

## Overview

This suite contains the following standards

- HS2 Health, safety and security at work in the laundry & dry-cleaning industry
- LDC1 Collect soiled items and deliver laundered and cleaned items to customers
- LDC2 Look after the customer
- LDC3 Classify items and make up loads for cleaning
- LDC4 Carry out the washing process
- LDC5 Clean items safely by continuous tunnel washing processes
- LDC6 Process cabinet roller towels in one stage
- LDC7 Tumble-dry items
- LDC8 Press and finish garments following laundry
- LDC9 Process flat work through calenders
- LDC10 Dry-finish and inspect garments using a tunnel finisher
- LDC11 Form-finish and inspect garments using steam and/or air
- LDC12 Remove stains by dry-cleaning
- LDC13 Clean items by dry-cleaning process
- LDC14 Garment and item finish using the ironing table/free steam press after dry-cleaning
- LDC16 Repair, alter and maintain fabrics and materials
- LDC17 Inspect and dispatch laundered and cleaned items
- LDC18 Select items and assemble orders for delivery to individual customers as part of the laundry or dry-cleaning service
- LDC19 Place goods and materials in storage to support laundry or dry-cleaning services
- LDC20 Order, receive and verify goods and materials going into storage for laundry or dry-cleaning services
- LDC21 Deal with solvent emissions in dry-cleaning
- LDC23 Use a safe system for unblocking continuous tunnel washers
- LDC24 Manage continuous tunnel washers
- LDC 25 Maintain effective working relationships at work

This standard is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards.

The job role may involve:

1. Contributing to the safety and security of the workplace.
2. Taking action in the event of an incident.
3. Raising the alarm.
4. Following correct procedures for shut down and evacuation.
5. Using emergency equipment correctly and safely.
6. Monitoring the workplace for hazards.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Take action in the event of fire, emergencies or accidents.</li> <li>2. Monitor the workplace for hazards.</li> <li>3. Contribute to maintaining the security of the workplace and its contents.</li> </ol>	<ol style="list-style-type: none"> <li>1. Where alarms, emergency exits, escape routes, emergency equipment and assembly points are located.</li> <li>2. What the alarm sounds like.</li> <li>3. What hazardous substances are used in the workplace and methods of making safe or reducing their danger in the event of an accident.</li> <li>4. How to handle and store hazardous substances.</li> <li>5. What the most likely accidents and emergencies in the workplace are and how to deal with them.</li> <li>6. Who the nominated first aiders are.</li> <li>7. How to maintain security to cover personnel, public and premises.</li> <li>8. Correctly use the various types of PPE equipment in your premises.</li> <li>9. Comply with procedures in the event of ONE of the following types of emergencies               <ol style="list-style-type: none"> <li>a. Fire</li> <li>b. Contamination (e.g. from leaks, spillages, gas emissions)</li> <li>c. Accident and injuries to persons</li> <li>d. Explosions(e.g. gas)</li> </ol> </li> </ol>

## The skills and techniques:

1. Identifying the location and type of incident.
2. Raising alarms.
3. Following emergency procedures.
4. Using emergency equipment.
5. Recognising potential hazards and rectifying them where possible.
6. Storing materials and equipment.
7. Handling waste and debris and moving them to safe locations.
8. Identifying malfunctions in machinery and equipment, correcting if possible, and reporting them.
9. Noting service malfunctions and chemical leaks.

## Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards relating to health, safety and security.
2. Equipment operating procedures.
3. Handling and lifting techniques.
4. Correct use and maintenance of any protective clothing and/or equipment.
5. Responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
6. HSG (95) 18 (Health Service Guidance)
7. HACCAP (Hazard Analysis and Critical Control Points)
8. Environmental requirements.
9. Manufacturer's instructions.

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

This standard is for those who deliver and collect items from customers.

The job role may involve:

1. Collecting items from customers.
2. Delivering items to customers.

<p><b>The competent person must:</b></p>	<p><b>The key areas of knowledge and understanding:</b></p>
<ol style="list-style-type: none"> <li>1. Deliver items.</li> <li>2. Load the vehicle with clean items.</li> <li>3. Handle them carefully.</li> <li>4. Deliver them to the agreed delivery point on the customer's premises.</li> <li>5. Obtain the customer's acceptance of the delivery.</li> <li>6. Collect soiled items from customers.</li> <li>7. Keep clean and dirty loads separate on the delivery vehicle.</li> <li>8. Handle and bag soiled items in ways that protect you from any hazards.</li> <li>9. Obtain and complete any required documentation.</li> <li>10. Observe any site regulations on the customer's premises.</li> </ol>	<ol style="list-style-type: none"> <li>1. The route order.</li> <li>2. The site regulations on customer's premises.</li> <li>3. The procedure for collecting items from customers.</li> <li>4. Which customers may have items with known hazards and what they are.</li> <li>5. How to handle dirty items so that they are protected from hazards.</li> <li>6. Why it is important to keep dirty and clean loads separate.</li> <li>7. What to do if customer is not there.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Loading the delivery vehicle with clean items according to company procedures.</li> <li>2. Handling items carefully in ways that maintain their cleanliness and without contamination.</li> <li>3. Handling payments, where appropriate.</li> <li>4. Containing soiled items and loading them onto the vehicle.</li> <li>5. Keeping clean and dirty loads separate in the delivery vehicle.</li> <li>6. Reporting any identified hazards whilst delivering and collecting</li> <li>7. Delivering dirty items to the designated location.</li> <li>8. Vehicle cleanliness and pre-delivery checks</li> <li>9. Linen to be strapped on to protect drivers from the load weight</li> </ol>	

## Regulations, rules and guidelines

1. The organisation's rules, guidelines and standards.
2. Relevant legal, local and organisational regulations affecting security, safety, driving and delivery of goods and materials.
3. Equipment operating procedures.
4. Security dog procedures, where appropriate.
5. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
6. Manufacturer's instructions.
7. Customer site regulations.
8. Relevant sections of the Road Traffic Act as and where appropriate
9. Certificate of Professional Competence

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC2 – Look after the customer

This standard is for those who meet and take care of customers

The job role may involve:

1. Receiving items for cleaning.
2. Checking items for cleaning.
3. Processing payments.
4. Promoting products to customers.
5. Packing items for customers.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Identify and deal with customers' needs.</li> <li>2. Process items.</li> <li>3. Promote products or services to customers.</li> <li>4. Pack items.</li> <li>5. Deal with complaints.</li> </ol>	<ol style="list-style-type: none"> <li>1. What equipment you need when dealing with customers</li> <li>2. How to deal with a complaint.</li> <li>3. Why it is important to deal with customers courteously and helpfully.</li> <li>4. How to interpret care labels.</li> <li>5. What fabrics and items are unsuitable for cleaning</li> <li>6. Types of trimmings and accessories and how to deal with them.</li> <li>7. How to identify defects.</li> <li>8. Terms of discounts and special offers (retail establishments only).</li> <li>9. How to deal with suspected illegal tender and counterfeit payments.</li> <li>10. How to promote the features and benefits of products</li> <li>11. Check items prior to cleaning</li> <li>12. Know ho to complete the relevant documentation</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Keeping equipment and supplies organized and ready to use.</li> <li>2. Finding out what the customer requires.</li> <li>3. Dealing with complaints.</li> <li>4. Checking items for cleaning method.</li> <li>5. Checking pockets and linings.</li> <li>6. Identifying existing damage to items and confirming with customer.</li> <li>7. Explaining why cleaned item may not meet customer expectations.</li> <li>8. Completing paperwork.</li> <li>9. Attaching identification tags to items.</li> <li>10. Transferring items to next stage.</li> </ol>	

11. Completing paperwork and other documentation
12. Processing payments accurately.
13. Identifying and remedying discrepancies and errors in payments.
14. Inspecting items for condition and quality.
15. Packing items according to type.
16. Taking action to resolve faults and to meet customers' needs.
17. Identifying opportunities that offer greatest potential to increase sales.

