



# LAUNDRY ASSISTANT

HSP/LndAss/2/0013

## Programme Name

Skills programme and Training Certificate in Laundry Assistant, NQF Level 2, SAQA ID HSP/LndAss/2/0013, 22 Credits.

## Programme Purpose

- The purpose of this programme is to equip learners with a variety of personal, organisational and vocational skills in order to clean and maintain linen and guest clothes. Each person who will successfully achieve this programme will be able to provide a guest laundry service while understanding the importance of taking care of guest property and working according to work schedules.
- Furthermore the learner will understand the importance of hygiene, cleanliness and high standards in order to maintain customer comfort and satisfaction.

## Workplace Requirements

- Access to in-house laundry
- Access to cleaning equipment and materials

## Programme Description

Each person that will successfully achieve this programme will be able to:

- This skills programme is suitable for Housekeeping staff/laundry assistants who are responsible for providing a guest laundry service while understanding the importance of taking care of guest property and working according to work schedules.

## Target group

- Suitable for learners working in an in-house laundry.
- Candidates are either unemployed or currently employed within a hospitality establishment.
- Unemployed candidates who have the interest and acumen to work in the Accommodation Services arena and specifically within the laundry department.
- Employed candidates who have the interest to further their skills and knowledge of the laundry service within accommodation Services.

## Entry Requirements

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1; minimum Standard 8, Grade 10.
- Candidates are required to complete a numeracy and literacy test.
- Candidates must have a successful outcome of their Skills Programme interview.

## Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Provide an on-premises laundry service
- Launder guests' clothes
- Provide a Valet Service
- Control linen for external laundry
- Handle and dispose of waste

## Structure of the programme

The Skills Programme in Laundry Assistant consists of:

- Classroom based learning
- On-the-job learning
- Assessment

## Duration of the Programme

- Programme: 15 Days
- Training Days: 10 Days
- Assessment Days: 5 Days

Number of learners per class: Minimum 15

## Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	2	1
7608	Handle and store cleaning equipment and materials	2	1
7612	Handle and dispose of waster	2	1
7618	Provide an on-premises laundry service	2	3
7631	Launder guest clothes	2	2
7634	Provide a valet service	3	1
7635	Control linen for external laundry	2	1
<b>ADDITIONAL UNIT STANDARD</b>			
7789	Provide Customer Services	4	8
<b>Total Credits</b>			<b>22</b>

