

**Specification of Competency Standards**  
**for the Fashion Industry**  
**Unit of Competency**

Functional Area - Laundry Services

Title	Solve problems (laundry services)
Code	110351L5
Range	Solve problems in the laundry services business processes. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a laundry services business.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• apply the common approaches to problem-solving (e.g. analytic, creative, collaborative)</li> <li>• examine the common problems related to laundry services business</li> <li>• review the organisational policy in relation to solving problems related to laundry services business</li> <li>• understand the functions and processes of laundry services</li> <li>• apply logical thinking and soft skills to facilitate problem-solving</li> </ul> <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• define the problems and identify their extent and nature by means of observation or investigation</li> <li>• determine areas of expertise and data required to analyse the problem</li> <li>• develop approaches appropriate to the context as well as protocols for obtaining required data and information</li> <li>• gather data and information and assess the situation based on experience or specialist knowledge</li> <li>• analyse the causes of the problem and develop solutions</li> <li>• select the most appropriate solution to address the problem (e.g. with the best cost-benefit ratio)</li> <li>• consult external parties or stakeholders (e.g. software suppliers) when required</li> <li>• identify resources to implement the solution and gain approval when required</li> <li>• monitor and evaluate the effectiveness of the solution</li> </ul> <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• build on experience and established networks to assist problem-solving</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> <li>• Resolution of problems in the laundry services business processes by analysing the causes of problems to develop appropriate solutions.</li> </ul>
Remark	