



Australian Government

MSTLA3002 Determine linen rental requirements

Release: 1

MSTLA3002 Determine linen rental requirements

Modification History

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

Application

This unit of competency covers the skills and knowledge required to determine linen rental requirements for a client.

The unit of competency applies to selecting appropriate linen rental product and volume, ensuring the efficient scheduling of pickup and delivery timetables, and monitoring rental procedures. It includes identifying quality standards and laundry processing requirements.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

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

Pre-requisite Unit

Nil

Competency Field

Laundry operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Determine job requirements	1.1	Follow standard operating procedures (SOPs)
		1.2	Comply with work health and safety (WHS) requirements at all times
		1.3	Use appropriate personal protective equipment (PPE) in accordance with SOPs
		1.4	Identify job requirements from specifications, drawings,

job sheets or work instructions

- | | | | |
|---|--|-----|--|
| 2 | Prepare to provide linen rental | 2.1 | Identify typical linen requirements for types of businesses |
| | | 2.2 | Identify client and quality standards of the clients' industry |
| | | 2.3 | Determine volume of linen and duration of rental period required |
| | | 2.4 | Consider function, style and cost requirements to determine preferred linen for client |
| | | 2.5 | Select linen and document requirements |
| | | | |
| 3 | Coordinate delivery and collection timetables | 3.1 | Check selected linen against stock availability and ordering requirements |
| | | 3.2 | Identify and confirm pickup and delivery details |
| | | 3.3 | Finalise linen order and schedule |
| | | 3.4 | Confirm orders and delivery and collection requirements with client and document correctly |
| | | | |
| 4 | Complete linen rental | 4.1 | Confirm orders and delivery and collection requirements with production supervisors |
| | | 4.2 | Calculate linen rental costs and provide for client consideration |
| | | 4.3 | Confirm linen rental terms and conditions with the client |
| | | 4.4 | Finalise linen rental orders and schedules and document according to workplace procedures |

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling
- WHS practices

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Typical linen requirements include one or more of the following:

- bedding and bathroom linen for motels
- table and kitchen linen for a restaurant
- hospital linen
- institution linen

Linen quality standards include one or more of the following:

- guidelines or linen conventions for a particular industry
- guidelines or linen conventions for a particular industry sector or service level
- requirements of similar or known enterprises

Pickup and delivery details include the following:

- required volume and client location
- production and ordering requirements
- pickup and delivery schedule

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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