

U11502**Provide laundry services**

Unit Descriptor:

This unit describes the competence required to provide laundry services.

The unit describes the essential abilities of:

- Knowing how to sort and classify linen and clothes
- Knowing the stain removing solutions, methods and techniques to apply to the appropriate type of stains and fabrics
- Knowing how to correctly identify the nature and type of stains
- Accurately completing documentation and submitting within required time frames

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Sort linen	1.1 Preparation of work area has been carried out ready for cleaning. 1.2 Required documentation is accurately completed and submitted within required time. 1.3 Discrepancies and variations are identified and reported to the appropriate persons in accordance with organisational procedures. 1.4 All linen is sorted and classified as instructed. 1.5 Sorted linen is free of silver ware, garbage or trash and other obstacles. 1.6 Work is carried out in an organised and efficient manner. 1.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. 1.8 work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
---------------	--

-
- | | | | |
|----|--------------------------------------|-----|---|
| 2. | Sort clothes | 2.1 | Preparation of work area has been correctly carried out ready for cleaning. |
| | | 2.2 | Required documentation is accurately completed and submitted within required time. |
| | | 2.3 | Discrepancies and variations are identified and reported to the appropriate persons in accordance with organisational procedures. |
| | | 2.4 | All clothes are sorted and classified as instructed. |
| | | 2.5 | Sorted clothes are free of trash, garbage and other obstacles. |
| | | 2.6 | Work is carried out in an organised and efficient manner. |
| | | 2.7 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | | 2.8 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |
| 3. | Remove stains from linen and clothes | 3.1 | Work plan and time allocation are appropriate to the accomplishment of given assignments. |
| | | 3.2 | Required documentation is accurately completed and submitted within required time. |
| | | 3.3 | Stained fabric is appropriately sorted. |
| | | 3.4 | Nature and type of stains are correctly identified. |
| | | 3.5 | Colourfastness of area to be cleaned is established. |
| | | 3.6 | Stain removing solutions , methods and techniques applied are appropriate to type of stains and fabric . |

-
- | | | |
|----|-----------------------------------|---|
| | 3.7 | Removable stains are effectively eliminated. |
| | 3.8 | Stain removal process avoided damage to surface and surrounding area. |
| | 3.9 | Fabric with irremovable stains is handled in accordance with given instructions. |
| | 3.10 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 3.11 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |
| 4. | Mark and repair linen and clothes | |
| | 4.1 | Work plan and time allocation are appropriate to the accomplishment of given assignments. |
| | 4.2 | Required documentation is accurately completed and submitted within required time. |
| | 4.3 | Tools, equipment and supplies selected and used in marking and repairing fabric are in accordance with given instructions. |
| | 4.4 | Marked fabrics are not torn or frayed. |
| | 4.5 | Repair areas blends with rest of fabric. |
| | 4.6 | Washed and dried linen and clothes are stored in laundry carts or containers. |
| | 4.7 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 4.8 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |
| 5. | Wash and dry linen and clothes | |
| | 5.1 | Work plan and time allocation are appropriate to the accomplishment of given assignments. |

- 5.2 Required documentation is accurately completed and submitted within required time.
 - 5.3 **Linen** and **clothes** are appropriately sorted.
 - 5.4 **Laundry equipments** are operated in accordance with **instructions**.
 - 5.5 Detergents selected are appropriate to type of fabric and used in correct proportions or as instructed.
 - 5.6 Washed and dried linen and clothes are stored in laundry carts or containers.
 - 5.7 Washed linen and clothes are free of soil, discolouration and damage.
 - 5.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 5.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
6. Iron linen and clothes
- 6.1 Preparation of work area has been correctly carried out ready for cleaning.
 - 6.2 Required documentation is accurately completed and submitted within required time.
 - 6.3 **Linen and clothes** are appropriately prepared for ironing process making optimum use of feed carts.
 - 6.4 Ironing equipment is operated in accordance with **instructions**.
 - 6.5 Flatwork production ironing equipment is set at appropriate speed and heat.
 - 6.6 All ironed linen and clothes are free of crease and damage.
 - 6.7 All work is carried out in an organised and efficient manner.

