



Australian Government

Assessment Requirements for SITHACS013 Provide porter services

Release: 1

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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:

- safely move and store the following on three occasions each:
 - individual luggage
 - group luggage
- safely move guest luggage in each of the following operational situations on at least one occasion:
 - take luggage to check-in area on guest arrival
 - take guest luggage to room on registration
 - collect guest luggage from room on departure
- complete luggage tags for above guest luggage according to organisational procedures
- interpret requirements for above services from systems or documentation and plan accordingly
- provide above services within typical workplace time constraints
- interact positively with at least six guests during above services, providing clear and accurate information on:
 - luggage services
 - ancillary services.

Knowledge Evidence

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

- procedures and systems for moving and storing luggage in commercial accommodation establishments:
 - luggage marking system
 - placement in rooms and in storage facilities
 - group luggage
 - on guest arrival and guest departure
 - order in which luggage should be moved
 - routes for moving luggage through public areas
 - security considerations

- amount of luggage to be placed on trolleys or taken into lifts
- restrictions on areas into which luggage can be taken
- safe manual handling techniques when moving luggage:
 - carrying
 - lifting
 - moving
 - pulling
 - pushing
- hygiene responsibilities of porters and practices that minimise hygiene risks
- relationships between porter services and other areas of work in commercial accommodation establishments and their impact on porter activities
- range of information typically provided by porters regarding:
 - venue facilities
 - room facilities
 - ancillary services.

Assessment Conditions

Skills must be demonstrated in a commercial accommodation environment. This can be:

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

Assessment must ensure access to:

- luggage and luggage moving equipment
- systems or documentation for managing the movement and storage of luggage in an accommodation venue
- guests with whom the individual can interact. These can be:
 - guests in an industry workplace who are assisted by the individual 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 and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>