



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Laundry Assistant, at an NQF level 2, is an entry level programme for individuals working in laundry services in different types of hospitality establishments.

There is a strong focus on the importance of hygiene, cleanliness and following good control systems in laundering and handling guest property.

It covers an establishment's layout, services and facilities, providing valet services and customer service, taking care of an establishment and guest laundry and property, maintaining a clean, secure environment and maintaining personal appearance.

Target Audience

The skills programme is aimed at individuals working in in-house laundries in the hospitality and tourism sector.

It is suitable for laundry assistants and housekeeping personnel providing guest or visitor laundry services and handling guest property, in a range of establishments.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Grade 10 Certificate.
- Complete a numeracy and literacy test and undergo a successful interview.

Additional Requirements

- Access to an in-house laundry.
- Access to cleaning equipment and materials.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is applicable.

Hospitality & Tourism

Laundry Assistant

CATHSSETA Statement of Results

SP ID: HSP/LndAss/2/0013

NQF Level: 2

Credits: 22

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Laundry Assistant, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Describe an organisation's layout, services and facilities.
- Provide an on-premises laundry service.
- Launder guest clothes and take care of guest property.
- Work according to a schedule.
- Provide valet services.
- Provide customer service.
- Control linen for external laundry within a system.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and materials and dispose of waste.





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Course Content

SP: Laundry Assistant

Accreditation Body: CATHSSETA

| SETA Skills Programme : HSP/LndAss/2/0013

| NQF Level: 2 | Credits: 22

Unit Standard 7793

- Describe Layout, Services and Facilities of an Organisation

Unit Standard 7796

- Maintain a Secure Working Environment

Unit Standard 7799

- Maintain a Safe Working Environment

Unit Standard 7800

- Maintain Health, Hygiene and a Professional Appearance

Unit Standard 7608

- Handle and Store Cleaning Equipment And Materials

Unit Standard 7612

- Handle and Dispose Of Waste

Unit Standard 7618

- Provide an On-premises Laundry Service

Unit Standard 7631

- Launder Guest Clothes

Unit Standard 7634

- Provide a Valet Service

Unit Standard 7635

- Control Linen for External Laundry

Unit Standard 7789

- Provide Customer Service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



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Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