- 6.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 6.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Sort linen**A. Linen:** *(Applies to Element 5 also)*

- (i) white and coloured blankets
- (ii) sheets
- (iii) pillowcases
- (iv) towels
- (v) tablecloths
- (vi) napkins

B. Source of linen: *(Applies to Element 5 also)*

- (i) bedroom
- (ii) dining room
- (iii) kitchen

C. Linen is sorted by:

- (i) degree of soil
- (ii) colour
- (iii) type of fabric
- (iv) required cleaning methods

Element 2: Sort clothes**D. Clothes:** *(Applies to Element 5 also)*

- (i) guests' personal items
- (ii) workers' clothing

E. Clothes sorted by:

- (i) degree of soil
- (ii) colour type of fabric
- (iii) required cleaning methods

Element 3: Remove stains from linen and clothes**F. Stains removed:**

- (i) body emissions
- (ii) ink
- (iii) oil and greased-based substances
- (iv) food and beverage
- (v) chewing gum

G. Stain removing solutions:

- (i) bleaching agents – chlorine and non-chlorine

H. Fabric:

- (i) natural and synthetic blends

I. Stain removing methods and techniques:

- (i) pre-soaking
- (ii) spotting

J. Documentation: (*Applies to Element 4 also*)

- (i) production reports

Element 4: Mark and repair linen and clothes**K. Tools, equipment and supplies:**

- (i) marking machines
- (ii) stamping machines

L. Method of repair:

- (i) darning
- (ii) patching
- (iii) stitching

Element 5: Wash and dry linen and clothes**M. Laundry equipment:**

- (i) washing machine
- (ii) dryers

N. Equipment and control systems:

- (i) card control
- (ii) push button control

O. Instructions: (*Applies to Element 6 also*)

- (i) manufacturers'
- (ii) organisation
- (iii) supplier

Element 6: Iron linen and clothes**P. Equipment used:**

- (i) domestic iron
- (ii) flatwork production irons

Q. Linen and clothes:

- (i) sheets
- (ii) pillowcases
- (iii) table linen
- (iv) shirts
- (v) pants
- (vi) dresses

UNDERPINNING KNOWLEDGE AND SKILLS**Health and safety**

1. Why protective clothing should be worn at all times.
2. Why it is important that sorted linen is free of obstacles.
3. Why it is important to check clothes for garbage, and other obstacles.
4. Why manufacturers' instructions should be followed when marking and repairing linen and clothes, and the possible consequences of not following them.
5. What are the methods of avoiding damage to fabric and surrounding area during repair process
6. Why instructions should be followed when using laundry equipment.
7. Why manufacturers' instructions should be followed when using ironing equipment.

Product Knowledge

8. Why it is important to carefully sort and classify linen.
9. How to sort and classify different types of clothing.
10. How to identify the various types of stains.
11. Why it is important to understand the reasons for testing the colourfastness and possible consequences of failing to test.
12. Why colourfastness tests should and should not be carried out.
13. Why manufacturers' instructions should be followed when applying stain remover, and the possible consequences of not following them.
14. What are the methods of avoiding damage to fabric and surrounding area during the stain removal process.
15. Which detergent is appropriate to type of fabric.
16. Why detergent should be used in correct proportions.

Working Practices

17. Why it is important to accurately complete documentation and submit within required time.

EVIDENCE GUIDE

(1) Critical Aspect of Evidence

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of three (3) items from the range of A, two (2) items from the range of B, all items from the range of C **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 5a and a minimum of one (1) item from the range of A, all items from the range of C **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 9 and a minimum of all items from the range of A, all items from the range of B, all items from the range of C, all items from the range of D, all items from the range of E **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of one (1) item from the range of A, one (1) item from the range of B, all items from the range of C **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 7 and a minimum of three (3) items from the range of A, one (1) item from the range of B, (2) items from the range of C, two (2) items from the range of D, one (1) item from the range of E **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of one (1) item from the range of A, two (2) items from the range of B **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.
- Performance evidence should be demonstrated on at least two (2) occasions.

(2) Method of Assessment

The following are examples of the types of evidence you could collect to prove your competence:

Examples of Performance Evidence

- Observation reports by your assessor of how you sort linen.
- Observation reports by your assessors of how you sort clothes.
- Observation reports by your assessor of how you remove stains from linen and clothes.
- Observation reports by your assessor of how you mark and repair linen and clothes.
- Observation reports by your assessor of how you wash and dry linen and clothes.
- Observation reports by your assessor of how you iron linen and clothes.

Examples of Supplementary Evidence

- Answers to oral or written questions from your assessor.
- Witness statements from colleagues, line managers that provide evidence of how you sort linen.
- Witness statements from colleagues, line managers that provide evidence of how you sort clothes.
- Witness statements from colleagues, line managers that provide evidence of how you remove stains from linen and clothes.
- Witness statements from colleagues, line managers that provide evidence of how you mark and repair linen and clothes.
- Witness statements from colleagues, line managers that provide evidence of how you wash and dry linen and clothes.
- Witness statements from colleagues, line managers that provide evidence of how you iron linen and clothes.
- A personal statement describing how you sort linen.
- A personal statement describing how you sort clothes.
- A personal statement describing how you remove stains from linen and clothes.
- A personal statement describing how you mark and repair linen and clothes.
- A personal statement describing how you wash and dry linen and clothes.
- A personal statement describing how you iron linen and clothes.

(3) Context of Assessment

Evidence for this unit may come from assessment on-the-job or in a realistic working environment.