigating
 - location of storage facilities for found items
 - requirements for securing items
- the layout of the property
- formats for lost and found registers and required entries.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- communicate with the customer, interpret details and provide efficient and courteous lost and found services on multiple occasions
- record clear descriptions of lost and found items in the register and write simple reports
- complete investigation of lost items within deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry environment where lost and found services are provided
- secure storage for items
- current commercial lost and found registers, procedures and reporting documents
- customers with whom the individual can interact.

Method of assessment

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

- direct observation, using role plays, of the individual providing lost and found services
- review of lost and found registers and reports completed by the individual
- written or oral questioning to assess knowledge of:
 - procedures
 - location of storage facilities
 - methods of investigating lost and found items
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS201 Provide porter services

- SITHACS303 Provide accommodation reception services
- SITXCCS302 Provide club reception services
- SITXCCS303 Provide service to customers
- SITXCOM201 Show social and cultural sensitivity.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Designated locations may include:

- locked cupboard
- locked storage room
- safe facilities.

Details of lost and found items may include:

- dates, times and location of loss
- where items have been found, dates and times
- description of item
- customer contact details.

Communication may involve:

- active listening
- control of tone of voice and body language
- interpreting non-verbal and verbal messages
- language, verbal or non-verbal
- questioning to clarify and confirm understanding
- use of language and concepts appropriate to cultural differences
- use of positive, confident and co-operative language.

Lost and found reports may include:

- daily or weekly reports
- logs, journals
- verbal reports
- manual and computer reports
- written reports.

Unit Sector(s)

Cross-Sector

Competency Field

Client and Customer Service