



Australian Government

Assessment Requirements for BSBINS203 Assist with circulation services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- apply knowledge of circulation services processing and procedures to:
 - assist at least two customers with a transaction
 - assist at least two customers with an enquiry.

In the course of the above, the candidate must:

- process loans, returns and renewals according to organisational procedures
- create and modify patron records according to organisational procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of circulation systems and technology in different industry contexts, including self-service systems
- customer service systems, policies and procedures
- intra-library loans and lending procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- current industry systems and equipment for processing loan and return transactions
- policies and procedures regarding loan processing systems
- special purpose tools, equipment, materials and relevant industry software packages.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>