



Australian Government

SITHACS203 Launder linen and guest clothes

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHACS007B Launder linen and guests clothes. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce negative environmental impacts.

Application of the Unit

This unit applies to laundry attendants in venues with an on-premises laundry. Often it relates to the laundering of linen. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services. This work is carried out under supervision.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|-------------------------------------|---|
| 1. Process laundry items. | <p>1.1 Sort and process items according to cleaning process, urgency, guest requests and required linen stock levels.</p> <p>1.2 Select laundry methods according to textile labelling codes based on fibre and fabric, dye fastness and amount of soilage.</p> <p>1.3 Check and treat stains using the correct process.</p> <p>1.4 Use cleaning agents according to manufacturer instructions and specific laundry equipment.</p> <p>1.5 Operate <i>laundry equipment</i> according to manufacturer instructions.</p> <p>1.6 Reduce negative environmental impacts through efficient use of energy, water and other resources.</p> <p>1.7 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.</p> |
| 2. Finish laundry items. | <p>2.1 Complete mending and minor repairs as required.</p> <p>2.2 Complete quality check and record and report damage arising from laundering process according to organisational procedures.</p> <p>2.3 Complete ironing or pressing and finishing processes.</p> |
| 3. Package and store laundry items. | <p>3.1 <i>Package and present</i> guest laundry and linen according to organisational standards and procedures.</p> <p>3.2 Complete records and billing information.</p> <p>3.3 Return finished items to guest within required timeframes.</p> <p>3.4 <i>Store</i> processed guest laundry where required according to guest requests or where return to guests is not possible.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read information about the use of laundry chemicals
 - read and interpret labels and washing instructions
 - complete simple laundry documentation
- numeracy skills to:
 - calculate dilution strengths of laundry chemicals
 - calculate charges for laundry services
- planning and organising skills to coordinate laundry workflow to meet timelines
- problem-solving skills to treat difficult stains and carry out minor repairs.

Required knowledge

- safe handling requirements for laundry chemicals, including:
 - use of Material Safety Data Sheets (MSDS)
 - disposal
- hygiene and infection control procedures in the laundry, including:
 - separation of clean and dirty items
 - procedures when in contact with different types of soilage
- major natural and synthetic fabric types and the laundering and drying requirements for each
- meaning of laundering and dry cleaning labels on clothing
- linen control procedures, including:
 - clean for dirty
 - set amount
 - topping up
 - uniform issue
 - condemned linen
 - procedures if problems are identified
- procedures for charging, packaging and distribution of laundry items
- safe manual handling techniques:
 - carrying
 - lifting
 - pulling
 - pushing
- ways of minimising negative environmental impacts in the cleaning process:
 - resource conservation – energy and water
 - waste disposal

- packing and presentation methods for clean laundry.

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 the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- assess processes required for different laundry and soilage types
- safely use laundry equipment and cleaning agents, using different cycles and programs
- launder and finish a variety of linen, clothing items and fabrics
- demonstrate knowledge of safety and environmental issues, including efficient use of resources
- and requirements for safe handling and disposal of hazardous substances.

Context of and specific resources for assessment

Assessment must ensure use of:

- the fixtures, large and small equipment and workplace documentation defined in the
- Assessment Guidelines; this can be a:
 - real industry workplace
 - simulated industry environment such as a training hotel
- linen and laundry items made from a range of fabrics and with different soilage
- workplace documentation for laundry operations.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual carrying out laundry tasks
- inspection of items laundered by the individual
- oral or written questioning to assess knowledge of commercial laundry equipment operation,
- different laundry cycles and programs, hazardous substances, stain identification and treatment,
- work health and safety issues and ways of conserving resources
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by

- the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXWHS101 Participate in safe work practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Laundry equipment may include:

- dryers
- hangers
- heat sealing equipment and roll plastic
- irons
- sorting baskets and shelves
- steam presses
- washers.

Packaging and presenting guest laundry may include:

- folding
- wrapping
- heat sealing
- labelling
- providing quality reports.

Storage of laundry is required where:

- guests have requested storage
- guests have departed temporarily
- laundry has been left behind or forgotten.

Unit Sector(s)

Hospitality

Competency Field

Accommodation Services