



Australian Government

SITHACS004 Launder linen and guests clothes

Release: 1

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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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare laundry items.	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. Process laundry items.	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>