QUALIFICATION FILE

Laundry Supervisor

☒ **Short Term Training (STT)** ☐ **Long Term Training (LTT)** ☐ **Apprenticeship**

☒ **Upskilling** ☐ **Dual/Flexi Qualification** ☐ **For ToT** ☐ **For ToA**

☒**General** ☐ **Multi-skill (MS)** ☐ **Cross Sectoral (CS)** ☐ **Future Skills** ☐ **OEM**

NCrF/NSQF Level: 5

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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<div align="center" style="color:#2E74B5">Section 1: Basic Details</div>

1.	**Qualification Name**	Laundry Supervisor		
2.	**Sector/s**	Tourism & Hospitality		
3.	**Type of Qualification:** ☐ **New** ☒ **Revised** ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification:** *(change to previous, once approved)* 2021/TH/THSSC/04458 and v1.0		**Qualification Name of existing/previous version:** Laundry Supervisor
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)			
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-05-TH-02021-2024-V1-THSC	**6.** **NCrF/NSQF Level:** 5	
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** (*Wherever applicable specify multiple entry/exits also & provide details in annexure*)	Certificate		
8.	**Brief Description of the Qualification**	The Individual at work assigns and reviews the work of laundry staff engaged in receiving, washing, ironing, packaging and delivering laundry to various departments or guests and manages other daily operations of laundry service department.		
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:** <table><tr><th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Required Experience (with Specialization - if applicable)</th></tr><tr><td>1.</td><td>Completed UG diploma in relevant field</td><td>1.5- year relevant experience</td></tr><tr><td>2.</td><td>Completed 2 year diploma (after 12th) in relevant field</td><td>1.5- year relevant experience</td></tr><tr><td>3.</td><td>Previous relevant Qualification of NSQF Level 4.5</td><td>1.5 year relevant experience</td></tr><tr><td>4.</td><td>Previous relevant Qualification of NSQF Level 4</td><td>3 year relevant experience</td></tr></table> b. **Age-** 24 years		

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10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	22				**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: II		
12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	NA						
13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☐Offline ☐Online ☒Blended						

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)		275:00	180:00	00:00	455:00
Online	205:00				205:00

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/9121.0200
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	Housekeeping Manager
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	Hindi
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☐ Yes ☒ No If "Yes", specify applicable type of Disability:
19.	**How Participation of Women will be Encouraged**	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☒ Yes ☐ No THC/N9907.Monitor and maintain health, hygiene and safety at workplace
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No

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22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name:** Dr. Sunita Badhwar **Email:** sunita.badhwar@thsc.in **Contact No.:** 011-41608056/8057 Ext.1102 **Website:** www.thsc.in	
23.	**Final Approval Date by NSQC:** *31/01/2024*	**24. Validity Duration:** 3 years	**25. Next Review Date 31/01/2027**

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Section 2: Module Summary

NOS/s of Qualifications
(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	Manage Laundry Operation	THC/N0244 & v2.0	Core	5	16	120	180	180	0	480	40	46	0	20	106	70
2.	Communicate Effectively and Maintain Service Standards	THC/N9902 & v2.0	Non-Core	5	1	15	15	0	0	30	40	40	0	20	100	10
3.	Maintain Organizational Confidentiality and Respect Customers' Privacy	THC/N9910 & v4.0	Non-Core	5	1	15	15	0	0	30	10	5	0	5	20	5
4.	Follow Health, Hygiene and Safety practices	THC/N9907 & v2.0	Non-Core	5	1	15	15	0	0	30	30	35	0	15	18	10
5.	Employability Skills (90 Hours)	DGT/VSQ/N 0103 & v1.0	Non-Core	5	3	40	50	0	0	90	20	30	0	0	50	05
Duration (in Hours) / Total Marks					22	205	275	180	0	660	140	156	0	60	356	100

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Assessment - Minimum Qualifying Percentage
*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: __70% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

Minimum Pass Percentage – NOS/Module-wise: __% *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)*

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Diploma / Degree / Postgraduate in Hotel/ Hospitality with 5 years' experience in the industry and 1 year as a trainer
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Tools and Equipment Required for Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
4.	**Assessment Mode** *(Specify the assessment mode)*	Blended
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

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Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** No
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** No
3.	**Government /Industry initiatives/ requirement (Yes/No):** Yes
4.	**Number of Industry validation provided:** 21
5.	**Estimated nos. of persons to be trained and employed:** NA
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
12.	**Any other document you wish to submit:**	-

