



**Provide club reception services** 

## **Table of Contents (Extract)**

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXCCS005.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/SITXCCS005/

© Catapult Smallprint Pty Ltd

## Trainer/assessor guide

# SITXCCS005 Provide club reception services

### Welcome to this unit of study

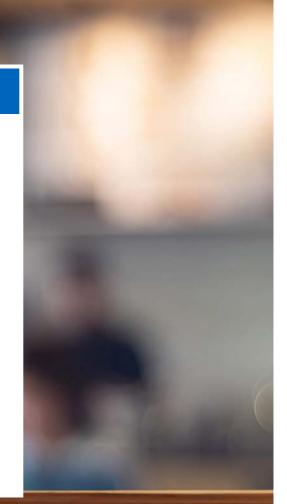
This unit describes the performance outcomes, skills and knowledge required to provide reception services in a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative licensing requirements.

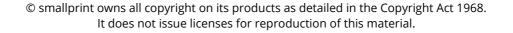
The unit applies to all types of licensed clubs, including sporting, entertainment, social, workers' and Returned and Services League (RSL) clubs.

It applies to frontline customer service personnel who operate with some level of independence and under limited supervision. This includes club receptionists, front desk receptionists, and doorpersons.

It may be undertaken as:

- >> part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- >> a stand alone unit
- >> part of a formal skill set





### Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Provide information on club services and process memberships	5
Providing information on services and facilities	5
Calculating and processing membership payments	9
Check your understanding	13
Topic 2: Monitor entry to club	15
Checking proof of membership	15
Refusing entry to non-compliant individuals	17
Check your understanding	19
Assessment workbook	21
Unit information	23
What is competency-based assessment?	24
How will my competency be assessed?	25
Assessment agreement	
Foundation skills checklist	27
Skills recognition	
Topic 1: Provide information on club services and process memberships	
Topic 2: Monitor entry to club	
Knowledge questions	
Topic 1: Provide information on club services and process memberships	
Topic 2: Monitor entry to club	
Topic 3: Specific knowledge evidence	
Performance tasks	47
Third party evidence collection agreement	
Topic 1: Provide information on club services and process memberships	
Topic 2: Monitor entry to club	
Completion record	
Unit mapping and assessment checklist	
Trainer/ assessor user instructions	

### About this trainer/assessor guide

#### Learning resource

The learning resource is divided into the following topics:

- >> Provide information on club services and process memberships
- >> Monitor entry to club

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- >> a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

#### Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

#### Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.