

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Receive and check items
Code	110321L2
Range	Receive and check clothing items to identify problems so as to make proper handling. This applies to individuals who are required to receive and perform simple checking on clothing items in the laundry shop or workshop so as to identify existing or potential problems and have them handled.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the importance and purpose of proper receipt and checking of clothing items • outline the laundry services procedures and criteria for receiving and checking clothing items • describe the common problems and risks associated with clothing items • outline the ways and methods that can be used for understanding clothing items (e.g. care label) • use common laundry services terminology for communications about receiving and checking clothing items <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • identify the established procedures and criteria for receiving and checking clothing items • receive clothing items in accordance with the business procedures • check clothing items in accordance with the criteria and procedures • identify clothing items that cannot be handled and make appropriate arrangements (e.g. communicate with and return the items to the customer) • record the problems located • explain the problems to the customer and seek instructions when necessary (e.g. returning items to customer, special treatment) • set identification symbols on clothing items (e.g. identification tags) to assist related parties in handling in accordance with procedural requirements <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • check and try to understand clothing items with care and effort so as to identify problems for customer confirmation • accurately record the problems so as to make proper handling of clothing items
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Receiving and checking clothing items by following established procedures and then recording and confirming the problems located to assist related parties in handling.
Remark	