## **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturer's instructions.

## **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who prepare items and make up loads for cleaning.

The job role may involve:

1. Handling items with care and removing those which are unsuitable for the cleaning process.
2. Checking for foreign objects and dealing with them according to correct procedures.
3. Sorting items according to the appropriate classifications.
4. Making up loads of the correct weight.
5. Labelling them clearly.
6. Prioritising loads and storing them carefully.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Prepare items for classification.</li> <li>2. Classify items and make up loads.</li> </ol>	<ol style="list-style-type: none"> <li>1. How to identify and handle items.</li> <li>2. The importance of removing items unsuitable for cleaning.</li> <li>3. Classification of loads.</li> <li>4. Making up correct weight loads for the weight capacity of machines.</li> <li>5. Why different types of items need different weight loads.</li> <li>6. How to prioritise loads</li> <li>7. Care labels.</li> <li>8. Understanding fibres and fabrics.</li> <li>9. Construction of items.</li> <li>10. Importance of identifying delicate/sensitive items</li> <li>11. Be aware of work priorities/sequencing</li> <li>12. Dealing with discrepancies in documentation</li> <li>13. How to deal with lost property as per organizations guidelines</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Handling items carefully.</li> <li>2. Redirecting items unsuitable for the cleaning process.</li> <li>3. Deal with foreign objects.</li> <li>4. Make up, label and store loads.</li> <li>5. Deal with foul and infected items.</li> <li>6. Identify items requiring stain removal.</li> <li>7. Comply with written instructions, company policies and procedures</li> </ol>	

### Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health and Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturers instructions
5. HSG(95) 18 (Health Service Guidance)
6. HACCP (Hazard Analysis and Critical Control Points)
7. BS EN 14065 where appropriate (British Standard)

### Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who wash items and organise and control the washing process using a washer extractor.

The job role may involve:

1. Maintaining operating standards, equipment and supplies.
2. Washing items.
3. Selecting the work required for washing processes.
4. Controlling the washing process.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Make services and machinery ready for use.</li> <li>2. Select correct programme for classification</li> <li>3. Operate machinery in accordance with supervisor's instructions.</li> <li>4. Load and unload machines.</li> <li>5. Handle items with care.</li> <li>6. Report any machine faults and identify them.</li> <li>7. Remove any items that are not washed satisfactorily or have been damaged.</li> <li>8. Select the work required.</li> <li>9. Identify any problems that may arise in carrying out the work.</li> <li>10. Communicate with colleagues and check that they understand what work they must do.</li> <li>11. Control the washing process.</li> <li>12. Check that work is being carried out as planned.</li> </ol>	<ol style="list-style-type: none"> <li>1. Operational settings and range of performance from machines.</li> <li>2. Care labels.</li> <li>3. Understanding fibres and fabrics.</li> <li>4. How the complete washing process works.</li> <li>5. How to carry out routine machine maintenance as per company procedures.</li> <li>6. Who to report faults to.</li> <li>7. The correct load weight for the machine and the fabric.</li> <li>8. The difference between wash programmes.</li> <li>9. The temperature setting for the wash programme.</li> <li>10. The problems associated with high and low dip levels.</li> <li>11. How to select different wash programmes.</li> <li>12. How to recognise faults and malfunctions within the machine or wash process and the action to take.</li> <li>13. How to stop a malfunctioning washing machine safely.</li> <li>14. How to recognise faults or deficiencies in washed work.</li> </ol>

## The skills and techniques:

1. Making services and machinery ready for safe use.
2. Using machines and machine controls.
3. Reporting faults and record keeping.
4. Waste disposal.
5. Receiving, checking and confirming supervisor's instructions.
6. Planning how to carry out instructions, making best use of resources.
7. Identifying problems and getting advice.
8. Checking loads for classification and process requirements.
9. Identifying and redirecting unsuitable items.
10. Using detergents, chemicals and additives
11. Checking the progress of selected work.

## Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. All of the above which are relevant to the organisation

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC5 – Clean items safely by continuous tunnel washing processes

This standard is for those who wash items using a CTW, and organise and control the wash process in a safe manner.

The job role may involve:

1. Using a continuous tunnel washer.
2. Maintaining operating standards, equipment and supplies.
3. Washing items using a continuous tunnel washer.
4. Planning the work for continuous tunnel washing processes.
5. Controlling the continuous tunnel washing process.
6. Correctly and safely operate the CTW

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Make services and machinery ready for use.</li> <li>2. Select programmes correct for the classification.</li> <li>3. Make sure that thermostats and temperature gauges have the correct settings.</li> <li>4. Operate machinery safely in accordance with manufacturer's instructions.</li> <li>5. Handle items with care.</li> <li>6. Direct items to the next process.</li> <li>7. Select the work required making the best use of resources available under prevailing conditions</li> <li>8. Identify any problems that may arise in carrying out the work continually checking the process flow</li> <li>9. Communicate with colleagues and check that they understand what work they must do,</li> <li>10. Control the washing process.</li> <li>11. Operate machines according to instructions.</li> <li>12. Report any machine faults.</li> <li>13. Check that work is being carried out as planned.</li> </ol>	<ol style="list-style-type: none"> <li>1. Operational settings and range of performance from machines.</li> <li>2. Programme selection, the difference between wash programmes and temperature settings.</li> <li>3. How to find out the classification of loads</li> <li>4. How over/under loading of the CTW can occur</li> <li>5. What can cause blockages and why constant monitoring of the CTW is necessary</li> <li>6. Common faults.</li> <li>7. What the problems are with high and low dip levels.</li> <li>8. How the complete washing process works.</li> <li>9. How to carry out routine machine maintenance as per company procedure.</li> <li>10. Stopping a malfunctioning batch washer.</li> <li>11. Who to report faults to.</li> <li>12. Why it is important to identify any possible problems at the planning stage and report these to your supervisor.</li> <li>13. Recognising faults and malfunctions and the actions to take.</li> <li>14. Read &amp; understand risk assessments and follow HSE procedures</li> </ol>