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Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	**Multidisciplinary and specialized knowledge** • Knowledge of facts, principles, processes and general concepts, in a field of work or study. • Performance monitoring methods • Human resource management procedure • Staff scheduling and rostering procedure • Conflict handling techniques • Workplace training methods • Effective team handling technique • Ways to handle guest complaints and issues • SOP for laundry operations • Procedure to record staff attendance and information • Inventory management process • Various records and reports prepared by laundry department • Materials, tools and equipment used in laundry department • General maintenance procedure of laundry equipment and machines • Various activities carried out by the laundry department • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies	• A Laundry Assistant Manager should be well acquainted with the principles, processes and general concepts of the laundry department like standards, policies, regulations and procedures policy, and SOP to managing laundry staff, inventory and operations, etc. • Hence Level 5	5

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	• Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Organizational policy with regards to Persons with disability • Significance of professional etiquette and behaviour • Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them • Organisation's policies on intellectual property rights and confidential information • Organisation's product, service or design patents • How Intellectual property protection is important for competitiveness of an organisation • Guidelines for crafting effective SOPs regarding IPR • Procedure for disposal of confidential documents • Confidential data protection methods • Organizational policies on safety procedures at workplace • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks		

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	• The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	**Range of skills along with specialized domain skills** • Analyse resource requirement at workplace like materials, equipment, etc. • Complete documentation related to laundry in the workplace • Fill in inspection check lists and prepare reports • Prioritize tasks to ensure the smooth functioning of the organisation • Take decision-related to day to day activities at the workplace • Improve work processes by incorporating guest feedback • Motivate self and colleagues to work effectively • Analyze importance of personal hygiene • Analyze the impact of not adhering to the health and safety procedures • Manage communication regarding IPR infringement, prevention, and management • Identify measures that can prevent potential infringements within the team • Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements • Analyse the impact of IPR infringement on the guests and the organization • Fill in relevant forms, formats and checklist accurately • Analyze importance of personal hygiene • Analyze the impact of not adhering to the health and safety procedures	• A Laundry Assistant Manager applies as understanding of social skills, health, and hygiene and safety at workplace. The person should also have good communication and organization skills to deal with the guests and staff. • Hence Level 5	5

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	• Read and interpret instructions, procedures, information, and signages at the workplace • Communicate effectively with guests, staff and respond to their issues • spot and report potential areas of disruption to work process proactively		
Employment Readiness & Entrepreneurship **Skills & Mind-set/Professional Skill**	**Entrepreneurial mindset, selfmanagement** • Read and write different types of documents/instructions/correspondence in English and other languages • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all to maintain effective work relationship • How to work in a virtual mode, using various technological platforms • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection	• A Laundry Assistant Manager should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, work in virtual mode, solve problem effectively etc.	5
Broad Learning Outcomes/Core Skill	**Judgement / decision making – specialized** • Manage laundry operations • Ensure effective communication and service standards at workplace • Ensure to maintain organisational confidentiality and guest's privacy • Monitor and maintain health, hygiene and safety at workplace	• A Laundry Assistant Manager is responsible for managing laundry staff and laundry operations. The person requires well developed skills to manage laundry operation of the organization. • Hence Level 5	5
Responsibility	**Team leader – Junior technical supervisor,** • Manage laundry staff • Manage laundry inventory and control cost • Supervise laundry activities	• A Laundry Supervisor is responsible for managing laundry, laundry inventory and control cost, and supervising laundry activities, etc. This requires help of the other	5

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	• Resolve guest issues • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace	subordinates too. So, this person takes responsibility for his own work and but also takes some responsibility of the other's work to achieve quality service as per standards. • Hence Level 5	

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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample format of staff attendance record	Standard	01
2.	Sample duty roster	Standard	01
3.	Sample performance report	Standard	01
4.	Sample reports regarding working hours	Standard	01
5.	Payrolls	Standard	01
6.	Empployee information	Standard	01
7.	Various chemicals required for laundry operations	Standard	01
8.	Laundry tools and equipment (Spray gun, Steam pedal, Brushes, Iron, Pressing units, Laundry machines, etc.)	Standard	01
9.	Various cleaning agents and solutions	Standard	01
10.	Sample requisition form	Standard	01
11.	Sample stock record	Standard	01
12.	Different cleaning agents and equipment	Standard	01
13.	Inventory report	Standard	01
14.	Sample departmental budget	Standard	01
15.	Sample expenditure record	Standard	01
16.	Designated uniform	Standard	01
17.	Required linen	Standard	01
18.	Inspection checklist	Standard	01
19.	Sample laundry and dry-cleaning summary report	Standard	01
20.	Sample feedback form	Standard	01
21.	Sample of escalation matrix	Standard	01
22.	Organisation structure	Standard	01
23.	Handouts of IPR guidelines and regulations	Standard	01
24.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
25.	Standard Operating Procedures	Standard	01
26.	Sample reports	Standard	01

