



Model Curriculum

QP Name: Laundry Associate

QP Code: THC/Q0204

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place
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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Housekeeping
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 9121.0200
Minimum Educational Qualification and Experience	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th and one year of relevant experience)
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/06/2021
Next Review Date	24/06/2024
NSQC Approval Date	24/06/2021
QP Version	2.0
Model Curriculum Creation Date	24/06/2021
Model Curriculum Valid Up to Date	24/06/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	450 Hours, 0 Minutes
Maximum Duration of the Course	690 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe collecting and sorting procedures of various guests' laundry, in-house linen, and uniform
- Explain the stain removal process through spotting
- Apply appropriate practices to clean, dry, and iron various laundry items manually and using machines
- Perform the activities to maintain cleanliness and hygiene of the laundry equipment, laundry machines, storage area, and laundry facility
- Apply appropriate professional skills to deliver the laundry items, uniform, and linen
- Prepare and present the laundry bill to the guests
- Describe the procedure of submitting the signed bill to the Supervisor
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0219 – Prepare for Laundry Duties NOS Version No. 2.0 NSQF Level 4	60:00	60:00	00:00	30:00	120:00
Module 1: Introduction to the Hotel Industry and Laundry Associates	06:00	00:00	00:00	00:00	06:00
Module 2: Prepare for Laundry Operations	54:00	60:00	00:00	30:00	114:00
THC/N0221 – Perform Laundry Operations NOS Version No. 2.0 NSQF Level 4	30:00	90:00	00:00	120:00	120:00
Module 3: Perform Stain Removal and washing Activities	12:00	30:00	00:00	60:00	42:00

Module 4: Perform Dry-cleaning, Ironing, and Other Laundry Services	18:00	60:00	00:00	60:00	78:00
THC/N0222 – Perform Laundry Operations NOS Version No. 2.0 NSQF Level 4	30:00	30:00	00:00	30:00	60:00
Module 5: Perform Delivery Activities of the Laundered Items	30:00	30:00	00:00	30:00	60:00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	30:00	30:00	00:00	12:00	60:00
Module 6: Maintain Effective Communication and Service Standard	30:00	30:00	00:00	12:00	60:00
THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3	18:00	12:00	00:00	18:00	30:00
Module 7: Organizational Confidentiality and Customer Privacy	18:00	12:00	00:00	18:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	30:00	30:00	00:00	30:00	60:00
Module 8: Basic Health and Safety Standards	30:00	30:00	00:00	30:00	60:00
Total Duration	198:00	252:00	00:00	240:00	450:00

Module Details

Module 1: Introduction to the Hotel Industry and Laundry Associate

Bridge Module

Terminal Outcomes:

- Outline the overview of the knowledge of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Laundry Associate
- Explain the scope of work for a Laundry Associate

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel and Housekeeping department of different star categories • Elaborate the job role and job opportunities as a Laundry Associate in the Tourism and Hospitality Industry • Explain basic terminologies used in Housekeeping • Elaborate standard business etiquette in the Hotel Industry • Discuss the workflow and departmental organization of Laundry department 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare for Laundry Operations

Mapped to THC/N0219 v 2.0

Terminal Outcomes:

- Develop knowledge about maintaining professional etiquette at the workplace
- Describe collecting and sorting procedures of various guests' laundry, in-house linen, and uniform
- Perform the activities to maintain relevant laundry registers and records

Duration: 54:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of following communication etiquette and body language while attending to the guests' requests for laundry • Describe the procedure of collecting and tagging guests' laundry • Discuss various parameters to sort the guests' laundry • Explain the significance of immediate reporting to the superiors if any valuable items like cash, jewellery, credit cards, etc. are found in guests cloth pockets • Elaborate the methods of collecting the soiled linen from the Housekeeping and sorting them depending on various parameters (like, degrees of soiling, linen type, whether to repair or discard, etc.) • Discuss the importance and procedure of monogramming the in-house linen • Discuss the importance of removing all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc. from the collected linen before the laundry operation • Describe the ways to collect the uniform from the Uniform Department and sort them for laundry operations • Elaborate the types of registers and records required for collecting and sorting the guests' laundry, in-house linen and uniform for laundry operations 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while attending to the guests' requests for laundry, informing the guests about laundry collecting schedule, etc. • Dramatize how to collect the guests' laundry (like, picking up the laundry bag, taking notes of special requests, informing the guest about the feasibility of the requests and other aspects, counting the number of clothes, tagging them, and transferring the clothes to the linen room, etc.) • Employ appropriate practices to sort various guests' laundry based on various parameters (such as, different laundry operations, colors, color-bleeding, etc.) • Show how to collect and sort various in-house linen • Employ appropriate practices to collect and sort the Uniform • Employ appropriate practices to maintain the guests message register, linen register, uniform exchange register • Apply appropriate knowledge and skill to fill the laundry/linen/uniform details in the prescribed forms and formats
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

Tools, Equipment and Other Requirements

Guests' laundries, Different in-house linen and uniform, laundry bin, Relevant sample registers, Sample tag, Sample forms and formats

Module 3: Perform Stain Removal and Washing Activities

Mapped to THC/N0221 v 2.0

Terminal Outcomes:

- Explain various cleaning agents, equipment, and spotting chemicals
- Describe the procedure of stain removal from the laundry items
- Apply appropriate procedure to clean and dry the laundry items manually and using machines

