



MST20416 Certificate II in Laundry Operations

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Introduction

LDCT Laundry Dry Cleaning Training is a Registered Training Organisation 45491 registered with the Australian Skills Quality Authority. LDCT Laundry Dry Cleaning Training is proud to offer the MST20416 Certificate II in Laundry Operations and as a 12-month traineeship or course. The program involves both scheduled classroom learning activities and workplace-based training and assessment. This program provides learners with skills and knowledge required to safely work in a commercial laundry operation. This includes receiving and sorting, infection control, operating washers, chemical safety, dryer safety quality and all aspects of a commercial laundry operation.

This qualification reflects the role of laundry workers in a range of settings from aged care, health care, hospitality, OPL (on premise laundry's), corrective services, mines cruise ships to supported workers working in a commercial laundry etc. Students will learn about the laundry industry, how it operates and multitasking across the various areas of the operations. Students will also learn the process within the laundry and how they all tie together to ensure production flows and provides a quality product for our clients. This course also provides an excellent understanding of the Standard for Laundry Practice AS/NZS 4146:2000. The skills and knowledge learnt in this training will provide a pathway to the MST30616 Certificate III in laundry operations.

Who is responsible for your training?

LDCT Laundry Dry Cleaning Training is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

LDCT Laundry and Dry-Cleaning Training is a family business with a very strong relationship with the Laundry Industry in Australia and Overseas. With over 70 combined years of industry experience LDCT trainers and assessors are industry people working, networking, consulting and delivering the highest quality training in the laundry industry in Australia. LDCT are also members of the LAA Laundry Association Australia.

Units of Competency

The MST20416 Certificate II in Laundry Operations comprises 13 units of competency. LDCT Laundry Dry Cleaning Training have organised these units of competency into relevant units and clusters relating to shared skills and knowledge or shared work tasks. This results in an efficient delivery of training and assessment and a structure that is very logical for learners.

- To be issued the MST20416 Certificate II in Laundry Operations qualification a learner must be assessed as competent in 13 units of competency. These units of competency are comprised of 6 core units and 7 elective units.
- LDCT Laundry Dry Cleaning Training have selected the elective units of competency within this course and have chosen these based on providing the learner a broad set of skills with a focus on providing laundry knowledge which reflects the roles of those who perform technical tasks or multi-skilled roles within a commercial laundry environment.
- Facilitating compliance, production flow and a general understanding of the laundry process.
- The selected units of competency are also supported by the learning content within the operational flow of the laundry processes.

The selection of these units of competency and the course structure has been confirmed through industry engagement undertaken by LDCT Laundry Dry Cleaning Training.

The MST20416 Certificate II in Laundry Operations is delivered using the course structure outlined below:

Module/Clusters	Unit(s)
1. Work in TCF	- MSTGN2003 Work in the TCF industry
2. WHS/OHS	- MSMWHS200 Work safely
3. Classification	- MSTGN2013 Identify fibres, fabrics and textiles used in TCF production

4. Receive and Sort	<ul style="list-style-type: none"> - MSTDC2007 Receive and sort articles for cleaning - MSTLA2001 Apply infection control policies and procedures in laundry operations
5. Wash Process	<ul style="list-style-type: none"> - MSTLA2002 Operate washing machines - MSTLA2003 Control washing extractor operation
6. Chemical Safety	<ul style="list-style-type: none"> - MSTGN2012 Work safely with chemicals in TCF operations
7. Condition Dry	<ul style="list-style-type: none"> - MSTLA2006 Perform conditioning and drying processes
8. Communication	<ul style="list-style-type: none"> - MSMSUP102 Communicate in the workplace
9. Rewash	<ul style="list-style-type: none"> - MSTLA2004 Perform Linen Rewash
10. Quality and Sustainability	<ul style="list-style-type: none"> - MSS402051 Apply quality standards - MSMENV272 Participate in environmentally sustainable work practices

National recognition

These competencies have been drawn from the nationally endorsed industry training package the Textile Clothing and Footwear Training Package (MST). On successfully completing the training and assessment, the MST20416 Certificate II in Laundry Operations will be issued. A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and the whole of the laundry industry. LDCT Laundry Dry Cleaning Training will issue a qualification within 30 days of the final assessment being completed.

