

Unit PPL2HK6 (HL2G 04) Provide a Linen Service

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 taking delivery of linen supplies, checking deliveries and completing any relevant forms. The unit also covers storing linen under the correct conditions and using stock rotation procedures. This unit could be for a linen keeper, one of the housekeeping or cleaning staff or the owner of a small establishment.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Provide a linen service |

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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** | |
| **You must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–3, 5–12 and 14 by directly observing the candidate’s work. PC 4, 13 and 15 may be assessed by alternative methods if observation is not possible. | |
| **Receive and check clean linen.**  1 Convey a positive image of your organisation to external and internal customers.  2 Check deliveries of linen supplies to ensure that they match orders and delivery notes.  3 Complete delivery documentation accurately.  4 Report any discrepancies with deliveries to the appropriate member of staff.  5 Move clean linen safely to the storage area.  6 Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff.  7 Keep receiving areas clean, tidy, hygienic and secure. | **Store and issue clean linen**  8 Store linen supplies under the correct conditions.  9 Follow stock rotation procedures.  10 Issue the correct type and quantity of linen to staff.  11 Convey a positive image of your organisation to internal customers.  12 Keep accurate and complete records of items received, stored and issued.  13 Report signs of missing stock immediately.  14 Keep storage areas clean, dry and secure.  15 Report signs of pest infestation immediately. |

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| **Scope/Range** | | | |
| **What you must cover:** | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | |
| **one** from:  a Internal linen supply  b external linen supply | **all** of the following presentation requirements:  c clean  d free from stains  e free from fabric damage  f folded correctly | **three** from storage conditions:  g lighting  h ventilation  i temperature  j cleanliness | Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** |
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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | |
| **What you must cover** | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** |
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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). | |
| **For the whole unit** | | |
| 1 | Current relevant legislation relating to safe working practices when handling and storing linen. |  |
| 2 | The importance of conveying a positive image to internal and external customers/visitors. |  |
| **Receive and check clean linen** | | |
| 3 | Why you should not accept damaged goods |  |
| 4 | What procedures you should follow if the amount delivered does not match order and delivery notes. |  |
| 5 | What procedures you should follow if the linen delivered does not meet the required standards of presentation. |  |
| 6 | What you should do if you spot bedbugs or other infestation in clean linen. |  |
| 7 | Why you should keep receiving areas clean, tidy and free from rubbish. |  |
| 8 | Why you should check that linen you receive is correctly folded. |  |
| **Store and issue clean linen** | | |
| 9 | Why storage conditions are important and what effect they have on linen items in storage. |  |
| 10 | What procedures you should follow to store linen. |  |
| 11 | Why stock rotation procedures are important. |  |
| 12 | What procedures you should follow to issue linen items to staff. |  |
| 13 | Why you should maintain accurate records of clean linen items received, stored and issued. |  |
| 14 | Why it is important to secure linen stores against unauthorised access. |  |
| 15 | What procedures you should follow to make sure pest infestation does not occur. |  |
| 16 | What you should do if you identify pest infestation. |  |
| 17 | The types of problems that may happen when storing linen, and how you should deal with these. |  |

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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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