## The skills and techniques:

1. Communicate with colleagues on what they must do and checking that they have understood their brief.
2. Identifying and reporting component part malfunctions.
1. Regularly checking and calibrating weighing devices and keeping test weights for this purpose.
2. Calculating the correct weight for each classification of work.
3. Ensuring that the machine is not under or over-loaded.
4. Monitoring the loading area and raising the alarm if any abnormality is found, shutting down the CTW until the fault is corrected.
5. Checking there is sufficient water for each type of classification to ensure that the work is loaded cleanly into the hopper/first stage compartment.
6. Ensuring that there is still an amount of free liquid after wetting out is completed.
7. Checking that water levels are correct by checking various dip levels of the machine to ensure a clean transfer.
8. Ensuring that the correct levels of water are available to provide sufficient lubrication to transfer the load cleanly as a complete batch.
9. Monitoring the dip levels and bath level sensor faults.
10. Checking the proximity sensors that control the rotation of the drum during transfer for correct operation.
11. Checking for faults from the computer diagnostics to ensure that any reversing fault issues are diagnosed and corrected immediately.
12. Checking for overloading and/or lack of water which causes blockages.
13. Monitoring fault alarms and diagnostics within the CTW to provide early warning to prevent blockages.
14. How to disinfect the CTW
15. Using the machine safely, understanding the machine controls
16. Checking thermostats and temperature gauges
17. Using detergents, chemicals and additives

## Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC6 – Process cabinet roller towels in one stage

This standard is for those who process cabinet roller towels using continuous processing and set up CTW or continuous towel washer and wash, dry and finish cabinet roller towels.

The job role may involve:

1. Preparing machinery, equipment and supplies for continuous processing.
2. Washing, drying and finishing cabinet roller towels.
3. Setting up continuous processing operations.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Prepare machinery and supplies.</li> <li>2. Carry out routine machine maintenance.</li> <li>3. Select the correct machine programmes.</li> <li>4. Operate the machine according to the manufacturer's instructions.</li> <li>5. Clean, dry and roll towels.</li> <li>6. Unload and separate towels.</li> <li>7. Prepare towels for dispatch.</li> <li>8. Store towels so that they do not become contaminated.</li> <li>9. Select the work required.</li> <li>10. Identify any problems that may arise.</li> <li>11. Check that colleagues understand what work they must do.</li> <li>12. Identify and deal with unsatisfactory towels.</li> <li>13. Identify and deal with faults in the process.</li> <li>14. The work is carried out as planned</li> <li>15. How to locate and repair faults or damages in the toweling length</li> </ol>	<ol style="list-style-type: none"> <li>1. The start up and close down sequence.</li> <li>2. How to operate machines.</li> <li>3. Common machine faults.</li> <li>4. Routine maintenance procedures as per company procedures.</li> <li>5. Loading levels for accumulators.</li> <li>6. Water pressures and spray bars distributions.</li> <li>7. How to record faults and who to report them to.</li> <li>8. What is needed to process cabinet roller towels?</li> <li>9. What types of problems are met when setting up continuous processing operations? i.e. Re threading of towels Cleaning the J box</li> <li>10. How to plan work, making the best use of resources available.</li> <li>11. Why it is important to identify any possible problems at the planning stage and why these should be reported to the supervisor.</li> <li>12. How to make best use of the resources available.</li> </ol>

## The skills and techniques:

1. Getting services, machinery, mobile equipment and supplies ready for use.
2. Keeping work areas and surfaces clear and clean.
3. Disposal of waste and spillages.
4. Selecting detergents and chemicals.
5. Operating the machine.
6. Cleaning, drying and rolling towels.
7. Securing, wrapping, polytubing, stacking and storing towels.
8. Loading and separating towels.
9. Identifying and dealing with unsatisfactory items.
10. Identifying and dealing with faults and hazards.
11. Passing items to the next process.
12. Successfully carrying out supervisors instructions, ensuring you have made appropriate plans, identified any problems, obtained and acted on necessary advice for completion of the task
13. Briefing colleagues on what they must do and checking that they have understood their brief.

## Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturers instructions
5. Other legislation as necessary

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who prepare equipment and tumble-dry and/or condition items and prepare the work required.

The job role may involve:

1. Preparing machinery and items for tumble-drying.
2. Organising the work required for tumble-drying.
3. Controlling the tumble-drying process.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Make machinery and equipment ready to use.</li> <li>2. Select the work.</li> <li>3. Remove any items not suitable for tumble-drying.</li> <li>4. Select the correct programme and operate machines.</li> <li>5. Load and unload items.</li> <li>6. Deal with items that are not satisfactorily dried or damaged.</li> <li>7. Identify any problems that may arise.</li> <li>8. Communicate with colleagues and check they understand what work they must do.</li> <li>9. Carry out the work as instructed</li> </ol>	<ol style="list-style-type: none"> <li>1. Recognising faults and malfunctions and the actions to take.</li> <li>2. What services are required to make machines work?</li> <li>3. Programmes and how to select them.</li> <li>4. Care labels.</li> <li>5. Understanding fibres and fabrics.</li> <li>6. What hazards are associated with the tumble-drying process, i.e. Spontaneous combustion</li> <li>7. How the tumble-drying process works.</li> <li>8. Why it is important to identify any possible problems at the planning stage and why these should be reported.</li> <li>9. How to make the best use of the resources available.</li> <li>10. Carry out routine maintenance as per company procedures</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Get machinery and equipment ready for use.</li> <li>2. Carry out routine maintenance.</li> <li>3. Check loads are ready for tumble-drying.</li> <li>4. Select the programme and operate the machine.</li> <li>5. Load and unload items.</li> <li>6. Identify and deal with unsatisfactory items.</li> <li>7. Identify and deal with faults and hazards.</li> <li>8. Pass items to the next process.</li> <li>9. Communicate with colleagues on what they must do and check that they have understood their brief.</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturer's instructions.

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who press and inspect garments and items as part of the laundry process.

The job role may involve:

1. Pressing garments and items on rotary presses, scissor presses, iron and rotary iron
2. Inspecting pressed garments and items for quality

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Make sure that equipment is safe and ready to use.</li> <li>2. Select thermostat settings.</li> <li>3. Press garments to the finishing specification.</li> <li>4. Inspect and identify garments to ensure that they are pressed to company standards, i.e. Stains, repairs, creasing, shrinkage etc.</li> <li>5. Identify unsatisfactorily pressed garments.</li> <li>6. Identify items that are not satisfactory and direct them to the appropriate locations.</li> </ol>	<ol style="list-style-type: none"> <li>1. How to record throughput.</li> <li>2. What services are required to make machines work?</li> <li>3. How to identify and take action if safety mechanisms malfunction.</li> <li>4. What the effects are of moisture in finishing.</li> <li>5. How to interpret care labels.</li> <li>6. What are the correct steam pressures?</li> <li>7. What are the common faults and how to deal with them?</li> <li>8. How different textiles respond to heat and pressure.</li> <li>9. How to interpret the finishing specification.</li> <li>10. What are unacceptable levels of moisture retention?</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Follow procedures to set up and close down machines.</li> <li>2. Check that machinery and equipment is safe and ready.</li> <li>3. Check and adjust the locking pressure on scissor presses as appropriate.</li> <li>4. Evaluate the efficiency of the vacuum as appropriate.</li> <li>5. Press items to the required standard of finish.</li> <li>6. Check and redirect unsuitable items.</li> <li>7. Select thermostat settings.</li> <li>8. Inspect, identify and deal with unsatisfactory items.</li> <li>9. Pass items for packing and dispatch.</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturer's instructions.

