



Australian Government

Assessment Requirements for MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to LMTDC2001A Provide customer service in a dry cleaning or laundry enterprise

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
- greeting customer and determining dry cleaning or laundry requirements
- dealing with customer to complete transactions, including operating associated equipment on at least two (2) occasions
- conducting final check of articles
- identifying other sources of assistance
- negotiating solutions to problem situations, service complaints and enquiries
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- complying with relevant federal and state or territory legislative or regulatory requirements.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- workplace or store policies and procedures
- Australian Standards that govern dry cleaning and laundry operations
- range of available services
- care and maintenance procedures for articles
- point of sale techniques
- quality practices
- effective communication skills
- problem solving and negotiation strategies
- workplace practices
- practices for recording and reporting
- federal and state or territory legislative or regulatory requirements.

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 providing customer service in a laundry or dry cleaning enterprise, 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>