

2018-19 Case for Change

Textiles, Clothing and Footwear Industry Reference Committee (IRC)

MST Textiles, Clothing and Footwear Training Package

Contact details: Leon Drury, IRC Chair

Date submitted to Department of Education and Training: May 2018

Laundry and Dry Cleaning

Description: Research and analysis of the Laundry and Dry Cleaning sector skill requirements to ensure the laundry and dry cleaning training products meet current and future industry skill needs.

Rationale: The laundry sector is expected to grow over the next five years, underpinned by growth in nursing homes and retirement villages and tourism accommodation.

The Laundry industry is expressing concerns around the operation of laundries in the health sector, especially in relation to infection control and particularly the receiving and safe handling of soiled linen. Specialist laundries are required to comply with the Laundry Standard AS/NZS 4146 2000, but there is a lack of confidence in staff being adequately trained. Skills for safe handling of soiled linen, validation of disinfection, dryer safety, etc. are required by both commercial laundry operators and on-premise laundries.

Aged Care providers employ staff to work in the kitchen, in cleaning and in the laundry. The industry's concern is the lack of specific laundry training for compliance with the Laundry Standard AS/NZS 4146 2000. The Laundry Association of Australia (LAA) has raised concerns regarding the deaths of elderly residents in one centre in Victoria due to gastroenteritis and the possible link to the lack of infection control measures for staff working across three different environments in aged care facilities. This may be due to a lack of implementation of and compliance with the Laundry Standards and Industry Codes of Practice. The NDIS and 'ageing in place' policies may also see an increase in demand for commercial linen and laundry services in the home.

The current qualifications and units use dated language that does not reflect current industry practice, making it less attractive to an industry that uses large numbers of workers from Culturally and Linguistically Diverse Backgrounds. A recent survey of RTOs indicates the laundry qualifications need more flexible packaging rules to recognise different workplace requirements.

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Rationale: Laundry and dry cleaning operations are becoming more automated, with skills needed in problem solving and fault finding increasing in importance. Technology is being used to provide data and enhance operations, for example, with the use of Programmable Logic Controllers (PLCs), productivity data capture devices, and Radio-frequency identification (RFID) bar coding to track individual items to allow better monitoring in the event of infection and cross-contamination. The importance of computer literacy and data analysis in terms of individual performance and operational efficiency is becoming more commonplace. Despite automation, industry advice is that skilled workers are in demand.

Dry cleaners and laundries are needing to demonstrate greener and more sustainable operations. Dry cleaners are also offering personalised customer service, advice and value-add services like mending and alterations.

The risks of not proceeding with this project include:

- risk of cross-infection to those most vulnerable in our community through inadequate training requirements
 - continuing employer dissatisfaction with the skills of students following completion of an accredited qualification
 - perpetuation of the industry's lack of confidence in the national training system to meet their needs
 - fewer skilled workers being available for laundry and dry cleaning operations
 - the current lack of skill sets limiting opportunities for existing skilled workers to upskill in new operations and standards.
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| Ministers' Priorities Addressed: | <p>The case for change addresses the following Ministers' Priorities:</p> <p>Obsolete qualifications removed from the system</p> <p>The current laundry and dry cleaning qualifications do not meet industry requirements and have a history of low enrolments. This review will determine what changes are required to better meet industry requirements which may include merging and/or deleting qualifications.</p> <p>More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices.</p> <p>Updates to the Companion Volume after this work will provide training providers with clarity on vocational outcomes and pathways and support stronger engagement and discussions with industry to better understand and promote vocational pathways.</p> <p>The qualifications and units will be developed and reviewed, incorporating contemporary industry language and practice to ensure they are meaningful to the student, employers and the RTO.</p> <p>The training system better supports individuals to move more easily between related occupations</p> <p>The linkages between laundry and dry cleaning are increasing and evident with significant overlaps in units. More flexible packaging rules and formal integration of foundation skills will allow customisation of delivery to meet the learner and industry requirements. The Companion Volume updates will show linkages with related occupations and career pathways.</p> <p>Improved efficiency of the training system through units that can be owned and used by multiple industry sectors</p> <p>Units from other training packages, including Workplace Health and Safety at supervisory level, will be reviewed for relevance to this industry and used wherever possible to improve efficiency of the training system. Cross-sectoral project outputs will be considered and, where available, incorporated into this work. Skills IQ Projects in Health and Community Services, including aged care and disability, will be monitored for the relevance of their unit development in new technologies.</p> <p>Foster greater recognition of skill sets</p> <p>Skill sets will be considered as part of this work as they may provide a means of upskilling trade qualified workers and meeting specialist requirements, including on-premise laundries.</p> |
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Consultation Plan: IBSA Manufacturing Training Development Projects follow the Training Package Development and Endorsement Process Policy and use a five-phase methodology. The IBSA Textiles, Clothing and Footwear Industry Manager will coordinate the project in consultation with the IRC.