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Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

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<div align="center">Annexure: Industry Validations Summary</div>

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	AGR Talent Consulting LLP	Er. BS. Tiwari	Admin & HR	D-27, Sector 51, Noida, Uttar Pradesh 201301	0120-357916, 9811259809	hr.agrtalent@gmail.com	-
2.	Barista Coffee Company Limited	Rajat Agrawal	CEO	Unit no 301-304, third floor, Vipul Agora Mall, MG Road, Sector-28, Gurugram, Haryana-122001	8586984639	rajat.agrawal@barista.co.in	-
3.	Barbeque-nation Hospitality Limited	Amit Sharma	HR Manager	Saket Callipolis, Unit No. 601 & 602, 6th Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India	7011735311	da@barbequenation.com	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2nd Floor, Kirana Oli, Kamptee-441001 ,Dist.-Nagpur (MH) 441001, India	9823059980	ashwani@catsedutech.com	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2nd floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	ameya@thechefkart.com	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretory	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	surinderkumar@gmail.com	-
7.	Holiday Inn New Delhi International Airport	Mukesh Kumar	Director-Human Resource	Asset Area 12, Hospitality District, Aero city, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal,Jammu 7 Kashmir-191201	7006306075	jkydfngo@gmail.com	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	ingfo@rozagarkhoj.com	-

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10.	Multi Channel educational institute Pvt. Ltd	Zubair Ahmad Gadda	Director	Post Office Road, Lal bazar, Srinagar, Jammu & Kashmir, India, 190023	+91-194-2420129/ 8713000062/82	director@meinstitue.org/director toradm@meinstitue.org	-
11.	Orange Tiger Hospitality Pvt Ltd	Bharat Alagh	Vice president Operations and Culinary	302, Mewad, Patanwala Industrial Estate, Lal Bahadur Shastri Marg, Ghatkopar West, Mumbai, Maharashtra 400086	9811118705	Bharat.alagh@othpl.com	-
12.	PSIPL	Deepak shanbhag	CEO	7th Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	Deepak.shan@psipl.co.in	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager-Human Resources	Global foyer,504, 5th floor, Golf course road, sector 43, Gurugram - 122009	9650653332	Nihar@sarovarhotels.com	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Banglore	9972471542	santoshkumar@shiltonhospitality.com	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/9419001418	info@tajirventures.com/ tajraventures@gmail.com	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	Wipzocoko@gmail.com	-

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<p style="text-align:center;">Annexure: Training & Employment Details</p>

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
	NA	NA	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. NA

 Content availability for previous versions of qualifications:

☐ Participant Handbook   ☐ Facilitator Guide ☐ Digital Content   ☐ Qualification Handbook ☐ Any Other:

 Languages in which Content is available:

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Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	
5	☐Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	

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<div align="center">Annexure: Detailed Assessment Criteria</div>

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Manage laundry staff	10	10	0	5
	PC1. ensure availability of adequate staff to perform laundry activities	-	-	-	-
	PC2. prepare work schedule and duty roaster of the laundry staff	-	-	-	-
	PC3. brief the staff about the assigned duties	-	-	-	-
	PC4. check staff workload and prioritize the work among the staff as per the requirement	-	-	-	-
	PC5. hire new employees as per the requirement	-	-	-	-
	PC6. identify the training requirement of the staff	-	-	-	-
	PC7. train the staff about job responsibilities and quality standards	-	-	-	-
	PC8. monitor the attendance of the staff and ensure that a backup is ready in case of unplanned leaves	-	-	-	-
	PC9. resolve staff conflict, if any, for the smooth functioning of the department	-	-	-	-
	PC10. maintain required records of work hours, payrolls, and other staff information	-	-	-	-
	PC11. evaluate staff performance and recommend personnel actions, such as promotions, transfers, and dismissals, etc.	-	-	-	-
	Manage laundry inventory and control cost	10	12	0	5
THC/N0244: Manage laundry operations	PC12. identify the chemicals, detergents and equipment required in laundry department	-	-	-	-
	PC13. estimate the quantity of materials that will be required in the next day's/week, as applicable	-	-	-	-
	PC14. prepare weekly/daily requisition to procure stock from the store	-	-	-	-
	PC15. check quantity of the stock received from the stores against requisition	-	-	-	-
	PC16. perform the stock rotation of materials in the inventory	-	-	-	-
	PC17. maintain stock records of the items in the inventory	-	-	-	-
	PC18. ensure that all laundry equipment and supplies are stored properly	-	-	-	-
	PC19. ensure upkeep and maintenance of tools, equipment, or machinery provided for laundry Department	-	-	-	-
	PC20. liaison with the engineering department for the repair of faulty tools and equipment	-	-	-	-
	PC21. prepare month-end inventory records	-	-	-	-
	PC22. ensure that all activities in the laundry department are done within the planned budget	-	-	-	-
	PC23. schedule working times and uptime the laundry, dry-cleaning, and finishing processes to ensure maximum utilization of water and energy	-	-	-	-
	PC24. implement possible energy savings in the laundry department	-	-	-	-
	PC25. develop new methods for increasing laundry efficiency	-	-	-	-
	PC26. maintain records for all the expenses of the department	-	-	-	-

