



Australian Government

SITHACS004 Launder linen and guests clothes

Release: 1

SITHACS004 Launder linen and guests clothes

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce negative environmental impacts.

The unit applies to laundry attendants in organisations with an on-premises laundry. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services. They work under supervision.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Accommodation Services

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare laundry items.

2. Process laundry items.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1.**Sort and process** laundry items.

1.2.Check nature and amount of soilage of laundry items.

1.3.Select laundry method suited to fibre and fabric, dye fastness and soilage, and according to textile labelling instructions.

2.1.Use cleaning agents to treat stains according to correct process, manufacturer instructions, safety procedures, and specific laundry equipment.

2.2.Operate laundry equipment according to manufacturer

- instructions.
- 2.3.Reduce negative environmental impacts through efficient use of energy, water and other resources.
 - 2.4.Safely dispose of waste and hazardous substances to minimise negative environmental impacts.
 3. Finish laundry items.
 - 3.1.Complete mending and minor repairs as required.
 - 3.2.Complete quality check, and record and report damage arising from laundering process according to organisational procedures.
 - 3.3.Complete ironing or pressing and finishing processes.
 4. Package and store laundry items.
 - 4.1.**Package and present** guest laundry and linen according to organisational standards and procedures.
 - 4.2.Complete records and billing information.
 - 4.3.Return finished items to guest within required timeframes.
 - 4.4.Store processed guest laundry where required according to guest requests or where return to guest is not possible.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	- comprehend information about the use of laundry chemicals - interpret textile labels and washing instructions.
Writing skills to:	complete simple laundry documentation.
Numeracy skills to:	- calculate dilution strengths of laundry chemicals - calculate charges for laundry services.
Learning skills to:	locate key information to inform stain removal methods.
Problem-solving skills to:	treat difficult stains while maintaining the integrity of dye fastness in fabric.
Planning and organising skills to:	coordinate laundry work flow to meet guest requirements, required linen stock levels and laundry timelines.
Technology skills to:	use laundering equipment, heat sealing equipment, roll plastic and steam presses.

Range of Conditions

Specifies 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.

Range is restricted to essential operating conditions and any other variables essential to the work environment

Sorting and processing must include consideration of:

- guest requests
- required cleaning process
- required linen stock levels
- urgency.

Packaging and presenting must include at least two of the following:

- folding
- hanging
- wrapping
- heat sealing
- labelling
- providing quality reports.

Unit Mapping Information

SITHACS203 Launder linen and guest clothes

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHACS004 Launder linen and guests clothes

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- launder and finish six different textiles and soilage types
- assess fibre and fabric, dye fastness and amount of soilage on each of the above textiles; and treat stains using the correct process
- use laundry equipment and cleaning agents safely during the above laundering, using cycles and programs suited to above work.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- safe handling requirements for laundry chemicals:
 - safe handling of hazardous substances
 - safe manual-handling techniques
 - use of safety data sheets (SDS)
- environmental requirements and procedures to minimise negative environmental impacts in the laundering process:
 - efficient use of energy and water
 - disposal of waste and hazardous substances
- hygiene and infection control procedures in the laundry:
 - separation of clean and dirty items
 - procedures when in contact with different types of soilage
- major natural and synthetic fabric types and their laundering and drying requirements
- meaning of laundering and dry cleaning symbols on clothing labels
- linen control procedures:
 - clean for dirty
 - set amount
 - topping up
 - uniform issue
 - condemned linen
- procedures for identifying and reporting damage arising from laundering process and problems encountered in removing stains

- procedures for charging, packaging, presenting and distributing clean laundry items.

Assessment Conditions

Skills must be demonstrated in an operational commercial accommodation laundry. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- laundering equipment:
 - dryers
 - hangers
 - heat sealing equipment and roll plastic
 - irons
 - sorting baskets and shelves
 - steam presses
 - washers
- cleaning agents and chemicals:
 - deodorisers
 - disinfectants
 - laundry detergent
 - sanitisers
 - spot cleaning agents
- personal protective clothing and equipment:
 - aprons
 - gloves
 - headwear
 - waterproof clothing and footwear
- linen and clothing with different types and amounts of soilage
- organisational specifications for laundry operations:
 - equipment manufacturer instructions
 - product manufacturer instructions
 - safety and environmental procedures.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

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