Phase 1 – Initial research and analysis

Establishment of a Technical Advisory Committee (TAC) to validate the project scope and contribute to the investigation of the industry to determine industry needs and undertake a job-role functional analysis. The IRC will appoint the Technical Advisory Committee to inform this work that will have current skills and knowledge across a broad range of industry job roles.

Proposed membership will include representatives from commercial laundry operators, on-premise laundry operators, dry cleaning operators and people with specialist knowledge of codes of practice and relevant Australian standards, for example:

- AS/NZS 4146 2000 Laundry Practice
- Aged Care Standards
- Healthcare Standards

Phase 2 – Draft 1 and public consultation

Develop first draft of training package components for feedback from the TAC and then the broader textiles, clothing and footwear industry and RTOs.

Phase 3 – Draft 2 and public consultation

Respond to feedback and develop second draft of training package components. Feedback to be sought from the broader textiles, clothing and footwear industry and RTOs.

Phase 4 – Approval process

Adjust training package components in response to further feedback and seek approval from respective committees, namely the TAC and IRC, and endorsement from state training authorities.

Phase 5 – Submission to Department

Submit to the Department of Education and Training for AISC approval.

Consultation Plan

IBSA will create a project web page to provide project updates, gather feedback from stakeholders and validate training package components.

Consultations are proposed with:

- employers such as large laundries, on-premise laundries and dry cleaners to identify the industry and job requirements, and trends and work opportunities
- relevant associations and industry training boards
- RTOs with these qualifications on scope and recent or current students, if accessible, to gain feedback on the actual qualifications and employment outcomes
- Skills IQ regarding skill needs of workers involved in healthcare handling soiled linen and clothing
- State Training Authorities to ensure all jurisdictions are engaged.

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Scope of Project

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| Timing | <p>Estimated Project Duration: 15 months</p> <p>Anticipated Start Date: September 2018</p> <p>Anticipated Completion Date: Case for Endorsement to be submitted to the Department November 2019</p> |
| Training Package | <p>Training Package to be developed/revised:</p> <p>MST Textiles, Clothing and Footwear Training Package</p> |
| Qualifications | <p>A total of 4 qualifications to be developed/revised as part of this project.</p> <p>4 existing qualifications to be revised:</p> <ul style="list-style-type: none"> • MST20416 Certificate II in Laundry Operations • MST30616 Certificate III in Laundry Operations • MST30716 Certificate III in Dry Cleaning Operations • LMT40810 Certificate IV in Laundry Operations and Supervision. |
| Skill Sets | <p>There are currently no skill sets associated with these qualifications.</p> <p>2 new skill sets will be identified in consultation with the stakeholders. It is envisaged these will address:</p> <ul style="list-style-type: none"> • Hygiene and Infection Control • Safe handling and disposal of solvents, textiles and waste. |

