

**National Competency Standards
and Curricula**

for

LAUNDRY OPERATIONS

NVQ LEVEL 4

Course Synopsis

This course is designed to introduce students to a career in the hospitality industry as a Laundry Operator. It provides knowledge and responsibilities of a Laundry Operator and competencies required to carry out sorting textile, identification of machines used for the laundry process, classification of stains, knowledge of factors affecting the washing process, etc.

Course Title	Course Duration
Laundry Operations	6 months – NVQ Level 4 The numbers of hours are not specified as training providers may decide the duration for each module, provided the specified competencies are achieved.
Job outlook, objectives of the course and career paths available following completion of the course: An essential component in the hospitality industry is the business of laundry. It is a daily, behind the scenes operation that hotels cannot function without. Laundry department manages the linen supply, including towels such as face towels, hand towels, bath mats, bed linen, pillow cases, bed sheets and bathrobes, and even the food and beverage department linen such as table cloth, place mats and napkins. The laundry department also provides guest laundry service, typically including wet cleaning, dry cleaning and pressing. It is responsible in taking good care of the staff uniform and good inventory control. Quality laundries leave a long-lasting impression on guests – an impression that is vital to for them to revisit. Underpinning knowledge: Students are required to have a basic understanding of the hospitality and tourism sector.	
Modules to be covered: <ol style="list-style-type: none">1. Introduction to basic laundry equipment and its functions This module introduces a learner the basic laundry equipment in a five star hotel or a commercial laundry, and it describes the competencies required to operate more effectively and efficiently.2. Laundry workflow and departmental organization This module covers the competencies required for the learner to perform more effectively identifying the work scope and responsibilities, maintaining coordination with superiors and subordinates.3. Steps in laundering and washing mechanism This module covers the competencies required for the learner to understand the steps in the laundering process, learning the methods of sorting textiles, knowledge of the detergency function, etc.4. Other operations and PH value This module covers the competencies required for the learner to recognize the impact of PH values on the laundry process and how to control it accordingly.	

5. Importance of water in laundering

This module covers the competencies required for the learner to recognize the impact of water impurities and water hardness, and methods to control them for a proper laundering process.

6. Classification and temperature

This module covers the competencies required for the learner to use appropriate temperatures according to the textile and the knowledge of using formulas.

7. Fabric, Fiber, Colour and Production

This module covers the competencies required for the learner to classify textiles according to the fabric, fiber, colour, soil, etc. and various methods/processes available to handle them in the laundry process.

8. Washing, drying and ironing procedures

This module covers the competencies required for the learner to perform washing, drying and ironing procedures ensuring temperature, PH value and water quality are properly maintained.

9. Laundry formulas

This module covers the competencies required for the learner to prepare formula for laundry ensuring textile quality is preserved.

10. Stain identification & Dry cleaning

This module covers the competencies required for the learner to distinguish stains from feel and colour, and the competencies required to identify functions of the dry cleaning process.

11. Meaning of care symbols

This module covers the competencies required for the learner to identify and decode care symbols in different stages of the laundry process.

12. Follow safety procedures

This module covers the competencies required for the learner to be able to perform each task of the laundry process ensuring safety procedures.

13. International Communication

Students should have either working knowledge of French or German, as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages - French, German, Russian, Chinese, Hindi and Urdu.

14. Career Skills 2

This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Module Title	Course Duration
1. Introduction to basic laundry equipment and its functions	
<p>Objectives This module introduces a learner the basic laundry equipment in a five star hotel or a commercial laundry, and it describes the competencies required to operate more effectively and efficiently.</p>	
<p>Competencies</p> <ol style="list-style-type: none"> Ability to understand parts and functions of the washer extractor Ability to understand functions of the tumbler dryer Ability to understand the functions of the flat work iron and presser Ability to understand parts and functions of the dry cleaning machine Ability to understand the function of the spotting board Ability to understand the function of the steam press (shirt press unit) Ability to understand the function of the hot head presses (steam press) Ability to understand functions of the marking machine and its importance Ability to understand parts and functions of the different types of press machine and the importance 	
Recommended teaching methods:	Demonstration, real work situations, guided practice and independent practice

