



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

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| 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.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTLA3002 Determine linen rental requirements

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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.

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