

Title	Provide a guest off-site laundry service in a commercial hospitality establishment		
Level	3	Credits	2

Purpose	<p>This entry-level unit standard is for people working in a commercial hospitality establishment laundry area.</p> <p>People credited with this unit standard are able to provide a guest off-site laundry service in a commercial hospitality establishment.</p>
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Classification	Hospitality > Accommodation Services
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Available grade	Achieved
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Explanatory notes

- 1 Definition
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
- 2 Legislation to be complied with includes but is not limited to – Hazardous Substances and New Organisms Act 1996, Health and Safety in Employment Act 1992.
- 3 For the purpose of this unit standard, service supply areas must be kept hygienically clean, tidy, and free from rubbish at all times, and secure from unauthorised people, in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Provide a guest off-site laundry service in a commercial hospitality establishment.

Evidence requirements

- 1.1 Guest laundry is collected and actioned in accordance with guest and establishment requirements.
- 1.2 Documentation and recording processes for guest laundry are maintained in accordance with establishment requirements.

- 1.3 Communication maintained with providers of off-site laundry services ensures clear understanding of establishment requirements.
- 1.4 Guest laundry is returned in the condition and timeframe specified by the guest in accordance with establishment requirements.
- 1.5 Guests are charged for laundry in accordance with establishment requirements.

Replacement information	This unit standard and unit standard 26023 replaced unit standard 14460.
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Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 November 2009	31 December 2017
Review	2	20 February 2014	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.