

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Launder linen and guest clothes		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHACS007A	Accommodation Services	Hospitality	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Prerequisite units	This unit must be assessed after the following prerequisite unit: <ul style="list-style-type: none"> SITXOHS002A Follow workplace hygiene procedures.
Application of the unit	This unit applies to laundry attendants in all tourism and hospitality establishments with an on-premises laundry. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services to employers or customers.
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

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"> ability to assess correctly the processes required for different types of laundry ability to operate laundry equipment safely, using a full range of cycles available ability to complete the full laundering process completion of tasks within enterprise-acceptable timeframes and with quality laundry outcomes completion of a complete laundry cycle using a variety of linen and clothing items and fabrics. 	<p>Assessment must ensure demonstration of skills within a commercial laundry using industry-current equipment, including:</p> <ul style="list-style-type: none"> washers sorting blankets dryers shelves irons steam presses coathangers polytube bags shirt cards polymarkers. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of the candidate carrying out specific laundry tasks within a complete cycle inspection of items laundered by the candidate oral or written questions about commercial laundry equipment and operation, including selection of appropriate laundry cycles and programs, chemicals and their 	<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>use, stain identification and treatment and OHS issues</p> <ul style="list-style-type: none"> • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITXINV001A Receive and store stock. 	

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:

- use of specific laundry chemicals
- problem-solving skills to treat stains and carry out minor repairs
- literacy skills to read information about the use of laundry chemicals and optimum laundry techniques for different fabric types
- writing skills to complete documentation for billing and guest information purposes
- numeracy skills to calculate dilution strengths of laundry chemicals and charges for specific customers for laundry services provided.

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

- hygiene, health and safety issues of specific relevance to laundry operations, including:
 - manual handling
 - handling laundry chemicals
 - basic principles of infection control
 - maintenance of clean and dirty laundry area separation
- types of fabric and laundering, and drying requirements for each
- meaning of laundering and dry cleaning labels on clothing
- key laundry terms
- common guest laundry issues
- enterprise linen control procedures, including:
 - clean for dirty
 - set amount
 - topping up
 - uniform issue
 - condemned linen
 - procedures if problems are identified.

Element	Performance Criteria	Range Statement
1 Process laundry items.	1.1 Sort items according to cleaning process required and urgency of the item.	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.
	1.2 Select laundry methods according to textile labelling codes and based on fibre and fabric, dye fastness and amount of soilage.	
	1.3 Check items for laundering for stains and treat stains using the correct process.	
	1.4 Use cleaning agents and chemicals according to manufacturer instructions and specific laundry equipment.	
	1.5 Operate <i>laundry equipment</i> according to manufacturer instructions.	<i>Laundry equipment</i> may include: <ul style="list-style-type: none"> • washers • dryers • irons • steam presses • sorting baskets and shelves • heat sealing equipment and roll plastic • hangers.
	1.6 Complete mending and minor repairs as required.	
	1.7 Check items following completion of laundering process to ensure quality cleaning.	
	1.8 Record any damage arising from the laundering process and notify appropriate persons according to enterprise procedures.	
	1.9 Complete ironing or pressing and finishing processes.	
2 Package and store laundry items.	2.1 <i>Package and present</i> guest laundry according to enterprise standards and procedures.	<i>Packaging and presenting</i> guest laundry may include: <ul style="list-style-type: none"> • folding • wrapping • heat sealing • labelling • providing quality reports.

Element	Performance Criteria	Range Statement
	2.2 Complete records and billing information according to enterprise procedures.	
	2.3 Return finished items to guest according to required timeframes.	
	2.4 <i>Store</i> processed guest laundry where required according to guest requests or where return to guests is not possible.	<p><i>Storage</i> of laundry is required where:</p> <ul style="list-style-type: none"> • guests have requested storage • guests have departed temporarily • laundry has been left behind or forgotten.