



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

ACCOMMODATION OPERATIONS TRADE

MASTERCRAFT CADRE

LAUNDRY AND DRY-CLEANING OPERATOR

LEVEL 3

REVIEWED BY

HOSPITALITY & TOURISM SECTOR, SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

MEMBERS IN ATTENDANCE

LIST OF NOS REVIEWERS				
S/N	NAME	DESIGNATION	ORGANISATION/ ASSOCIATION/UNION	POSITION
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
3.	Chief Abiodun Odusanwo	Operator/Employer (Chairman BoD HT Sector Skills Council of Nigeria	Institute of Tourism Professionals of Nigeria (ITPN	Member
4.	Ieren A. Emmanuel	Operator/Employer	Owende Catering School Abuja FCT	Member
5.	Katto Ola Emmanuel	Operator/Employer	Mastermind Catering and Culinary Institute, Abuja FCT	Member
6.	Amos Opoola	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
7.	Tongrit Julie	Operator/Employer	Orit Travel & Tours, Abuja FCT	Member
8.	Aturu Samson	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
9.	Chef Fatima Haruna	Operator/Employer	Chef Fatima Culinary Academy	Member
10.	Libabatu Timohy Avong	Operator/Employer	Event Worth, Abuja	Member
11.	Abinbola Ogunlusi	Operator/Employer	QMDCI Hospitality	Member
12.	Florence Oyelade Adedayo-Tayo	Operator/Employer	QMDCI Hospitality	Member
13.	Babayomi Omojola	Operator/Employer	Institute of Tourism Professionals of Nigeria (ITPN)	Member
14.	Ibrahim Baba	Trainer	National Institute for Hospitality & Tourism, Abuja FCT	Member
15.	Foluke Okoroma	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR)	Member

			Abuja FCT	
16.	Asufi Stella	Trainer	National Institute for Hospitality & Tourism (NIHOTOUR) Abuja FCT	Member
17.	Kazeem Kayode	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
18.	Tina Ejiofor Ogonna	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
19.	Muhammad Bilyaminu Musa	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
21.	Elijah Dabak Sheleph	Trainer	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
22.	Philip Egga Maga	Council Under- Secretary	NIHOTOUR/ HT Sector Skills Council Secretariat	Member/Secretary

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new innovations in the occupational trade standards

1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents, and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high-quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational, and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal, and informal.

1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel tourism and trade operational tasks with stand-alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5 Design, Level, and Credit of the Occupational Trade Standard

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

1.6 Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7 Enabling Learners with Special Needs

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

1.8 Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9 Placement of Occupational trade standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Witten for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the occupational trade standards for qualifications. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

1.12 Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)
Oral Question & Answer (OQA) for Skills based criteria
Written Question & Answer (WQA) for knowledge-based criteria
Witnesses Testimony (WT)
Assignment (ASS)
Personal Statement (PS)
Reflective/Learning Journal (LJ)
Work Product [(WP)
Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: ACCOMMODATION OPERATIONS
CADRE: MASTERCRAFT
CAREER PATH: LAUNDRY AND DRYCLEANING OPERATOR
NSQ LEVEL: 3

TRADE: LAUNDRY AND DRY-CLEANING OPERATOR

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Occupational health and safety	HTTGP001L3	3	30
2.	Team Work at laundry and	HTTGP002L3	2	20