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	Supervise laundry activities	**10**	**12**	**0**	**5**
	PC27. monitor the standard of operation for the department	-	-	-	-
	PC28. inspect the flow of activities of the department as per the standards	-	-	-	-
	PC29. make sure the laundry area is kept clean and tidy at all times	-	-	-	-
	PC30. inspect guest laundry, dry cleaning and press work on a daily basis	-	-	-	-
	PC31. supervise laundry staff to use laundry materials optimally	-	-	-	-
	PC32. ensure that guest clothes and linen are washed as per the prescribed standard	-	-	-	-
	PC33. ensure prompt pick-up and delivery of garments to the guest	-	-	-	-
	PC34. supervise the uniform laundry process and ensure it reaches the concerned department as per the schedule	-	-	-	-
	PC35. monitor the laundry process to ensure planned schedule	-	-	-	-
	PC36. ensure distribution of linen to guestrooms and food and beverage department as per the standards	-	-	-	-
	PC37. prepare monthly laundry and dry-cleaning summary report	-	-	-	-
	Resolve guest issues	**10**	**12**	**0**	**5**
	PC38. identify the issues or problems received from the guest	-	-	-	-
	PC39. resolve the laundry service problems as per the organisational standards	-	-	-	-
	PC40. inform the guest about the resolution and maintain guest satisfaction	-	-	-	-
	PC41. ensure that there is no repetition of similar issue in the future	-	-	-	-
	Total Marks	**40**	**46**	**0**	**20**
	Promote effective communication	**20**	**20**	**0**	**10**
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
THC/N9902: Ensure effective communication and service standards at workplace	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	Maintain professional etiquette	**10**	**10**	**0**	**5**
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-

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	Ensure rendering of specific services as per the guests' requirements	10	10	0	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	**40**	**40**	**0**	**20**
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	*Maintain organisational confidentiality*	6	3	0	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	4	4	0	2
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	Maintain guests' privacy	4	2	0	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	Total Marks	**10**	**5**	**0**	**5**
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	*Ensure personal and workplace hygiene*	15	15	0	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-

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	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	Maintain safe and secure working environment	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	Follow effective waste management and recycling practices at workplace	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	30	35	0	15
DGT/VSQ/N0103: Employability Skills (90 Hours)	*Introduction to Employability Skills*	1	1	-	-
	PC1. understand the significance of employabilityskills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning andemployability relevant portals	-	-	-	-
	PC3. research about the different industries, jobmarket trends, latest skills required and the available opportunities	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	Basic English Skills	3	4	-	-

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PC9. use English as a medium of formal and informal communication while dealing with topicsof everyday conversation in different contexts	-	-	-	-
PC10. read and understand routine information,notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mailsetc., using accurate English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC14. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**5**	**-**	**-**
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-

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	Entrepreneurship	2	3	-	-
	PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	1	2	-	-
	PC33. identify different types of customers	-	-	-	-
	PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC35. use appropriate tools to collect customer feedback	-	-	-	-
	PC36. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	PC37. create a professional Curriculum vitae(Résumé)	-	-	-	-
	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange,recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity andconfidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	140	156	0	60

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Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location
  6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Laundry Supervisor) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
   • Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
- Effective engagement with the customers
- Understand the working of various tools and equipment

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Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualification Pack
TVET	Technical and Vocational Education and Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.