



Australian Government

Department of Education, Employment and Workplace Relations

CULLB206C Assist with circulation services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to process loan transactions and assist customers with circulation/lending enquiries.

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 people working in a frontline information services role such as a public or corporate library. Work is carried out under supervision within established policies and procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability Skills The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying Employability Skills requirements.

Elements and Performance Criteria Pre-Content

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide information to customers in relation to circulation/lending	1.1 Provide current and accurate information to customers based on sound knowledge of <i>circulation/lending systems</i> in the relevant context 1.2 Deal with <i>customer inquiries</i> promptly or refer to appropriate person/s
2 Process loan transactions	2.1 Check and process customer registration details in accordance with organisational procedures 2.2 Complete transactions in accordance with <i>lending policies and procedures</i> and customer service standards 2.3 Deal with competing demands for service tactfully and helpfully 2.4 Complete <i>checking and processing of material</i> in accordance with organisational requirements

ELEMENT**PERFORMANCE CRITERIA****3 Process financial transactions**

- 3.1 Handle *financial transactions*, including cash, in accordance with organisational procedures and within prescribed limits
- 3.2 Handle credit card and electronic funds transfer transactions correctly and in accordance with the organisation's procedures
- 3.3 Accurately balance income to receipts
- 3.4 Accurately note irregularities and take appropriate action promptly

Required Skills and Knowledge

Required Skills and knowledge

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

Required skills

- communication skills to provide effective customer service
- literacy skills to use loan processing and other circulation systems
- basic numeracy skills to handle cash transactions.

Required knowledge

- features of circulation systems and technology in different industry contexts
- relevant policies, rules and regulations in relation to lending, interlibrary loans, handling money and security, and customer relations
- principles underpinning the operation of manual and automated circulation systems, including self-charging systems.

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, range statement and the Assessment Guidelines for the Training Package.

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

Evidence of the following is essential:

- knowledge of loan processing and other circulation services procedures
- ability to process loans within required time constraints and in accordance with procedures
- courteous customer communication.

Context of and specific resources for assessment

Assessment must ensure:

- use of current industry systems and equipment for loan processing
- interaction with others to reflect the customer service skills in this unit
- access to relevant policies and procedures manuals and loan processing systems.

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 questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- direct observation of the candidate processing loan transactions and answering customer enquiries
- oral or written questioning to assess knowledge of circulation procedures.

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

- CUECOR03B Provide quality service to customers.

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, 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.

Circulation/lending systems may be:

- automated
- manual

Customer inquiries may be:

- face-to-face
- by phone
- by email
- by fax

Lending policies and procedures may relate to:

- loan periods and their provisions
- overdue items
- damaged or missing items
- customer access
- effects on customer access of particular behaviour
- financial matters

Checking and processing of material may relate to:

- checking for damage, missing pages/pieces or need for repair
- processing
- dispatch
- collection for reservations
- removal from access

Financial transactions will relate to lending activities such as:

- fines
- reservation charges

Unit Sector(s)

Not applicable.

Competency field

Competency field Library Customer Service