	dry-cleaning workplace			
3.	Communication	HTTGP003L3	1	10
OPTIONAL UNIT				
4	Dry clean processes within the textile care service	HTTLV001L3	6	60
5	Washing processes within the textile care service	HTTLV002L3	6	60
6	Customer care	HTTLV003L3	3	30
7	Finish processes within the textile care service	HTTLV004L3	4	40
8	Repair, alteration, and maintenance of textiles within the textile care service	HTTLV005L3	4	40
9	Stock control, receipt, and storage systems within the textile care service	HTTLV006L3	4	40
10	Collect soiled items and deliver laundered and cleaned items to customers	HTTLV007L3	2	20
11	Classify items and make up loads for cleaning	HTTLV008L3	2	20
12	Remove stains by dry-cleaning	HTTLV009L3	2	20
13	Tumble-dry items	HTTLV010L3	2	20
14	Process cabinet roller towels in one stage	HTTLV011L3	2	20
15	Garment and item finish using the ironing table/free steam press after dry-cleaning	HTTLV012L3	3	30
16	Press and finish garments following laundry	HTTLV013L3	2	20
17	Form-finish and garments using steam and/or air	HTTLV014L3	2	20
18	Check and pack finished goods within the textile care service	HTTLV015L3	3	30
19	Quality standards within the textile care service	HTTLV016L3	2	20
20	Resource conservation within the textile care service	HTTLV017 L3	2	20

	*Abbreviations: HTT= Hospitality Travel and Tourism Sector GP= General Practice LV= Laundry/ Dry Cleaner Attendant/ Valet L3= Level 3			
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UNIT 01: OCCUPATIONAL HEALTH AND SAFETY

Unit reference number: HTTGP001L3

NSQ level: 3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

To enable trainee, acquire knowledge, skills, and competence to observe and maintain safe, hygienic and secure ethics while functioning at working place

Unit assessment requirements/evidence requirements

1. Observation (OBS)
2. Personal statement (PS)
3. Question and Answer(QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 01:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know about current health and safety at work legislation and own responsibilities in the work place	1.1	Describe the main principles and facts about the current Health and Safety at Work legislation								
	1.2	Outline own responsibilities for health and safety within own job description								
	1.3	Identify any completed risk assessment and supplier's instructions for the safe use of machines, tools, equipment and substances that may be used in their job role								
LO2 select and use personal protective equipment applicable to the textile care service										
	2.1	Pick protective equipment used within the textile care service								
	2.2	Describe the correct use and maintenance of personal protective equipment used within the textile care service								
LO3 Know about infection and its risks within the textile care service										
	3.1	Describe infection risks related to the textile care service								
	3.2	Describe how to prevent cross infection within the textile care service								
LO4 lift and handle heavy loads										
	4.1	Describe the correct methods for lifting and handling heavy loads								

	4.2	Apply process before lifting heavy load									
	4.3	Handle heavy heavy loads									
LO 5 Understand how to lift and handle heavy loads	5.1	Describe the action that needs to be taken in an emergency									
	5.2	Identify the person to report to in the case of an emergency									
	5.3	Describe the organisation's procedures for responding to, recording and reporting accidents									
LO 6 Observe statutory rights and responsibilities in employment within the textile care service	6.1	Explain employee statutory rights and responsibilities when employed within the textile care service									
	6.2	Observe employee statutory rights and responsibilities when employed within the textile care service									
	6.3	Observe standards of behaviour expected within the textile care service									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 02: TEAMWORK

Unit reference number: HTTGP002L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit deals with fulfilling one's roles when working in a team, that is the people working with you in your workplace, in such a way that one contributes to the team's effectiveness. 'Team' here includes your line manager

or immediate supervisor as well as other people there working at the same level as the learner. The unit focuses on carrying out instructions accurately, working at a good pace so as not to slow down the work of others, communicating with the people you work with and receiving constructive feedback for improvement. This unit is appropriate for a person at a basic level of engagement in the Hospitality Industry.