Module Title	Course Duration
2. Laundry workflow and departmental organization	
<p>Objectives This module covers the competencies required for the learner to perform more effectively identifying the work scope and responsibilities, maintaining coordination with superiors and subordinates.</p>	
<p>Competencies</p> <ol style="list-style-type: none"> Acquire knowledge of all processes related to the occupation of dry cleaning and laundry processing Acquire knowledge of all materials and machines related to the occupation of dry cleaning and laundry processing and its safe operation. Understand duties and responsibilities of laundry operations in the hotel industry. Acquire knowledge of departmental organizational structure, responsibilities and accountabilities. Coordinate with supervisors and subordinates. Company policies, company operations, procedures and standards. Work values and ethics (Code of conduct) 	
Recommended teaching methods:	Real work situations, guided practice and independent practice and role play

Module Title	Course Duration
3. Steps in laundering and washing mechanism	
Objectives This module covers the competencies required for the learner to understand the steps in the laundering process, learning the methods of sorting textiles, knowledge of the detergency function, etc.	
Competencies <ol style="list-style-type: none"> Ability to sort textiles according to soil classification. Ability to follow guidelines for machine loading. Acquire knowledge of the detergency function and its eight processes. Understand the importance of bleaching time, temperature, mechanical action & chemical supplies and how these could impact on maintaining a quality wash. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
4. Other operations and PH value	
Objectives This module covers the competencies required for the learner to recognize the impact of PH values on the laundry process and how to control it accordingly.	
Competencies <ol style="list-style-type: none"> Perform flushes/prewash to condition the textile within the necessary time frame. Perform break/main wash within the necessary time frame. Perform bleach wash, maintaining standard PH values and temperatures within the necessary time frame. Perform oxygen bleach maintaining standard PH values and temperatures within the necessary time frame. Perform rinsing recognizing the appropriate temperature and time frame. Perform souring according to the standard procedure. Ability to recognize the importance of the extraction function Recognize the behaviour of PH value and its impact on laundry efficiency. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
5. Importance of water in laundering	
Objectives This module covers the competencies required for the learner to recognize the impact of water impurities and water hardness, and methods to control them for a proper laundering process.	
Competencies <ol style="list-style-type: none"> Acquire knowledge of the importance of various methods/processes available to reduce/avoid water impurities. Acquire knowledge of the importance of various methods/processes available to remove/reduce water hardness. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
6. Classification and temperature	
Objectives This module covers the competencies required for the learner to use appropriate temperatures according to the textile and the knowledge of using formulas.	
Competencies <ol style="list-style-type: none"> Ability to sort out linen/garments (textile) according to 3 main colour and soil classifications. Ability to classify linen/garments (textile) according to appropriate temperature methods Acquire knowledge of using various types of formulas accordingly with the textile. Use temperature conversion table °C to °F. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
7. Fabric, Fiber, Colour and Production	
Objectives This module covers the competencies required for the learner to classify textiles according to the fabric, fiber, colour, soil, etc. and various methods/processes available to handle them in the laundry process.	
Competencies <ol style="list-style-type: none"> Acquire knowledge of fabric and fiber, and the various methods available to handle them in the laundry process. 	

<ul style="list-style-type: none"> b. Acquire knowledge of coloured textiles and usage of appropriate temperature in the laundry process. c. Acquire knowledge of soil classification and methods available to handle them in the laundry process. d. Acquire knowledge of infectious linen and methods on handling them in the laundry process e. Acquire knowledge of classification of textile and usage of appropriate laundry processes accordingly. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
8. Washing, drying and ironing procedures	
Objectives This module covers the competencies required for the learner to perform washing, drying and ironing procedures ensuring temperature, PH value and water quality are properly maintained.	
Competencies <ul style="list-style-type: none"> a. Perform washing procedures ensuring factors such as water quality, soap, temperature, chlorination and PH value are properly maintained. b. Perform drying and ironing ensuring standard temperature is maintained. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice.

