



Australian Government

MSTLA3008 Determine linen rental requirements

Release: 1

MSTLA3008 Determine linen rental requirements

Modification History

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

Application

The unit of competency describes the skills and knowledge required to select appropriate linen rental product and volume for a client, ensuring the efficient scheduling of pickup and delivery timetables, and the monitoring of 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 or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Laundry operations

Elements and Performance Criteria

Elements <i>Elements describe the essential outcomes.</i>	Performance Criteria <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to provide linen rental	1.1 Identify typical linen requirements and quality standards for client type of business 1.2 Determine specific client requirements, volume of linen and duration of rental period based on client information 1.3 Consider function, style and cost requirements to determine preferred linen for client 1.4 Select linen based on customer needs and document requirements
2. Coordinate delivery and collection timetables	2.1 Check selected linen against stock availability and ordering requirements 2.2 Identify and confirm pickup and delivery details based on client requirements

Elements <i>Elements describe the essential outcomes.</i>	Performance Criteria <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	2.3 Finalise linen order and schedule in accordance with workplace procedures 2.4 Confirm orders and delivery and collection requirements with client and accurately complete documentation
3. Complete linen rental	3.1 Confirm orders and delivery and collection requirements with production supervisors 3.2 Calculate linen rental costs and provide accurate information for client consideration 3.3 Confirm linen rental terms and conditions with the client in accordance with workplace procedures 3.4 Finalise linen rental orders and schedules and accurately document in accordance with workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Reading skills to interpret work orders, standard operating procedures (SOPs), rental agreements and key requirements of industry standards
- Oral communication skills to interact effectively with clients and production supervisors
- Numeracy skills to calculate volume, size and weight of linen requirements.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSTLA3002 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 MSTLA3008 Determine linen rental requirements

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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*TM *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.

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