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC9 – Process flat work through calenders

This standard is for those who prepare and process flat work through calenders

The job role may involve:

1. Preparing flat work for calendering.
2. Drying and finishing flat work.
3. Planning the work required for calendering.
4. Preparing the calender.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Check that machinery is safe and ready to use and that loads are suitable for calendering.</li> <li>2. Select the work required.</li> <li>3. Adjust the machinery to suit the type of load you are to process.</li> <li>4. Wax calender beds prior to calendering.</li> <li>5. Operate machines correctly.</li> <li>6. Load items onto feeder/calenders at the specified rate.</li> <li>7. Identify items that do not meet company standards and direct them to the appropriate locations.</li> <li>8. Dry, iron and fold items as required.</li> <li>9. Store items so they do not become contaminated.</li> <li>10. Direct items to packing and dispatch.</li> <li>11. Identify any problems that may arise in carrying out the work.</li> <li>12. Check colleagues understand the work they must do.</li> <li>13. Report faults in the machine or the finish of items.</li> </ol>	<ol style="list-style-type: none"> <li>1. What the risks are with calenders.</li> <li>2. What are the machinery speeds and settings for different classifications, fibre types and weights?</li> <li>3. Care labels.</li> <li>4. Understanding fibres and fabrics.</li> <li>5. How to identify and report faults.</li> <li>6. How to plan work, making the best use of resources available.</li> <li>7. How to brief colleagues clearly.</li> <li>8. Why it is important to identify any possible problems at the planning stage and why you should report these to your supervisor.</li> <li>9. The specified feeding rate for loading items.</li> <li>10. The drying and finishing specification.</li> <li>11. How to make the best use of resources available.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Start up and close down machines.</li> <li>2. Check loads and redirect unsuitable items.</li> <li>3. Adjust and operate machines.</li> <li>4. Load, dry, iron and fold items.</li> <li>5. Identify and deal with unsatisfactory items.</li> <li>6. Identify common faults in machines or the finish of items.</li> <li>7. Store items and direct them for packing and dispatch.</li> <li>8. Check belts, feed bands, tapes and wax the beds as required.</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who dry and finish garments using a tunnel finisher.

The job role may involve:

1. Drying and finishing garments.
2. Inspecting garments to control quality.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Make sure that equipment is safe and ready to use.</li> <li>2. Make sure that garments are suitable for tunnel finishing.</li> <li>3. Check that garments are not damaged prior to finishing and that they do not contain foreign objects.</li> <li>4. Place garments on hangers.</li> <li>5. Load garments onto the delivery conveyor.</li> <li>6. Dry garments at the correct speed and temperature.</li> <li>7. Inspect garments for satisfactory drying, and direct to the correct discharge rails.</li> <li>8. Identify garments which are not satisfactory.</li> <li>9. Report any faults in the process.</li> </ol>	<ol style="list-style-type: none"> <li>1. What are the appropriate speeds and drying temperatures?</li> <li>2. Care labels.</li> <li>3. Understanding fibres and fabrics.</li> <li>4. What are the fire hazards presented by garments falling inside the tunnel finisher?</li> <li>5. How faults in the process affect garment conditions and how to identify the faults.</li> <li>6. What are the correct discharge rails for garments?</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Checking that equipment is safe and ready and hangers available.</li> <li>2. Inspecting garments for those not suitable for the process and for foreign objects.</li> <li>3. Loading and drying garments.</li> <li>4. Inspecting garments, identifying and redirecting any with an unsatisfactory finish.</li> </ol>	
<b>Regulations, rules and guidelines</b>	
<ol style="list-style-type: none"> <li>1. The organisation's rules, codes, guidelines and standards.</li> <li>2. Equipment operating procedures.</li> <li>3. Machine and equipment capabilities.</li> <li>4. Relevant responsibilities under the Health &amp; Safety at Work Act and COSHH (Control of Substances Hazardous to Health).</li> <li>5. Manufacturers instructions</li> <li>6. Other legislation as necessary</li> </ol>	

**Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who use steam/air to form and finish garments, and organise and control the use of steam/air to form and finish garments.

The job role may involve:

1. Planning the work to form and finish garments.
2. Forming and finishing garments.
3. Inspecting garments to control quality.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Make sure that equipment is safe and ready to use.</li> <li>2. Select the work required.</li> <li>3. Place garments on the former.</li> <li>4. Process garments in steam and air finishers.</li> <li>5. Inspect garments for satisfactory finishing.</li> <li>6. Identify any garments that are unsatisfactory or damaged.</li> <li>7. Unload garments.</li> <li>8. Place garments on hangers.</li> <li>9. Direct garments to the correct location for dispatch.</li> <li>10. Communicate that colleagues understand what work they must do.</li> <li>11. Identify any problems that may arise.</li> <li>12. Take appropriate action with any faults in the process.</li> </ol>	<ol style="list-style-type: none"> <li>1. How to operate and control equipment.</li> <li>2. Care labels.</li> <li>3. Understanding fibres and fabrics.</li> <li>4. How faults in the process affect the condition of garments.</li> <li>5. How to record faults and who to report them to.</li> <li>6. What the hazards associated with steam and air finishing are.</li> <li>7. How to plan work, making the best use of resources available.</li> <li>8. Why it is important to identify any possible problems at the planning stage and why these should be reported to the supervisor.</li> <li>9. The correct steam/air/humidification settings for automated finishing equipment</li> <li>10. How to make the best use of resources available.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Checking that machine clothing and the equipment is safe and ready for use.</li> <li>2. Checking that garments are suitable for steam/air processing.</li> <li>3. Inspecting garments for faults and foreign objects.</li> <li>4. Securing, straightening and clamping garments on the former.</li> <li>5. Inspecting garments.</li> <li>6. Making necessary adjustments to steam/air pressure dependent on garment/fabric requirements.</li> <li>7. Identifying and redirecting unsatisfactory garments.</li> <li>8. Unloading and hanging garments.</li> <li>9. Directing garments for packing and dispatch.</li> <li>10. Briefing colleagues on what they must do and checking that they have understood their brief.</li> </ol>	

**Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

**Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who identify and remove stains in dry cleaning.

The job role may involve:

1. Working on the spotting table.
2. Inspecting garments and detecting stains.
3. Using chemicals.
4. Applying stain removal procedures.
5. Identifying stains

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Set up and close down work stations as per company procedures.</li> <li>2. Protect items during treatment.</li> <li>3. Remove stains.</li> <li>4. Deal with soiling and staining.</li> </ol>	<ol style="list-style-type: none"> <li>1. Services required for the operation of stain removal equipment.</li> <li>2. The difference between cold spotting and steam spotting tables.</li> <li>3. The correct steam, water, air pressure and lighting requirements.</li> <li>4. The different fabric/fibre types and the characteristic problems when brought into contact with certain chemicals.</li> <li>5. The requirements of ventilation air extraction.</li> <li>6. What are absorbed staining, built up staining and compound staining types.</li> <li>7. The objectives and limitations of stain removal.</li> <li>8. The definition of pre-spotting – to treat items and garments for stains, ingrained soiling and marks likely to be resistant to the dry-/wet-cleaning process.</li> <li>9. The risks associated with the dry-cleaning of garments containing water after wet side removal treatments or slab spotting.</li> <li>10. How to interpret care labels.</li> <li>11. Why certain stains need additional treatment or special precautions.</li> <li>12. The properties of main fibres – protein, vegetable (cellulose) and synthetic.</li> <li>13. Fabric construction and dyed and printed textiles.</li> <li>14. Relevant simple testing to identify fabrics.</li> <li>15. Limitations and uses of bleaching chemicals.</li> <li>16. Correct use of stain removal chemicals and other techniques.</li> <li>17. The importance of using dedicated pre-spotting tables</li> </ol>

## The skills and techniques:

1. Set up and close down work stations for stain treatment and/or removal, garment inspection and pre-spotting.
2. Protect delicate items and accessories during treatment procedures.
3. Identify wet side and dry side staining.
4. Identify protein, albumin and tannin staining.
5. Use mechanical action, dissolving, softening and lubrication, digestion and chemical reaction.
6. Flush out applied chemicals.
7. Deal with heavy soiling, staining content, added on trims and buttons, manufacturer's faults, wear damage, and other damage caused by previous treatments.
8. Use stain removal equipment to remove stains without damaging fabric.
9. Carry out garment inspection and stain detection and identify staining type or possibilities using feel, odour, colour, appearance and location, in a safe and appropriate manner
10. Handle contaminated, blood or unpleasant soiled items, in a safe and appropriate manner
11. Test to ascertain colour fastness to spotting reagents and chemicals.
12. Apply and treat using wet side and dry side proprietary chemicals.
13. Use acid and alkali wet treatment.
14. Systematic inspection procedures to ensure all staining/soiling is located and identified

## Regulations, rules and guidelines

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Personal protection measures when using hazardous chemicals.
5. Duty of care regulations and requirements where appropriate.
6. Hazardous substances warning labels.
7. Manufacturers instructions
8. Other legislation as necessary

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who clean items using dry-cleaning processes, and prepare the work required.

The job role may involve:

1. Preparing and maintaining dry-cleaning equipment.
2. Dry-cleaning items.
3. Operating the dry-cleaning machine safely.
4. Handling solvents safely.
5. Dealing with spillages and fume leaks.
6. Classifying the work required for dry-cleaning

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Prepare the equipment.</li> <li>2. Select the work required.</li> <li>3. Fill solvent tanks on a machine to be used</li> <li>4. Dispose of waste materials using recognized methods as per company procedures</li> <li>5. Maintain the equipment in accordance with company procedures.</li> <li>6. Operate the machine according to the manufacturer's or company instructions.</li> <li>7. Load and unload items.</li> <li>8. Make best use of the resources available to comply with solvent emission legislation</li> <li>9. Identify any problems that may arise in carrying out the work.</li> <li>10. Brief colleagues and check that they understand.</li> <li>11. Prepare equipment.</li> <li>12. Monitor equipment settings.</li> <li>13. Identify and deal with items that are unsatisfactory or damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. How to select and use solvents and chemicals.</li> <li>2. Understanding wash cycle, dry cycle and distillation cycle.</li> <li>3. Care labels.</li> <li>4. Understanding fibres and fabrics and types of trimmings and accessories.</li> <li>5. Operating pressures and temperatures of machines.</li> <li>6. Which items are unsuitable for dry-cleaning?</li> <li>7. Who to report faults to.</li> <li>8. What dry cleaning processes may be required.</li> <li>9. How to dry-clean different types of items.</li> <li>10. Waste water management.</li> <li>11. Safe use of solvents.</li> <li>12. Monitor solvent emissions.</li> <li>13. The use of dry-cleaning detergents.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Start up and shut down the machine and engage relevant utilities.</li> <li>2. Cleaning out button traps, lint filters and checking water separators.</li> <li>3. Disposing of solvents and waste materials, and dealing with spillages.</li> <li>4. Identifying and dealing with faults and concerns.</li> <li>5. Using and handling solvents, chemicals and machinery.</li> <li>6. Keeping records.</li> <li>7. Selecting appropriate machine programmes.</li> <li>8. Operating machines and monitoring operations.</li> <li>9. Unloading and handling items.</li> <li>10. Dealing with unsatisfactory items.</li> </ol>	

11. Briefing colleagues on what they must do and checking that they have understood.
12. Checking solvent consumption as per legislation
13. Complete forms and other documentation
14. Keep accurate records

## **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act, COSHH (Control of Substances Hazardous to Health) and VOC (Volatile Organic Compound) directive.
5. Manufacturers instructions
6. Other legislation as necessary

## **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

This standard is for those who press and inspect garments and items following the dry-cleaning process.

The job role may involve:

1. Pressing garments and items using a flat bed finishing table or free steam press
2. Inspecting pressed garments and items for quality.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Make sure that equipment is safe and ready to use.</li> <li>2. Press garments to the companies finishing specification.</li> <li>3. Inspect items for satisfactory pressing as per company procedures.</li> <li>4. Identify and deal with any items that are not satisfactory according to company requirements.</li> <li>5. Select thermostat settings</li> </ol>	<ol style="list-style-type: none"> <li>1. Steam pressures, vacuum services and lighting requirements.</li> <li>2. Requirements for adequate air extraction.</li> <li>3. Ironing table/press buck clothing requirements and ancillary tools</li> <li>4. Iron temperature adjustments and ironing/steaming techniques relative to different fabrics</li> <li>5. How to interpret care labels</li> <li>6. The value of vacuum in pressing.</li> <li>7. The properties of main fibres.</li> <li>8. Fabric construction.</li> <li>9. Thermal sensitive fibres and velour's.</li> <li>10. Checking and adjusting the press locking pressure if applicable</li> <li>11. Applying additional finishes where appropriate</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Set up and close down the work station equipment for garment pressing and finishing.</li> <li>2. Start up and close down boiler systems and air compressors, where appropriate.</li> <li>3. Use of the ironing table/press and ancillary equipment.</li> <li>4. Use of the iron, vacuum and blow facility.</li> <li>5. Use of ancillary pressing aids.</li> <li>6. Take precautions for the protection of the fabric, garment construction, finish and trims before steaming or ironing.</li> <li>7. Finish garments to the required organisations standard and service level.</li> <li>8. Correct distortions and restore shape to items.</li> <li>9. Care of buttons, trims, accessories and zips.</li> <li>10. Press linings.</li> <li>11. Avoid damage to garments.</li> <li>12. Care for sensitive fibres, knitwear, nap and long pile fabrics.</li> </ol>	

**Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

**Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who repair and maintain items.

The job role may involve:

