

Unit PPLHSL18 (HK73 04) Supervise Linen Services

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

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about the maintenance of the linen service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.2 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.3 Ensure your staff follow the linen service procedures and conduct and present themselves according to organisational requirements and standards.4 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.5 Ensure the linen service complies with legal requirements, industry regulations, professional codes and organisational policies.6 Inform your staff and customers about any changes to the service that may affect them.7 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the linen service when they occur, finding practical ways to overcome barriers.8 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.9 Monitor and review procedures to ensure the service meets the needs of customers.10 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.11 Give feedback to staff to help them improve their performance where appropriate.12 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:a cost effectivelyb time efficientlyc ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | **Scope/Range** |
| **What you must do** | **What you must cover:** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | **How to plan efficient linen services** |  |
| 1.1 | The roles and responsibilities of different people within your department and in the organisation that relate to running the linen service. |  |
| 1.2 | Your organisation's objectives and policies that are relevant to the running of the linen service. |  |
| 1.3 | Why it is important to have contingency plans and how to develop them. |  |
| 1.4 | How to write procedures and work instructions. |  |
| 2 | **How to work out what resources are needed to operate efficient linen services** |  |
| 2.1 | How to estimate the time required for activities in the linen service. |  |
| 2.2 | How to estimate your requirements for additional resources for activities in the linen service. |  |
| 2.3 | Who to approach to get approval for the use of additional resources. |  |
| 3 | **How to operate efficient linen services** |  |
| 3.1 | How the linen service integrates with other departments in the organization. |  |
| 3.2 | What may happen if the linen service and other departments do not work together. |  |
| 3.3 | How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice. |  |
| 3.4 | How to communicate effectively with others. |  |
| 3.5 | How to explain procedures to staff, taking account of their abilities and circumstances. |  |

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| 4 | **How to monitor linen services** |  |
| 4.1 | How to monitor staff performance against your organisation's standards. |  |
| 4.2 | The types of problems that are likely to occur when running a linen service and how to deal with them. |  |
| 4.3 | The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each. |  |
| 4.4 | What action you should take when legal requirements are not met. |  |
| 4.5 | What the limits of your own authority are when dealing with problems. |  |
| 4.6 | Who to approach when you do not have the authority to implement a solution to a problem. |  |
| 5 | **How to gather and act on feedback** |  |
| 5.1 | How to collect and analyse feedback. |  |
| 5.2 | Why it is important to seek views and gain feedback from your staff and customers. |  |
| 5.3 | The types of recommendations that could be made to meet customer needs and improve efficiency. |  |
| 5.4 | Who to present recommendations to and how to support them with appropriate evidence. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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