



Australian Government

Assessment Requirements for MSTLA3002 Determine linen rental requirements

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to LMTLA3002A Determine linen rental requirements

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices and other reference material
- complying with relevant standards
- identifying and confirming client requirements on at least two (2) occasions
- calculating required volume and frequency of linen order
- calculating accurate costing
- coordinating despatch, delivery and collection timetables on at least two (2) occasions
- documenting rental orders and schedules on at least two (2) occasions
- communicating effectively with clients and production personnel to confirm orders and delivery and collection requirements
- finalising linen rental orders and schedules, and documenting according to workplace procedures
- maintaining accurate records.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- types and functions of various linen for table, bed, bath and kitchen use:
 - colour
 - size
 - weight
 - warmth
 - fibre
 - design
 - stain resistance
 - durability
- quality standards for linen use in the hospitality and health industries
- hygiene and infection control guidelines

- laundry processing requirements
- numeracy and calculations for volume, size and weight
- ordering and scheduling guidelines
- despatch and receipt procedures
- workplace procedures
- practices for recording and reporting.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in determining linen rental requirements, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>