1. Identifying the type of repair required.
2. Sorting and prioritising items.
3. Repairing items according to the damage they have sustained.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Prepare items for repair.</li> <li>2. Repair items.</li> </ol>	<ol style="list-style-type: none"> <li>1. How to record items for repair.</li> <li>2. Care labels.</li> <li>3. Understanding fibres and fabrics.</li> <li>4. How to determine the priority of items for repair.</li> <li>5. How to store items for repair.</li> <li>6. What records must be kept.</li> <li>7. How to operate equipment safely.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Identifying the types of repair or alteration required.</li> <li>2. Identifying and recording items which are beyond repair or unsuitable for repair or alteration, and redirecting them as per company procedures.</li> <li>3. Removing any extraneous objects and disposing of them or forwarding them for return to the customer.</li> <li>4. Counting and recording items for repair.</li> <li>5. Identifying items that have priority for repair.</li> <li>6. Sorting items so that best use is made of time.</li> <li>7. Storing items prior to repair.</li> <li>8. Making adjustments to the sewing machine as per company procedures.</li> <li>9. Repairing items using a method appropriate to the damage sustained and the type of fabric.</li> <li>10. Altering items according to requirements.</li> <li>11. Operating repair equipment.</li> <li>12. Recording repairs.</li> <li>13. Returning items to the correct place</li> <li>14. How to carry out routine maintenance of machinery</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who fold items and make up orders for dispatch.

The job role may involve:

1. Prepare items and inspecting for quality.
2. Making up orders and dispatching items.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Inspect items.</li> <li>2. Remove and redirect any items that are substandard as per company procedures.</li> <li>3. Pass items to packing and dispatch.</li> <li>4. Make up and label orders.</li> <li>5. Store items in the correction location.</li> <li>6. Transfer items to the dispatch point.</li> <li>7. Maintain the finish and condition of items</li> <li>8. Prepare items for dispatch</li> <li>9. Manage and redirect substandard items</li> </ol>	<ol style="list-style-type: none"> <li>1. How to identify customer specifications and requirements.</li> <li>2. How to fold items using manual methods, automatic or semi-automatic machinery.</li> <li>3. The importance of accurate labelling.</li> <li>4. Care labels.</li> <li>5. Understanding fibres and fabrics.</li> <li>6. Acceptable quality levels</li> <li>7. What the characteristics of different fabrics are in relation to creasing and preservation of finish.</li> <li>8. What materials to use when making up and labelling orders.</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Checking that machinery and equipment is safe and ready as per company procedures.</li> <li>2. Inspecting and folding items and removing and redirecting any which are substandard.</li> <li>3. Passing items on for packing and dispatch.</li> <li>4. Making up orders to specification.</li> <li>5. Making up and labelling parcels.</li> <li>6. Storing items prior to dispatch.</li> <li>7. Checking against documentation and transfer to dispatch.</li> </ol>	
<b>Regulations, rules and guidelines</b>	
<ol style="list-style-type: none"> <li>1. The organisation's rules, codes, guidelines and standards.</li> <li>2. Equipment operating procedures.</li> <li>3. Machine and equipment capabilities.</li> <li>4. Relevant responsibilities under the Health &amp; Safety at Work Act and COSHH (Control of Substances Hazardous to Health).</li> <li>5. Manufacturers instructions</li> <li>6. Other legislation as necessary</li> </ol>	

**Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who assemble, pack and dispatch orders to customers.

The job role may involve:

1. Selecting and assembling orders to meet customers' requirements.
2. Packing and dispatching orders to customers.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Identify items that meet the requirements of the orders.</li> <li>2. Remove the items from storage.</li> <li>3. Prepare the items for dispatch.</li> <li>4. Update stock control information.</li> <li>5. Complete order.</li> <li>6. Provide information about what substitutes are available or how much time it will take to obtain the items when items are not in stock</li> <li>7. Assemble and wrap orders.</li> <li>8. Transfer orders to the dispatch point.</li> </ol>	<ol style="list-style-type: none"> <li>1. The methods used for assembling orders that will minimise risks of damage to stock on receipt by the customer and be cost effective.</li> <li>2. The methods for updating stock control information.</li> <li>3. What documents to use and what their purpose is.</li> <li>4. Who to report difficulties to.</li> <li>5. The importance of speed, accuracy and consistency in the packing process to the business and its customers.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Identifying stock items that meet the requirements of the orders.</li> <li>2. Removing items from stock and preparing them for dispatch within required time limits.</li> <li>3. Labelling orders clearly and accurately.</li> <li>4. Updating stock control information to record progress of orders and stock levels.</li> <li>5. Completing order documentation accurately and legibly and promptly forwarding it to the relevant person.</li> <li>6. Picking stock at a rate that balances the requirement for accuracy and speed.</li> <li>7. Notifying the relevant person promptly where orders cannot be assembled and no alternatives are available.</li> <li>8. Providing accurate information when items specified in the order are not in stock regarding what substitutes are available from existing stock, and how much time is required to obtain specified items.</li> <li>9. Including the relevant dispatch information with the order.</li> <li>10. Clearly marking on the order the destination and delivery targets for the order.</li> <li>11. Assembling items in the appropriate location for dispatch to the customers.</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who place goods and materials in storage.

The job role may involve:

1. Confirming the requirements for storing goods and materials.
2. Placing goods and materials in designated areas.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Identify storage requirements.</li> <li>2. Check the availability and suitability of locations for storing goods and materials.</li> <li>3. Notify the relevant person when no suitable storage location can be found.</li> <li>4. Make sure handling equipment is available.</li> <li>5. Place goods and materials in designated locations.</li> <li>6. Use methods that comply with safety requirements.</li> <li>7. Place goods and materials so that they can be accessed in the sequence required.</li> <li>8. Make the best use of available space in the way goods and materials are stored.</li> </ol>	<ol style="list-style-type: none"> <li>1. The types of goods and materials.</li> <li>2. The criteria for assessing the suitability of locations for storing goods, including suitability for maintaining the quality of goods in storage for the duration of the storage period.</li> <li>3. The storage requirements for the range and types of goods held in storage, and where information about them is to be obtained.</li> <li>4. What defects can arise, and how to deal with them.</li> <li>5. The costs associated with damaged goods and materials, and why it is important that damaged goods and materials are reported promptly.</li> <li>6. The procedures to adopt when a designated location is not available.</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Identifying the conditions required to maintain goods and materials for the duration of their storage.</li> <li>2. Identifying storage requirements from available information.</li> <li>3. Checking availability and suitability of locations for storing goods and materials and confirming as appropriate.</li> <li>4. Promptly notifying the relevant person when no suitable storage location can be found.</li> <li>5. Checking the availability of handling equipment suitable for operational requirements.</li> <li>6. Identifying and recording defects in equipment, relating to availability and malfunction.</li> <li>7. Acting to remedy defects promptly and justifiably, and reporting them to the relevant people.</li> <li>8. Positioning goods and materials in designated locations within specified deadlines.</li> <li>9. Using methods to place goods and materials that comply with safety requirements, and minimizing the risk of damage to people and property.</li> <li>10. Placing goods and materials so that they can be accessed in the sequence required to meet stock rotation requirements.</li> <li>11. Reporting promptly when difficulties in placing goods and materials cannot be resolved immediately.</li> <li>12. Making best use of available space in the way goods and materials are stored.</li> <li>13. Meeting customers' requirements regarding storage within operational constraints.</li> <li>14. Completing documentation accurately.</li> </ol>	

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who prepare to receive goods and materials and accept goods and materials for storage.

