## **PPL2HK6** **(J8HW 04)**

## Provide a Linen Service

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

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| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| --- | --- |
| Internal Verifier’s name |  |
| Internal Verifier’s signature |  |
| Date |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

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| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

This standard is about taking delivery of linen supplies, checking deliveries

and completing any relevant forms. The standard also covers storing linen

under the correct conditions and using stock rotation procedures. This

standard could be for a linen keeper, one of the housekeeping or cleaning

staff or the owner of a small establishment.

#### Sufficiency of evidence

There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment.

#### Performance criteria (What you must do)

There must be evidence for all performance criteria (PC).

The assessor **must** assess PCs 1-3 and 5-11 and 13 by directly observing the candidate’s work.

PCs 4, 12 and 14 may be assessed by alternative methods if observation is not possible.

1. Convey a positive image of your organisation to external and internal customers.
2. Check deliveries of linen supplies to ensure that they match orders and delivery notes.
3. Complete delivery documentation accurately.
4. Report any discrepancies with deliveries to the appropriate member of staff.
5. Move clean linen safely to the storage area.
6. Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff.
7. Keep receiving areas clean, tidy, hygienic and secure.
8. Store linen supplies under the correct conditions.
9. Follow stock rotation procedures.
10. Issue the correct type and quantity of linen to staff.
11. Keep accurate and complete records of items received, stored and issued.
12. Report signs of missing stock immediately.
13. Keep storage areas clean, dry and secure.
14. Report signs of pest infestation immediately.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** | **PC 8** | **PC 9** | **PC 10** | **PC 11** | **PC 12** | **PC 13** | **PC 14** |
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#### Scope / range (What you must cover)

**All** scope / range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for a minimum of:

1. Deliveries – **one from:**

1.1 internal linen supply

1.2 external linen supply

1. Presentation requirements – **all from:**

2.1 clean

2.2 free from stains

2.3 free from fabric damage

2.4 folded correctly

1. Storage conditions – **three from:**

3.1 lighting

3.2 ventilation

3.3 temperature

3.4 cleanliness

Evidence for any “what you must cover” point not included in the minimum observation requirements may be assessed using alternative assessment methods.

#### Scope / range evidence

| **Evidence reference** | **Evidence description** | **Date** | **1.1** | **1.2** | **2.1** | **2.2** | **2.3** | **2.4** | **3.1** | **3.2** | **3.3** | **3.4** |
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#### Knowledge and understanding (What you must know and understand)

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Relevant legislation relating to safe working practices when handling and storing linen. |  |  |
| 1. The importance of conveying a positive image to internal and external customers/visitors. |  |  |
| 3. Why you should not accept damaged goods. |  |  |
| 4. What procedures you should follow if the amount delivered does not match order and delivery notes. |  |  |
| 5. What procedures you should follow if the linen delivered does not meet the required standards of presentation. |  |  |
| 6. What you should do if you spot bed bugs or other infestation in clean linen. |  |  |
| 7. Why you should keep receiving areas clean, tidy and free from rubbish. |  |  |
| 8. Why you should check that linen you receive is correctly folded. |  |  |
| 9. Why storage conditions are important and what effect they have on linen items in storage. |  |  |
| 10. What procedures you should follow to store linen and why stock rotation procedures are important. |  |  |
| 11. What procedures you should follow to issue linen items to staff. |  |  |
| 12. Why you should maintain accurate records of clean linen items received, stored and issued. |  |  |
| 13. Why it is important to secure linen stores against unauthorised access. |  |  |
| 14. What procedures you should follow to make sure pest infestation does not occur. |  |  |
| 15. What you should do if you identify pest infestation. |  |  |
| 16. The types of problems that may happen when storing linen, and how you should deal with these. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: