

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Provide lost and found facility		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXCCS305A	Client and Customer Service	Cross-Sector	5

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to manage a lost and found facility. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documents.</p> <p>This unit is based on PRSSO217A Provide lost and found facility.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Prerequisite units	Nil
Application of the unit	This unit applies to those who work under minimum supervision with organisational guidelines undertaken in an office environment.
Employability skills	This unit contains employability skills.

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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation receive and relay verbal and non-verbal information in a concise and accurate manner with sensitivity to social and cultural differences identify prohibited and/or hazardous items and goods and take appropriate action effectively operate office technology and communication equipment. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to a suitable venue and equipment access to plain English version of relevant statutes and procedures assignment instructions, work plans and schedules, policy documents and duty statements assessment instruments, including personal planner and assessment record book access to a registered provider of assessment services. 	<p>For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace. Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.</p> <p>A range of assessment methods should be used to assess practical skills and knowledge.</p>	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

		Methods of assessment cont/d	
		<p>The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • access to a suitable venue and equipment • access to plain English version of relevant statutes and procedures • assignment instructions, work plans and schedules, policy documents and duty statements • assessment instruments, including personal planner and assessment record book • access to a registered provider of assessment services • continuous assessment in a setting that stimulates the conditions of performance described in the elements, performance criteria and range of variables statement that make up the unit • continuous assessment in the workplace, taking into account the range of variables affecting performance • self-assessment on the same terms as those described above • simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills **must** be assessed as part of this unit:

- accurately record and report information
- effectively operate office and communication equipment
- present a professional image to members of the public and colleagues
- apply active listening and questioning techniques
- solve basic problems
- estimate and calculate resource and equipment requirements
- collate and organise information and items
- communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities
- communicate in a clear and concise manner
- comply with relevant legislative and regulatory requirements
- enter data using basic keyboarding skills
- estimate time to complete activities and organise personal schedule
- prepare statements and write reports.

The following knowledge **must** be assessed as part of this unit:

- relevant legislative provisions
- basic problem-solving strategies
- premises and property security requirements and procedures
- premises and property lay-out
- rules for the identification and handling of dangerous and prohibited goods
- EEO, equity and diversity principles
- operational techniques of communication and office equipment
- organisational procedures and guidelines appropriate to own role, responsibility and delegation
- reporting procedures and documentation requirements and processes
- principles of effective communication including interpersonal techniques
- principles of questioning to get specific information
- use and storage requirements of equipment.

Element	Performance Criteria	Range Statement
1 Establish status of item.	1.1 Establish and maintain a lost and found register according to organisational requirements .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • legal and organisational policy and procedures including personnel practices and guidelines • organisational goals, objectives, plans, systems and processes • legislation relevant to the operation, incident and/or response • employer and employee rights and responsibilities • business and performance plans • policies and procedures relating to own role, responsibility and delegation • quality and continuous improvement processes and programs • emergency and evacuation procedures • duty of care, code of conduct, code of ethics • access and equity policy, principles and practice • records and information systems and processes • communication channels and reporting procedures.
	1.2 Record and verify a description and <i>relevant details</i> of the lost or found item with appropriate person(s) .	<p><i>Relevant details</i> may include:</p> <ul style="list-style-type: none"> • location • date • time. <p><i>Appropriate person(s)</i> may include:</p> <ul style="list-style-type: none"> • supervisors, managers • colleagues • members of the public • clients • designated human resource personnel.
	1.3 Tag and file found items and place them in a designated location .	<p><i>Designated location</i> may include:</p> <ul style="list-style-type: none"> • cupboard/storage facility • safe facilities.
2 Follow procedures for lost and claimed items.	2.1 Conduct all communication in a professional and courteous manner according to organisational requirements.	<p><i>Communication techniques</i> may include:</p> <ul style="list-style-type: none"> • language, verbal or non-verbal • active listening

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> • questioning to clarify and confirm understanding • interpreting non-verbal and verbal messages • observation techniques • use of positive, confident and co-operative language • control of tone of voice and body language • use of language and concepts appropriate to cultural differences.
	2.2 Explain to the enquirer or claimant the organisational procedures and obligations regarding lost and found items, in a clear and sensitive manner.	
	2.3 Investigate and trace lost items according to organisational policies and procedures.	
	2.4 Verify identification of the claimant, ensuring they sign for and date the claimed item(s) according to organisational requirements.	<p>Identification documents may include:</p> <ul style="list-style-type: none"> • daily/weekly reports • ‘lost and found’ register • written and computer reports • logs, journals.
3 Complete documentation.	3.1 Update the lost and found register reflecting whether the item has been claimed or fully investigated.	
3.2 Complete reports and other documentation according to organisational requirements and within designated timeframes.		
3.3 Report to the appropriate person(s) incidents and recommended system improvements in relation to lost and found claims and enquiries in a timely manner.		