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| Units of Competency | <p>A total of 108 units of competency to be developed/ revised as part of this project.</p> <p>6 new units of competency will be identified during the development. It is envisaged these will address:</p> <ul style="list-style-type: none"> • Safe handling and disposal of solvents in a laundry operation • Safe handling and disposal of textiles • Safe handling and disposal of trade waste • Ironers and ironer safety • Radio-frequency identification (RFID) • Standards, compliance and codes of practice. <p>49 existing native units of competency to be revised:</p> <ul style="list-style-type: none"> • MSTCL2001 Use a sewing machine • MSTCL2002 Provide hand sewing and finishing support • MSTCL2004 Sew components • MSTCL2006 Press work • MSTCL3003 Perform garment repairs and alterations • MSTCL3004 Press whole garments • MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise • MSTDC2002 Conduct safe handling of dry cleaning chemicals and solvents • MSTDC2003 Identify pre- and post-spotting requirements • MSTDC2004 Operate dry cleaning machines • MSTDC2005 Operate wet cleaning machines • MSTDC2006 Operate finishing equipment • MSTDC2007 Receive and sort articles for cleaning • MSTDC2008 Carry out final inspection of articles • MSTDC2009 Identify fabric and garment cleaning requirements • MSTDC3001 Perform spotting function in dry cleaning operations • MSTDC3002 Dry clean garments with special treatment requirements • MSTGN2001 Use steaming and pressing equipment in TCF production • MSTGN2002 Package and handle TCF items for storage or despatch • MSTGN2003 Work in the TCF industry • MSTGN2004 Work in a team environment • MSTGN2006 Perform test or inspection to check product quality • MSTGN2007 Select, transfer and remove materials and products • MSTGN2008 Coordinate work of team or section |
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- MSTGN2009 Operate computing technology in a TCF workplace
 - MSTGN2010 Perform tasks to support production
 - MSTGN2011 Identify fibres, fabrics and textiles used in the TCF industry
 - MSTGN2012 Work safely with chemicals in TCF operations
 - MSTGN3001 Control production in a section of a TCF enterprise
 - MSTGN3002 Organise and plan own work to achieve planned outcomes
 - MSTGN3004 Supervise operations in a textiles, clothing and footwear enterprise
 - MSTGN3005 Plan tasks to assist production operations
 - MSTGN3007 Monitor and operate trade waste process
 - MSTGN4001 Coordinate or set-up machines for product change
 - MSTGN4011 Coordinate the quality systems and procedures
 - MSTGN5001 Participate in production planning processes
 - MSTLA2001 Apply infection control policies and procedures in laundry operations
 - MSTLA2002 Operate washing machines
 - MSTLA2003 Control washing extractor operation
 - MSTLA2004 Perform linen rewash
 - MSTLA2005 Operate hydro extractor
 - MSTLA2006 Perform conditioning and drying processes
 - MSTLA2007 Finish products for despatch
 - MSTLA2008 Repair damaged laundry items
 - MSTLA2009 Inspect, fold and pack theatre linen
 - MSTLA2010 Prepare products for storage or despatch
 - MSTLA3001 Perform advanced laundry operations
 - MSTLA3002 Determine linen rental requirements
 - MSTTX3012 Identify and deal with mechanical and low voltage electrical faults in textile machinery.
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53 existing units of competency from other training packages to be reviewed for relevance:

- BSBADM409A Coordinate business resources
- BSBCUS401B Coordinate implementation of customer service strategies
- BSBINN301A Promote innovation in a team environment
- BSBLED401A Develop teams and individuals
- BSBMGT402A Implement operational plan
- BSBMGT403A Implement continuous improvement
- BSBWOR402A Promote team effectiveness
- MEM07033B Operate and monitor basic boiler
- MEM07034A Operate and monitor intermediate class boiler
- MSACMT270A Use sustainable energy practices
- MSACMT271A Use sustainable environmental practices
- MSAENV472B Implement and monitor environmentally sustainable work practices
- MSMBLIC001 Licence to operate a standard boiler
- MSMENV272 Participate in environmentally sustainable work practices
- MSMOPS101 Make measurements
- MSMSUP102 Communicate in the workplace
- MSMSUP106 Work in a team
- MSMSUP382 Provide coaching/mentoring in the workplace
- MSMWHS200 Work safely
- MSS402001A Apply competitive systems and practices
- MSS402002A Sustain process improvements
- MSS402010A Manage the impact of change on own work
- MSS402020A Apply quick changeover procedures
- MSS402021A Apply Just in Time procedures
- MSS402030A Apply cost factors to work practices
- MSS402031A Interpret product costs in terms of customer requirements
- MSS402040A Apply 5S procedures
- MSS402050A Monitor process capability
- MSS402051 Apply quality standards
- MSS402060A Use planning software systems in operations
- MSS402061A Use SCADA systems in operations
- MSS402080A Undertake root cause analysis

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- MSS402081A Contribute to the application of a proactive maintenance strategy
 - MSS403001A Implement competitive systems and practices
 - MSS403002A Ensure process improvements are sustained
 - MSS403010A Facilitate change in an organisation implementing competitive systems and practices
 - MSS403021A Facilitate a Just in Time system
 - MSS403030A Improve cost factors in work practices
 - MSS403032A Analyse manual handling processes
 - MSS403040A Facilitate and improve implementation of 5S
 - MSS403051A Mistake proof an operational process
 - MSS404050A Undertake process capability improvements
 - MSS404052A Apply statistics to operational processes
 - MSS404060A Facilitate the use of planning software systems in a work area or team
 - MSS404061A Facilitate the use of SCADA systems in a team or work area
 - MSS404081A Undertake proactive maintenance analyses
 - MSS404082A Assist in implementing a proactive maintenance strategy
 - PMBWASTE302 Coordinate waste disposal
 - TAEASS401B Plan assessment activities and processes
 - TAEASS402B Assess competence
 - TAEASS403B Participate in assessment validation
 - TAEDEL401A Plan, organise and deliver group-based learning
 - TAEDEL402A Plan, organise and facilitate learning in the workplace.
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