Module Title	Course Duration
9. Laundry formulas	
Objectives This module covers the competencies required for the learner to prepare formula for laundry ensuring textile quality is preserved.	
Competencies <ul style="list-style-type: none"> a. Prepare wash formula ensuring the below precautions are followed: <ul style="list-style-type: none"> ▪ control temperature accounting to nature of fabric and colour. ▪ for coloured linen and garments of poly cotton limit at 120°F/49°C to 130°F/50°C ▪ when using chlorine bleach maintain temperature at 160°F/68°C and run for 8 minutes. ▪ in using oxygen bleaching maintain temperature at 160°F/68°C and run for 8 minutes. ▪ cool down steps of 15°F/10°C to prevent wrinkles. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
10. Stain identification & Dry cleaning	
Objectives This module covers the competencies required for the learner to distinguish stains from feel and colour, and the competencies required to identify functions of the dry cleaning process.	
Competencies <ol style="list-style-type: none"> Acquire knowledge of classifying stains. Ability to distinguish between strong clearly defined edges of the stain. Ability to distinguish hard and soft stains by feel. Ability to distinguish between colours of the stain. Ability to identify the functions of the dry cleaning machine. 	
Recommended teaching methods:	Demonstrations, real work situations, guided practice and independent practice

Module Title	Course Duration
11. Meaning of care symbols	
Objectives This module covers the competencies required for the learner to identify and decode care symbols in different stages of the laundry process.	
Competencies <ol style="list-style-type: none"> Ability to identify care symbols related to the four washing stages in the laundry process. Ability to identify instruction symbols given for washing textile fabrics. Ability to identify care symbols related to the bleaching process. Ability to identify care symbols related to the washing, drying and ironing process. Ability to identify care symbols related to dry cleaning. 	
Recommended teaching methods:	Demonstrations

Module Title	Course Duration
12. Follow safety procedures	
Objectives This module covers the competencies required for the learner to be able to perform each task of the laundry process ensuring safety procedures.	
Competencies <ol style="list-style-type: none"> Use Personal Protective Equipment (PPE). Use fire fighting equipment. Obtain necessary periodic vaccinations and medical check-ups. Maintain clean & safe environment. 	
Recommended teaching methods:	Demonstrations, role plays , real work situations

Module Title	Course Duration
13. International Communication	
<p>Objectives Students should have either working knowledge of French or German as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages: French, German, Russian, Chinese, Hindi and Urdu.</p>	
<p>Competencies</p> <ul style="list-style-type: none"> a. Ability to greet b. Ability to ask for orders c. Understand customer needs and wants <p>And when in depth knowledge of one language is acquired to engage in conversation and attend to problems</p>	
Recommended teaching methods:	Demonstration, guided practice, real work situations, Vocabulary Handbook for basic exchanges

Module Title	Course Duration
14. Career Skills 2	Up to 120 hours in any 6 month course
<p>Objectives This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed in NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.</p>	
<p>Competencies (these follow on competencies prescribed for Career Skills 1, which should be introduced/revised before moving on)</p> <ul style="list-style-type: none"> a. Understand and use simple expressions to communicate This subject provides the necessary communication skills so that students can express individual ideas, emotions, preferences, frame and answer questions with regard to reasons and methods, explain simple procedures, understand and respond to complex instructions, describe daily routines, conduct and respond to interviews, express ability and inability and describe a process sequentially b. Read and write effectively This subject provides students with the necessary skills to write about how they feel, connect sentences meaningfully, read and carry out instructions, understand/produce arguments, read/write longer texts and summarize them, prepare reports and charts, write personal and official letters and apply for jobs 	

c. Use English correctly

This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these, the development of appropriate vocabulary is also targeted to deploy the above skills

d. Develop the capacity to think and plan productively

This subject develops cognitive abilities and skills with regard to effective work, with strengthening of the ability to organize information and assess information to solve problems systematically, understand chronological order, develop the concepts of mind and task mapping and apply them, understand governmental structures and coordination mechanisms, collect information and prepare development plans and make chronological charts.

e. Develop effective working capacity

This subject develops the capacity to work effectively individually and in collaboration with others through presenting themselves positively, understanding the advantages of working together, understanding the characteristics of different people and the impact these have, speaking persuasively and understanding and working with maps

f. Students will be able to work with computers so as to enter information swiftly and store it systematically, retrieve it easily, communicate on email, and use social media with due attention to ethics

g. Students will plan and implement two group projects, one with regard to environmental protection, the other a social service project in response to identified community needs. Students should plan the project systematically, target specific outcomes, report on progress, and evaluate the project on completion.