



Australian Government

SITXCCS004 Provide lost and found services

Release: 1

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Modification History

Not applicable.

Application

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

The unit applies to frontline operations personnel working in a range of tourism, travel, hospitality and entertainment and cultural contexts.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Determine and record details of lost or found item.
2. Assist customer with lost or claimed item.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Obtain and verify descriptions and relevant details of lost or found item.
- 1.2. Tag found item and place in designated location.
- 1.3. Use lost and found register to record details of item.
- 2.1. Conduct all communication with property owner in a professional manner.
- 2.2. Provide details of organisational procedures and obligations for **lost or found item**.
- 2.3. Investigate and trace lost item.

- 2.4. Investigate and confirm ownership of found item.
- 2.5. Verify claimant identification before release of found item.
- 2.6. Obtain claimant signature for collection of claimed item.
- 3. Complete end of shift duties.
 - 3.1. Update lost and found register to reflect investigation and collection of items.
 - 3.2. Complete **lost and found reports** according to organisational procedures.
 - 3.3. Recommend improvements to lost and found procedures as required.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret organisational lost and found procedures, details in the lost and found register, and claimant identification documents.
Writing skills to:	- record clear and succinct descriptions of lost and found items in the register - write simple reports.
Oral communication skills to:	- determine details of lost items using active listening and questioning techniques - discuss details of lost items in a professional manner.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

- Details of **lost or found item** must include:
- date, time and location of loss
 - date, time and location of find
 - description of lost or found item
 - owner contact details.

Lost and found reports must include:

- daily or weekly reports
- logs or journals
- verbal or written reports
- hard copy or electronic reports.

Unit Mapping Information

SITXCCS301 Provide lost and found services

Links

Companion Volume implementation guides are found in VETNet -

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