Unit assessment requirements/evidence requirements

1. Observation (OBS)
2. Personal statement (PS)
3. Question and Answer(QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 02:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Plan and Organise own work	1.1	Ensure that one understands what is required for one's own work								
	1.2	Adhere to instructions accurately								
	1.3	Plan and organize one's tasks in order of importance								
	1.4	Place everything needed for work within reach								
	1.5	Keep work areas clean and tidy								
	1.6	Keep waste to a minimum								
	1.7	Seek assistance if in need and from the relevant person								
	1.8	Provide work output in due time as agreed								
LO2 Work effectively with Members of own team										
	2.1	Assist team members when they ask								
	2.2	Ensure that any assistance given is within limits of own responsibilities								
	2.3	Manage time well in spite of assisting others								
	2.4	Ensure information transmitted to others in the team is timely								
	2.5	Maintain cordial working relations with team mates								
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person								
	2.7	Communicate clearly and effectively with team members								
LO3 Develop own skills										
	3.1	Seek feedback on your work and be able								

		to use the feedback constructively											
	3.2	Identify appropriate persons on what aspects of your work that are up to standard and what areas to improve upon											
	3.3	Agree on what you have to do to improve your work											
	3.4	Agree on a learning Plan with the appropriate person											
	3.5	Seek opportunities to review and develop your learning plan											

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO 4 Knowledge of Work Management	4.1	Explain why it is important to understand what is required of you at work								
	4.2	Explain how you can organize your work to avoid distractions and use time effectively								
	4.3	State the benefits of being organized and having work tools close at work before starting jobs								
	4.4	Explain why it is important to clean up your work area while working								
	4.5	Explain why it is important to minimize waste								
	4.6	Explain in which cases you need to ask for help and who is the appropriate person(s) to ask								
LO 5 Importance of Teamwork										
	5.1	Explain the importance of working effectively with others in a team								
	5.3	List the persons who are part of your team and their roles								
	5.2	State what is required of your team in the Whole Organization and why								
	5.4	Explain how you can work cordially and avoid conflicts with another								
	5.5	Discuss why work conflicts with another person should be reported to an authority								
	5.6	Explain in what cases you can assist others and when you cannot so as to complete own work in time								
	5.7	Explain why important information should be communicated to others in your team								

		in good time										
	5.8	Explain how to communicate effectively and why										
LO 6 Importance of own Skills development	6.1	Explain why it is important to develop your own skills										
	6.2	Discuss ways of getting feedback from own teammates and how to use it positively										
	6.3	Explain the importance of a learning plan in your own work and development										
	6.4	Explain why your learning plan should be improved frequently										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 03: COMMUNICATION

Unit reference number: HTTGP003L3

NSQ level: 3

Credit value: 1

Guided learning hours: 10

Unit Purpose: This unit deals with basic communication that is effective and timely in such a way that one contributes to the team's effectiveness. It focuses on using words, body language and symbols to communicate with the people in own's work place, identifying sources of information needed for an efficient work flow and passing on

information clearly and effectively. This unit is appropriate for a learner at a basic level of engagement in the Hospitality Industry.

Unit assessment requirements/evidence requirements

1. Observation (OBS)
2. Personal statement (PS)
3. Question and Answer(QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 03:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Use a Non-complex Communication System in a Work Environment	1.2	Use simple verbal means to pass on necessary information								
	1.3	Use non-verbal means to pass on necessary information								
	1.1	Interpret symbols and signs appropriately								
LO2 Develop the ability to identify the source of information in a Work Environment										
	2.1	Locate the Source of information in an Organization or Work Environment								
	2.2	Relate appropriately with the source of information								
	2.3	Use the various information flow systems in a work environment								
	2.4	Use information to avoid challenges in a Work situation								
	2.5	Report findings in accordance to procedure in a Work environment								
LO3 Demonstrate the various use of means of communication in a work environment										
	3.1	Locate the various communication equipment in the Work environment								
	3.2	Use effectively the various communication equipment in a work environment								
	3.3	Pass information effectively to the right personnel								
	3.4	Pass information effectively using symbols, signs and codes								
	3.5	Follow instructions in line with ethics of the work environment								

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 04: DRY CLEANING PROCESSES WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLV001L3

NSQ level: 3

Credit value: 6

Guided learning hours: 60

Unit Purpose:

