



Australian Government

SITXCCS012 Provide lost and found services

Release: 1

SITXCCS012 Provide lost and found services

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, events and entertainment contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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.

Unit Mapping Information

Supersedes and is equivalent to SITXCCS004 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>

Assessment Requirements for SITXCCS012 Provide lost and found services

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:

- provide efficient and courteous lost and found service on at least three different occasions, using appropriate communication techniques to determine required details of lost or found items
- record clear details of above lost or found items and prepare simple reports according to organisational procedures on each of the above service occasions
- complete investigation of above lost or found items within timeframes determined by the property owner or organisation.

Knowledge Evidence

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

- for lost and found items:
 - organisational procedures for providing services
 - methods to succinctly and clearly record details
- for lost items:
 - methods to trace items and determine ownership
- for found items:
 - methods to locate items and determine ownership
 - typical storage facilities for items
 - security requirements for storage
- formats for lost and found registers and reports:
 - daily or weekly reports
 - logs or journals
 - verbal or written reports
 - hard copy or electronic reports
- required content of entries of lost and found reports:
 - date, time and location of loss
 - date, time and location of find
 - description of lost or found item
 - owner contact details.

Assessment Conditions

Skills must be demonstrated in an operational environment where lost and found services are provided. This can be:

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

Assessment must ensure access to:

- secure storage facilities for found items
- current commercial lost and found registers, procedures and reporting documents
- property owners with whom the individual can interact regarding lost and found items.

These can be:

- customers in an industry workplace 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.

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