Program outline

Training is delivered in a blended mode, classroom-based, delivery on the job (one day per month) which is trainer led combined with self-paced learning (a minimum of 3 hours per week) and workplace learning as an employee. Regional, Rural and Interstate training may take place in blocks. Written learning activities will reinforce theoretical knowledge, and skills will be practiced in the workplace where learning will be placed into context. Visits by LDCT Laundry Dry Cleaning Training trainers to the student's workplace will be undertaken once per month as per an agreed schedule

(6-8 hours). In between visits a scheduled phone or skype session (as per agreed schedule) will be held to ensure ongoing support and assistance with self-paced knowledge and tasks. The primary purpose of workplace visits is to deliver the underpinning knowledge and undertake assessment and collect workplace evidence. The course modules (clusters) are sequenced in a way that allows a logical progression in line with the production flow of a laundry process. Participants will be provided with professionally presented reference material to assist them to develop their knowledge of the subject included will also be a copy of the Standard for Laundry Practice.

Locations

Classroom training and practical skills training will be delivered at the following locations:

- **Classroom Training Site:** Workplace or Training School
- **Practical Training Site:** Workplace or Training School

Expected duration

The program is designed to be delivered over 12 months. LDCT Laundry Dry Cleaning Training can support participants that need additional time. Alternatively, participants who have pre-existing skills and knowledge may be able to complete the course in a shorter duration.

Assessment requirements

The assessment is conducted using a combination of realistic workplace tasks, projects, knowledge tests, response to case studies and feedback from supervisors. The following provides a brief explanation of the assessment methods that are to be applied:

- **Observation/Demonstration/Verbal Questions.**

The student is required to demonstrate a range of skills whilst being observed by, or interacting and answering questions with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the student apply their knowledge and skills during practical activity.

- **Assessment tasks /Written Questions.**

The student is required to complete a range of written questions and answers as part of their assessment within the classroom environment with the assessor

- **Portfolio of Evidence.**

The portfolio of evidence is a combination of evidence from the learner and the workplace supervisor. The learner will be required to keep a journal of worktime, study and training time, self-paced study time and on the job learning. The workplace supervisors will be asked to provide feedback about the student's performance through a workplace supervisor report during a module. The supervisor will receive a briefing at the time the student begins studying each module to inform them of the module requirements.

- **Practical (on the job)**

Students in the Certificate II in Laundry Operations are required to be full time employees to be able to complete if enrolled as a trainee. Students who are existing worker may be either part time or full-time employees. LDCT Laundry Dry Cleaning Training will engage with the nominated workplace to ensure that it will provide a suitable environment to gather practical experience across all tasks outlined in the units of competency. LDCT Laundry Dry Cleaning Training will need to establish a formal training Agreement with the nominated workplace.

LDCT Laundry Dry Cleaning Training also require a minimum level of supervision for students, a safe working environment and will need to undertake regular schedule training visits to the workplace to undertake practical assessment of the student performing laundry tasks

Entry requirements

There are no specified entry requirements for this qualification specified within the Industry Training Package.

Noting this, LDCT Laundry Dry Cleaning Training requires persons who undertake this course to:

- Be aged 18 years or over.
- Have suitable language, literacy and numeracy skills to read and comprehend learning materials and perform tasks related to performing tasks to all areas of the laundry process, maintaining compliance to the Laundry Standard, interpreting workplace policy and procedure, reporting hazards infection control, wash areas production floor, dispatch, sustainability and quality.

Please note. LDCT Laundry Dry Cleaning Training will engage with persons expressing interest in

enrolment to discuss their language, literacy and numeracy skills. LDCT Laundry Dry Cleaning Training can provide additional learning support to students who require basic assistance. For students who have more fundamental support needs, LDCT Laundry Dry Cleaning Training can refer these students to a specialist language, literacy and numeracy development provider who can assist students to improve their language, literacy and numeracy skills to enable them to suitably commence the course.

Recognition of Prior Learning

Applicants can apply for recognition of their existing skills and knowledge that are relevant to the units of competency within the program. These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program. Students are encouraged to notify LDCT Laundry Dry Cleaning Training of their interest or intention to apply for RPL prior to their enrolment. We will provide you a pre-training review questionnaire that gathers information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

Student Information

Detailed student information is available within our Learner Handbook which is supplied with the enrolment package. This booklet contains important information about a student's rights and obligations such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you straight away.

Dress and Equipment Requirements

Students are required to present to class in neat, casual attire suitable for participation in practical activities. PPE clothing requirements for practical tasks will be discussed during Day 1 Induction; however, at a minimum student will require to meet the company SOP's for appropriate dress code.

Student will require basic stationary and a notebook according to their own study preferences during classroom learning sessions and their own self-paced study.

Cost

This course is available on a fee for service arrangement or may be able to be funded depending on State Location and available funding. The current cost can be found in our Fee Schedule along with details of refund rights and obligations.

Contact us and get the ball rolling!

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