The job role will involve:

1. Preparing for the receipt of goods and materials.
2. Accepting goods and materials for storage
3. Ordering of goods and materials

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Keep the receiving area clean and free from obstructions.</li> <li>2. Make sure handling equipment is suitable and available.</li> <li>3. Make sure there is sufficient storage capacity for anticipated deliveries.</li> <li>4. Check that the goods entering storage match those specified on documents.</li> <li>5. Identify and record any discrepancies.</li> <li>6. Take action to deal with discrepancies.</li> <li>7. Make sure stock is not damaged.</li> <li>8. Update stock control systems.</li> <li>9. Record the progress of goods into storage.</li> <li>10. Handle goods safely and hygienically</li> <li>11. Order goods using the company procedures</li> </ol>	<ol style="list-style-type: none"> <li>1. What good housekeeping practices are, and the consequences of not carrying them out.</li> <li>2. How to handle and access equipment.</li> <li>3. What the common defects are and what actions to take.</li> <li>4. Why it is important to clearly brief your colleagues and to check that they have understood.</li> <li>5. What are the possible consequences of incorrect completion of documentation?</li> <li>6. Acceptable reasons for refusing goods entry to stores.</li> <li>7. The resources available for checking goods entering storage.</li> <li>8. How to use stock control systems.</li> <li>9. Why it is important to handle goods safely.</li> <li>10. Where deliveries should be off-loaded.</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Collating pre-delivery advice about the deliveries and information for action.</li> <li>2. Cleaning, tidying and freeing the receiving area from obstructions and hazards.</li> <li>3. Confirming the availability and suitability of handling equipment for operations.</li> <li>4. Identifying and recording defects to equipment, including availability or malfunction.</li> <li>5. Taking action to remedy defects and reporting them to the relevant people.</li> <li>6. Confirming the availability of sufficient storage capacity to accommodate anticipated deliveries.</li> <li>7. Complete documentation and keep it up to date.</li> <li>8. Checking to confirm that the type, quality and quantity of goods and materials going into storage match what is specified in documentation classification and process requirements.</li> <li>9. Identifying and recording discrepancies.</li> <li>10. Taking prompt and justifiable action to deal with discrepancies, and reporting them accurately.</li> <li>11. Recording the reasons for refusing goods entry into storage accurately, and communicating them clearly to the appropriate person.</li> <li>12. Using ways of accepting goods and materials that minimise damage to stock.</li> </ol>	

13. Completing preparation and labels.
14. Updating stock control systems to record progress of goods into storage.
15. Using methods for handling goods that are safe and hygienic.
16. Keep accurate records

## **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Machine and equipment capabilities.
4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
5. Manufacturers instructions
6. Other legislation as necessary

## **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC21 – Deal with solvent emissions in dry-cleaning

This standard is for those who operate dry-cleaning machinery.

The job role will involve:

1. Operating and using the machine.
2. Using and controlling solvents.
3. Maintaining machines.
4. Keeping records
5. Safe storage of chemicals

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Start up, carry out and shut down operations as per company procedures</li> <li>2. Weigh the load before loading the machine.</li> <li>3. Ensure that the machine is not overloaded.</li> <li>4. Use the appropriate programme on the machine.</li> <li>5. Check that the door seal is not damaged during the loading operation.</li> <li>6. Ensure that the door is closed and not opened until the cycle has finished.</li> <li>7. Account for any additional solvents in the overall solvent balance for the installation.</li> <li>8. Check for problems when solvent odour present during unloading.</li> <li>9. Check that the water is clear and disposed of carefully.</li> <li>10. Remove residues which collect in the still of the dry-cleaning machine as per company procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Daily leak test requirements.</li> <li>2. Vapour leaks in the early stages of the drying cycle.</li> <li>3. Weekly checks of the common components and common parts on machines needing replacement or cleaning as per company procedures.</li> <li>4. Organic solvents used in dry cleaning.</li> <li>5. Faults and dangers to health.</li> </ol>

## The skills and techniques:

1. Controlling solvent and keeping records of:
  - a. Work processed.
  - b. Solvent used.
  - c. Weekly and annual records.
2. Machine maintenance and keeping records of:
  - a. Daily routine operational maintenance.
  - b. Checks for solvent leaks.
  - c. Mechanical routine maintenance daily/weekly/monthly/annually.
  - d. Repair work undertaken.As per company procedures
3. Keeping records of:
  - a. Weight of all loads.
  - b. All loads.
  - c. All solvent additions.
  - d. All still residues removed.
  - e. Maintenance schedule.As per company procedures
4. Informing supervisor of any incidents likely to cause an immediate danger to health.
5. Complete forms, reports and other documentation.
6. Keep accurate records.

## Regulations, rules and guidelines

1. The organisation's rules, guidelines and standards.
2. Machine operating manual.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturers instructions
5. Other relevant legislation

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

## LDC23 – Use a safe system for unblocking continuous tunnel washers

This standard is for those who unblock CTWs (Continuous Tunnel Washers).

The job role may involve:

1. Carrying out the correct and safe procedures for clearing blockages.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Identify faults.</li> <li>2. Apply the recognised procedures for unblocking a CTW.</li> </ol>	<ol style="list-style-type: none"> <li>1. Why the company should be informed of personal medical conditions and medication.</li> <li>2. The work and rest periods.</li> <li>3. When a blockage does, and does not, require entry.</li> <li>4. The sequence of actions to be undertaken in the event of a blockage.</li> <li>5. The roles and responsibilities of self, colleagues, management and external agencies.</li> <li>6. How to communicate whilst inside the CTW.</li> <li>7. The reasons for having a 'lock off' map.</li> <li>8. The SSOW (Safe Systems of Work) and unblocking procedures.</li> <li>9. Why operatives work in a chain.</li> <li>10. The cutting tools to be used and precautions to be taken during cutting.</li> <li>11. Why care should be taken when removing wet linen.</li> <li>12. How to process an indicator load to ensure there is no further blockage.</li> <li>13. Read and understand risk assessment procedures and follow HSE (Health &amp; Safety Executive) procedures.</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Unblocking without entry             <ol style="list-style-type: none"> <li>a. Rotating the CTW drum so as to move work either backwards or forwards dependent on where the blockage occurs.</li> <li>b. Flooding the CTW (if applicable) by raising water level to assist in clearance in conjunction with mechanical rotation.</li> <li>c. Adding detergent or softener (if applicable) in conjunction with mechanical rotation.</li> <li>d. Flushing with fresh water to remove excess residues in case operatives have to enter the CTW.</li> </ol> </li> </ol>	

## 2. CTW entry

- a. Confirming the availability of emergency services.
- b. Confirming requirement and authorisation to enter with authorised people.
- c. Ensuring that all required controls are in place.
- d.
- e. Removing all work from the hopper or press area, or via the inspection hatch.
- f. Ensuring that means of communication are in place throughout the CTW.
- g. Ensuring that the temperature and the length of time of exposure are monitored.
- h. Ensuring that own health condition is appropriate.
- i. Wearing the correct protective clothing and carrying the correct protective equipment.
- j. Using only extra low voltage equipment.
- k. Pulling linen free ensuring that no injury is caused by over-reaching or excessive stretching.
- l. Cutting linen free with an open blade or hacksaw blade whilst wearing a chain mail wrist protector.
- m. Reacting, responding and carrying out designated duties in the event of an emergency.