This unit gives learners knowledge and support skills related to the dry cleaning process, covering analysis of items presented for dry cleaning and the identification and implementation of the correct process. This will include textiles, fibre and construction analysis, identification and classification of items presented for dry cleaning, understanding and interpretation of care symbols and textiles terminology, determining the appropriate dry cleaning process, machine operations, components and cycles.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 04:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know how to successfully clean materials, fibres and fabrics	1.1	Describe the characteristics and properties of materials, fibres and fabrics								
	1.2	Describe the factors that affect successful cleaning of materials, fibres and fabrics								
LO2 Know how to handle items presented for dry cleaning										
	2.1	Describe how to receive and inspect items presented for dry cleaning								
	2.2	Describe how to classify and mark items presented for dry cleaning								
	2.3	Outline why the items need to be inspected and the importance of identifying stain types and origin								
	2.4	Outline why clear accurate marking is required								
LO3 Handle and use the solvents/detergents within the dry cleaning process										
	3.1	assemble the correct solvents/detergents								
	3.2	handle and store the solvents/detergents safely								
	3.3	Identify the function of the solvents/detergents used in the dry cleaning process								
	3.4	Use appropriate properties of the solvents/detergents in the dry cleaning process								

- mark, eg pinned, tagger gun, bar code
- handling items, eg PPE, company procedure for contaminated, infected, heavily blood
- stained
- sharp/dangerous, eg knives, needles
- personnel items

2.3 Why the items need inspecting

- identify damage, eg broken zips, colour loss, shrinkage, tears, holes, moth damage
- identify stain type, eg protein, vegetable, synthetic, built-up, absorbed, compound, age
- lost property (personal items left in pockets, eg credit cards, money)
- importance of identifying stain type (to ensure appropriate cleaning process, stain
- removal technique, detergent/solvent)
- importance of identifying stain origin (to help determine appropriate cleaning process,

stain removal technique, detergent/solvent)

2.4 Clear, accurate marking

- correct cleaning process used, eg type of stain
- returning the correct item to the correct customer
- identify additional services, eg repair, hand finish, re-proof, stay crease.
- timelines, eg same day, several days, weekly

3 Know how to determine, handle and use the solvents/detergents within the dry cleaning process

3.1 Determine the correct solvent/detergent

- difference between solvent and detergent
- solvents and detergents to use with different care labels, soil types, soil
- level, temperature, fabric content, colour

3.2 Handle and store solvents/detergents safely

- COSHH
- Solvent Emissions Directive
- PPE
- Manufacturer's instructions
- organisations policy and procedure

3.3 Functions of solvents and detergents

- solubilise fat
- carry water
- solubilise water-based staining
- reduce risk of damage to fibre and fabric construction

3.4 Properties of solvents/detergents

- difference between solvents and detergents
- Kauri Butanol (KB) value
- boiling point
- flammability
- flash point
- viscosity
- surface tension

3.5 Solvent appropriate to given care label

- matching appropriate solvent to care label
- care labels (do not dry clean, solvent to use)

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 05: WASHING PROCESSES WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLV002L3

NSQ level: 3

Credit value: 6

Guided learning hours: 60

Unit Purpose:

This unit gives learners knowledge and skills related to the classification, analysis and washing of soiled items. This will include: textiles, fibre and construction analysis; selection and classification of soiled items; interpretation of

care symbols and textiles terminology; selecting appropriate wash processes; machine operation, components and cycles.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 05:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know how to successfully clean materials, fibres and fabrics	1.1	Describe the characteristics and properties of materials, fibres and fabrics								
	1.2	Describe the factors that affect successful cleaning of materials, fibres and fabric								
	1.3	Explain how successful cleaning of materials, fibres and fabric								
LO2 handle soiled items and determine the cleaning process										
	2.1	Discuss how to receive soiled items								
	2.2	Describe how to sort and classify soiled items								
LO3 Understand care symbols and relevant textiles care terminology	2.3	Describe how to assess items and determine the appropriate cleaning process								
LO4 Use the additives appropriate to the textile and soil classification	3.1	Describe the meaning of care symbols								
	3.2	Identify and define commonly used textiles care terminology								
	3.3	Describe the consequence of ignoring care labels and textiles care instructions								
	4.1	Analyse additives appropriate to the textile and soil classification								
	4.2	Add detergent to the machine								
	4.3	Handle and apply								