Duration: 12:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss types of fabrics and their properties • Elaborate various laundering equipment, cleaning solutions, chemicals, and cleaning agent required for laundry operations • Explain various procedures of stain removal according to their types and size • Describe the operational procedures and types of laundry machines • Elaborate the washing and drying procedure manually and using the washing machine 	<ul style="list-style-type: none"> • Demonstrate how to operate various laundering equipment • Apply proper practices to identify the types of the stain and arrange for the required chemicals for spotting • Demonstrate the stain removal procedure from various laundry items • Show how to clean the table and steam gun nozzle to be used for spotting removal activities • Employ appropriate practices to dry the fabric after the stain is removed • Demonstrate how to segregate and wash the laundry items also dry them after removing the stain and washing
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various chemicals required for spotting, Perforated plate, Spray gun, Steam pedal, Various cleaning agents and solutions, brushes, Different types of washing machine and dryer	

Module 4: Perform Dry-cleaning, Ironing and Other Laundry Services

Mapped to THC/N0221 v 2.0

Terminal Outcomes:

- Perform dry-cleaning and ironing activities
- Perform the activities to clean the laundry machines
- Apply appropriate procedure to maintain cleanliness and hygiene in the facility and storage area
- Explain the ways to report the various issues to the Laundry Manager

Duration: 18:00	Duration: 60:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the significance and procedure of dry cleaning • Categorize the types of pressing units in the Laundry department • Explain the importance of cleaning and feather brushing the pressing unit before pressing the laundry items • Discuss the procedure of ironing the clothes manually or using appropriate pressing units • Discuss the importance of maintaining cleanliness and hygiene in the storage area and laundry facility • Explain the significance of timely reporting of any technical problem in the machinery or deficit in the inventory of the department to the Laundry Manager 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate how to dry clean various items • Employ appropriate practices to measure and add the cleaning chemicals in the dry-cleaning machine • Apply appropriate practices to send the dried laundry items to the appropriate pressing units • Show how to clean and feather brush the pressing unit • Employ appropriate practices to arrange for sufficient number of hangers and fill up spray bottle • Demonstrate the procedure of ironing the clothes both manually and using various pressing units • Show how to assist the Laundry Manager while maintaining the inventory of laundry detergents and other cleaning chemicals • Demonstrate how to clean and maintain laundry machines, carts, storage area, and laundry facility
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Dry-cleaning machine, Iron, Pressing units, Laundry machines</p>	

Module 5: Perform Delivery Activities of the Laundered Items

Mapped to THC/N0222 v 2.0

Terminal Outcomes:

- Perform folding, packing, and delivering activities
- Prepare and present the laundry invoice to the guests
- Perform the activities of submitting the signed invoice to the Supervisor

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and inspection methods for quality of laundered items • Explain the importance of removing the tag of the laundered items before delivery • Elaborate the standard procedure of packing, folding, and delivering of the guests' laundered items, in-house linen and uniform • Discuss the importance of taking guests' feedback regarding cleanliness of the same • Describe the standard procedure to present the invoice to the guest 	<ul style="list-style-type: none"> • Employ appropriate inspection methods to check the laundered items for wear and tear, stubborn stains, discoloration of the fabrics, missing buttons, stains, zippers, etc. and ensure guests requirement are properly met for all laundry items • Role play how to check if the laundered items, in-house linen, and uniform are properly pressed and folded • Apply appropriate practices to transport the ready laundered linen to the designated area, such as linen room • Show how to remove the tag from guest Laundry • Demonstrate the procedure of packing and delivering the laundered items to the appropriate owners • Prepare a sample laundry invoice • Show how to present the invoice to the guest and submit the same to the Supervisor
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various folding and stacking machines, Different forms and formats (Laundry invoice, Checklists, etc.)	

Module 6: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
Describe the protocols related to the privacy of customer information

Duration: 18:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices
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Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • Identify different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Participate in mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 9: On-the-Job Training

Mapped to Laundry Associate

Mandatory Duration: 00:00	Recommended Duration: 240:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Apply appropriate practices to attend guests calls for laundry collection as per organizations standard operating procedures • Demonstrate the procedure of collecting and sorting of various guests' laundry, in-house linen, and uniform for laundry operations • Apply professional skills while checking the guest laundry/in-house linen/uniform for repairing the same • Perform the activities to maintain the guests message register, linen register, uniform exchange register • Role play on how to remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc. • Apply appropriate practices to record the details about collecting, segregating, and repairing of the linen in the prescribed format • Demonstrate the stain removal procedure as per the fabric • Demonstrate the procedures of handwash, machine wash, dry cleaning, and ironing of various laundry items • Apply appropriate professional skills to clean and maintain the equipment, storage area, and laundry facility • Demonstrate the standard procedures of folding, packing, and delivering the laundry items, uniform, linen to the appropriate person/designated area • Prepare and present the laundry invoice to the guests • Apply appropriate practices to submit the signed invoice to the Supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform the activities to maintain personal hygiene at workplace • Role play on identifying hazards at workplace and reporting to the supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/Diploma/ Degree	Hotel/ Hospitality Management/ Housekeeping	5	Hotel/ Hospitality Management/ Housekeeping	1	Hotel/ Hospitality Management/ Housekeeping	

Trainer Certification	
Domain Certification	Platform Certification
“Laundry Associate”, “THC/Q0204, V2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/Diploma/ Degree	Hotel/ Hospitality Management/ Housekeeping	5	Hotel/ Hospitality Management/ Housekeeping	1	Hotel/ Hospitality Management/ Housekeeping	

Assessor Certification	
Domain Certification	Platform Certification
“Laundry Associate”, “THC/Q0204, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1” with the scoring of minimum 80%

Assessment Strategy

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

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/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
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

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
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization