



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTMS201C Collect and manage linen stock at user-location**

**Release: 1**

## **HLTMS201C Collect and manage linen stock at user-location**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit of competency describes the skills and knowledge required to collect soiled linen from user-locations, deliver soiled linen to a designated holding area, distribute clean linen and maintain economic linen stock levels at user-locations

### **Application of the Unit**

#### **Application**

Work is often performed under limited supervision and generally within a team environment. Individuals are accountable for their own results

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1. Collect soiled linen

- 1.1 Collect soiled linen periodically from *user locations*
- 1.2 Replace soiled linen bags according to *organisation procedures*
- 1.3 Transport soiled linen to designated holding area using appropriate equipment and safe handling techniques
- 1.4 Carry out work to minimise risk of cross contamination and in compliance with OHS policy and procedures
- 1.5 Identify and report *hazards* to supervisor
- 1.6 Follow appropriate procedures for dealing with accidents, including sharp injuries

#### 2. Distribute clean linen

- 2.1 Transport clean linen to user locations using appropriate *equipment* and safe handling techniques
- 2.2 Re-stock linen to ensure adequate supply for users
- 2.3 Rotate linen stock and return old stock for reprocessing

**ELEMENT****PERFORMANCE CRITERIA****3. Maintain linen stock levels**

- 3.1 Maintain *optimum stock levels* to ensure productivity and linen is available
- 3.2 *Consult with others* where necessary about linen supplies
- 3.3 Requisition linen to meet pre-determined quantity levels
- 3.4 Maintain *storage* and security of linen according to organisation requirements
- 3.5 Maintain linen stock records according to organisation requirements
- 3.6 Participate in stock takes, if required

## **Required Skills and Knowledge**

### **REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Delivery and collection timetables
- Quality standards
- Relevant OHS legislation and infection control codes of practice, enterprise policies and procedures
- Safety and environmental aspects related to workplace operation and manual handling, including workplace hazards
- Types of linen and individual uses

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

## REQUIRED SKILLS AND KNOWLEDGE

- Complete all activities accurately and in a timely and safe manner
- Complete work systematically with attention to detail without damage to goods, equipment or personnel
- Comply with enterprise requirements, OHS legislation, infection control and manual handling procedures and relevant health regulations
- Demonstrate effective coordination of required processes
- Use effective communication with user-locations maintained in relation to linen usage trends and stock levels

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply delivery and collection timetables
- Recognise and adapt to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- Use numeracy skills to complete basic arithmetic calculations such as addition, subtraction, multiplication, division and recording numbers
- Use oral communication skills required to fulfil job roles in a safe manner and as specified organisation, including skills in:
  - asking questions
  - providing clear information
  - listening to and understanding workplace instructions
  - clarifying workplace instructions when necessary
  - literacy in English or a community language, depending on client group and organisation requirements
- Use reading and writing skills required to fulfil job roles in a safe manner and as specified by organisation at a level of skill that may range from the ability to understand symbols used in OHS signs, to reading workplace safety pamphlets or procedure manuals and to reading labels
- Use literacy support available in the workplace as required, ranging from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available

## Evidence Guide

### EVIDENCE GUIDE

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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 this competency unit:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace

*Context of and specific resources for assessment:*

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible. Acceptable simulation requires:
  - safe and efficient collection of soiled linen
  - management of stock levels at user locations
  - consultation with relevant people at the user location
- Resources essential for assessment include:
  - access to relevant workplace or appropriately simulated environment where assessment can take place
  - organisation mission statement, strategic and business plan
  - relevant policies and procedures manuals
  - other documentation relevant to the work context such as, organisation charts, floor plans, instructions for the use of equipment
- Specific instructions for staff

*Method of assessment*

- Observation in the workplace (if possible)
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice.
- Questioning

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

## 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. Add any 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.

## RANGE STATEMENT

*User locations may include but is not limited to*

- Hospital
- Aged care facility
- Residential accommodation
- Operating theatre
- Day surgery centre
- Sterilising service
- Dwelling
- Professional rooms
- Clinic
- Community service facility

*Hazards may include but are not limited to*

- Exposure to heat
- Sharp objects
- Potentially infectious linen
- Sharps
- Foreign objects

*Equipment may include but is not limited to:*

- Linen trolleys of various sizes
- Linen bags
- Baskets
- Bins

*Organisation procedures may include but is not limited to::*

- Linen stock delivery, inventory management and stock rotation
- Collection locations and procedures
- Standard work practice for safe handling of soiled linen
- Use of protective clothing
- Notification of hazards and incidents
- Data recording (manual or electronic)
- Security and safe storage of clean and soiled linen

**RANGE STATEMENT**

*Consultation/Liaison may be required with:*

- Management representative at user-location eg Nursing Unit Manager
- Linen supplier
- Customer/s

*Maintenance of optimum stock levels may include:*

- Review of imprest levels for each linen item
- Assessment of user requirements based on past and expected utilisation of linen
- Minimisation of stock holdings

*Sources of information/documents may include*

- Customer/s
- Requisition dockets or forms
- Imprest system documentation
- Stock lists
- User-location management representative
- Australian standards, infection control and quality standards

*Linen storage modes may include:*

- Shelving
- Racks
- Trolleys
- Cupboards
- Linen bags

**Unit Sector(s)**

Not Applicable