

Overview

This standard is for those who prepare and make up cleaned textile items into orders for dispatch. You will also be responsible for sampling for quality and checking the order prior to dispatch.

This role is for textile care service dispatchers.

Performance criteria

You must be able to:

- P1 inspect textile items to be dispatched following cleaning against organisational and customer quality standards
- P2 remove and redirect any textile items that do not meet quality standards in line with organisational procedures
- P3 select the correct method of packaging for the item
- P4 make up and label orders to meet the customer's specification
- P5 store textile items in the designated location to maintain the finish and condition of items prior to dispatch
- P6 check the order documentation is correct and transfer textile items to be dispatched
- P7 prepare orders for dispatch to customers
- P8 notify the relevant person when the order cannot be assembled and no alternatives are available
- P9 maintain organisational records of the textile items dispatched in line with organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 how to identify customer specifications including quality and requirements for orders
- K2 how to fold textile items using manual methods, automatic or semi-automatic machinery
- K3 the importance of accurate labelling and the correct material to use
- K4 the organisational quality standards for textile items being dispatched
- K5 the characteristics of different fabrics are in relation to creasing and preservation of finish
- K6 how to check orders and maintain records in line data protection requirements
- K7 who to report problems with orders to and when to do this
- K9 statutory responsibilities under health, safety and environmental legislation and regulations

Inspect and dispatch cleaned textile items

Developed by	UKFT
Version Number	2
Date Approved	30 Mar 2023
Indicative Review Date	30 Mar 2026
Validity	Current
Status	Original
Originating Organisation	Creative Skillset
Original URN	SKSLWDC16
Relevant Occupations	Textile and Garment Trades, Laundry Operative, Wet Cleaner, Dry Cleaner
Suite	Textile Care Services
Keywords	Laundry; Wet cleaning; Dry cleaning; Dispatch; Textiles; Quality;