All of the above observing the companies procedures

### **Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturer's instructions.
5. Other relevant legislation

### **Workplace skills**

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who manage the use of CTWs (Continuous Tunnel Washers).

The job role may involve:

1. Managing the correct and safe operation of the CTW including planned preventative maintenance.
2. Using the correct and safe procedures for clearing blockages and PPE (Personal Protective Equipment) as defined within the code of practice.
3. Developing SSOWs (Safe Systems of Work) which depend on identification and control of risks associated with hazards.

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Manage the use of the CTW and ancillary equipment directly linked to the CTW.</li> <li>2. Develop, implement and manage an SSOW for blockage clearance and CTW entry, including relevant staff health checks.</li> <li>3. Ensure that staff are trained in appropriate health and safety matters when working with a CTW.</li> <li>4. Develop and implement a system for annual risk assessments.</li> <li>5. Be familiar with all controls affecting the operation of the CTW and ancillary linked equipment.</li> </ol>	<ol style="list-style-type: none"> <li>1. The roles and responsibilities of self, operatives, colleagues, other management and external agencies relating to the safe operation of the CTW and ancillary equipment.</li> <li>2. Principles of operation of a CTW.</li> <li>3. The Textile Services Associations (TSA) Code of Practice.</li> <li>4. Why all access areas to the CTW and co-joined working areas should be 'locked off' using a multi pad-lockable hasp for safety and security.</li> <li>5. How to ensure constant monitoring can take place.</li> <li>6. Management and security of chemicals and dosing systems for the CTW.</li> <li>7. Why a detailed planned preventative maintenance system should be in place.</li> <li>8. The importance of blockage reporting and post incident investigations.</li> <li>9. The importance of relevant staff training.</li> <li>10. Procedures for staff health checks, notification of staff health issues, medical conditions and medications being taken as part of the implementation of the SSOW for CTW entry.</li> <li>11. All control mechanisms relating to the operation of the CTW and ancillary equipment.</li> <li>12. Water and steam flow systems, their maintenance and control mechanisms.</li> </ol>

## The skills and techniques:

1. Ensure that staff are trained to recognise blockages and ensure a preventative strategy is in place to formally report any incident that has the potential to cause a CTW blockage.
2. The correct and safe operation of the CTW including planned preventative maintenance and good housekeeping, water and chemical flow rates and distribution.
3. The correct and safe procedures for clearing blockages:
  - a. Methods and SSOW not involving entry.
  - b. Methods and SSOW involving entry, incorporating the precise demands of 'confined space entry'.
4. The development of SSOWs which depend on identification and control of risks associated with such hazards as:
  - a. Heat, temperature.
  - b. Air quality.
  - c. Chemicals.
  - d. Slips, trips and falls.
5. The use of PPE as defined within the Code of Practise.
6. The overriding or resetting of the CTW following a fault or observation of any abnormality.
7. Investigating repeated blockages.
8. Ensuring that incidents are investigated and corrective action taken to rectify any faults or prevent situations from recurring.
9. Ensuring that post incident investigations are undertaken after every blockage to determine the cause, including formal documentation and rectification of any faults to minimise the potential for recurrence.
10. Ensuring that appropriate documentation is produced and completed as required by the Code of Practice.
11. To ensure routine safety checks are completed to ensure all safety cut-out systems and procedures are effective and all relevant employees follow all safety procedures at all times whilst operating the CTW and co-joined ancillary equipment.
12. Maintain records of CTW process parameters and programmes and to ensure these are maintained by routine checking and monitoring of all programmable controls.

## Regulations, rules and guidelines

1. The organisation's rules, guidelines and standards.
2. Equipment operating procedures.
3. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).
4. Manufacturer's instructions.
5. The TSA Code of Practice

## Workplace skills

1. Communicate effectively with colleagues and customers.
2. Comply with written instructions.
3. Complete forms, reports and other documentation.
4. Keep accurate records.

**ENDS**

This standard is for those who work and communicate with others in the workplace, including appropriate types of communication to keep colleagues informed, lines of reporting and communication, the need to act upon information promptly, and understanding your own role and responsibilities and those of others.

The job role will involve:

1. Maintaining effective working relationships.
2. Communicating effectively with others at work.

<b>The competent person must:</b>	<b>The key areas of knowledge and understanding:</b>
<ol style="list-style-type: none"> <li>1. Work closely with colleagues and line managers.</li> <li>2. Be cooperative and helpful in the workplace.</li> <li>3. Share and pass on information to colleagues.</li> <li>4. Keep colleagues and line managers informed of work activities and any problems.</li> <li>5. Behave in an appropriate way at work.</li> <li>6. Act upon instructions and information promptly.</li> <li>7. Seek clarification from others when necessary.</li> <li>8. Report to line managers and seek to minimise difficulties and problems.</li> </ol>	<ol style="list-style-type: none"> <li>1. Own roles and responsibilities.</li> <li>2. Roles and responsibilities of colleagues, immediate managers and others in the workplace.</li> <li>3. Organisational rules for conduct at work.</li> <li>4. The importance of effective working relationships.</li> <li>5. The importance of identifying problems and following organisational procedures when communications break down.</li> <li>6. Organisational grievance and disciplinary procedures.</li> <li>7. The types of information and instructions from immediate manager.</li> <li>8. Agreed lines of communication and reporting procedures.</li> <li>9. Types of communication difficulties in the workplace and the importance of seeking help.</li> <li>10. The importance of keeping managers informed and the types of information required.</li> </ol>
<b>The skills and techniques:</b>	
<ol style="list-style-type: none"> <li>1. Identify your own work role and work within the limitation of your responsibilities.</li> <li>2. Maintain a cooperative and responsible manner with others to ensure efficient working.</li> <li>3. Carry out work instructions from your line manager accurately and promptly.</li> <li>4. Follow agreed codes of conduct and behaviour within your organisation.</li> <li>5. Identify misunderstanding and problems and make efforts to resolve these.</li> <li>6. Report any breakdown in working relationships that cannot be resolved promptly to appropriate people.</li> <li>7. Share work-related information promptly with colleagues and managers.</li> <li>8. Use agreed lines of communication with colleagues and managers.</li> <li>9. Communicate clearly and accurately in a way that is appropriate to the situation and needs of others.</li> <li>10. Identify problems with communication and seek to resolve these promptly.</li> <li>11. Keep your immediate manager informed of matters affecting working practices and the working environment following agreed procedures.</li> </ol>	

**Regulations, rules and guidelines**

1. The organisation's rules, codes, guidelines and standards.
2. Limits of personal responsibility.
3. Reporting procedures.
4. Responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).

**Workplace skills**

5. Communicate effectively with colleagues and customers.
6. Comply with written instructions.
7. Complete forms, reports and other documentation.
8. Keep accurate records.

**ENDS**