



Australian Government

Assessment Requirements for MSTLA3008

Determine linen rental requirements

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSTLA3002 Determine linen rental requirements.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- determined linen rental requirements for 2 different clients, including:
 - communicating effectively with clients to confirm orders and delivery and collection requirements
 - calculating required volume and frequency of linen for each client
 - calculating accurate costings
 - documenting rental orders and schedules for each client
 - coordinating dispatch, delivery and collection timetables for each client.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- requirements of *Australian/New Zealand Standard™ AS/NZS 4146:2000 Laundry practice* for linen rental
- typical linen rental client requirements:
 - bedding and bathroom linen for motels
 - hospital linen
 - institution linen
 - table and kitchen linen for a restaurant
- guidelines or linen conventions for a particular industry
- types and functions of various linen for table, bed, bath and kitchen use:
 - colour
 - design
 - durability
 - fibre
 - size
 - stain resistance
 - warmth
 - weight
- workplace procedures for:
 - dispatch and receipt

- hygiene and infection control
- laundry processing
- ordering and scheduling
- recording and reporting.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - a linen rental service environment, set up with linen stocks and related standard operating procedures (SOPs)
 - a range of linen for rent
 - access to clients.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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