



Australian Government

Department of Education, Employment and Workplace Relations

SITHACS007A Launder linen and guest clothes

Release: 1

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Modification History

Not applicable.

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.

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.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Process laundry items.	<ul style="list-style-type: none">1.1 Sort items according to cleaning process required and urgency of the item.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 laundry equipment according to manufacturer instructions.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.	<ul style="list-style-type: none">2.1 Package and present guest laundry according to enterprise standards and procedures.2.2 Complete records and billing information according to enterprise procedures.2.3 Return finished items to guest according to required timeframes.2.4 Store processed guest laundry where required according to guest requests or where return to guests is not possible.

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.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- 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.

Context of and specific resources for assessment

Assessment must ensure demonstration of skills within a commercial laundry using industry-current equipment, including:

- washers
- sorting blankets
- dryers
- shelves
- irons
- steam presses
- coathangers
- polytube bags
- shirt cards
- polymarkers.

Methods 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 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 use, stain identification and treatment and OHS issues

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXINV001A Receive and store stock.

Assessing employability skills

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. 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.

Range Statement

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 in the performance criteria is detailed below.

Laundry equipment may include:

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

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