		additives safely and efficiently										
LO 5: Inspect and detect defects and poorly constructed items and take relevant action	5.1	spot poorly constructed items and the relevant action required										
	5.2	Take action on common defects and the relevant action required										
LO 6 Operate the washing machine safely and efficiently	6.1	Clean various components of the washing machine										
	6.2	Operate the washing machine safely and efficiently										
	6.3	Wash through the washing Cycle										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 06: PROVIDE CUSTOMER CARE IN THE TEXTILE CARE SERVICE

Unit reference number: HTTLV003L3

NSQ level: 3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

The purpose of this unit gives learners knowledge and skills related to customer service within the textile care services, including customer reception, interaction and communication skills; organisation's features, benefits and promotional offers; dealing with customer complaints and problems.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 06:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know what excellent customer service is in the textile care industry	1.1	Describe the differences between excellent and unsatisfactory customer service								
	1.2	Discuss the effects of excellent and unsatisfactory customer service on the textile care service								
	1.3	Discuss the effects of excellent and unsatisfactory customer service on the customer								
LO2 Maintain and increase customer loyalty										
	2.1	Describe the customer care methods used by textile care services to maintain and increase customer loyalty								
	2.2	Apply customer care methods to maintain and increase customer loyalty								
LO3 Confirm customer requirements										
	3.1	Apply methods of questioning and listening techniques for identifying customer requirements								
	3.2	Describe methods of confirming and recording customer requirements								
LO4 Promote products and		Confirm customer requirements								
	3.3									
LO4 Promote products and										
	4.1	Describe textile product in organisations' products and services								

services used within the textile care service	4.2	Support carry out current promotions and benefits offered by own textile care company										
	4.3	Provide care organisations' products and services										
LO 5 Handle customer complaints and problems	5.1	Handle complaints and problems to the satisfaction of the customer and the organisation										
	5.2	mention key stages in resolving complaints to the satisfaction of the customer and the organisation										
	5.3	apply key stages in resolving complaints to the satisfaction of the customer and the organisation										

2 Know how to maintain and increase customer loyalty

2.1 Customer care methods used by textile care services to maintain and increase customer loyalty

- methods (listening techniques, questioning techniques, problem analysis, recording techniques, customer interaction, eg in person, by phone, written)

3 Know how to identify and confirm customer requirements

3.1 Methods of questioning and listening techniques for identifying customer requirements

- methods of questioning (open questions, closed questions, reflection to confirm understanding)
- listening techniques (repeating information to check understanding, nodding, saying yes, building and maintaining rapport)
- how techniques assist identifying customer requirements (accurate information, understanding of facts, confirm and manage customer expectations)

3.2 Confirming and recording customer requirements

- confirming (repeating information to check understanding)
- recording (written, computer input)

4 Know about products and services used within the textile care service

4.1 Own textile care organisations products and services

- products and services, eg linen or garment hire, contract wash, sameday service, towel service, mat service, press only, tailoring service
- add-on sale items, eg 5-star service, retexturing, air freshener

4.2 Promotions and benefits

- promotions and benefits, eg loyalty schemes, discounts, loss leader, upselling, alternative services, additional services, quicker/slower services, discounts
- how to find out about current promotions

5 Know how to handle customer complaints and problems

5.1 Handling complaints and problems

- follow guidelines (own organisation, industry)
- timeliness of actions
- limits of own job role/authority
- reporting to appropriate person
- record keeping
- communication (timeliness, appropriate to situation)
- techniques (remain calm, match tone, nod, listen, check understanding)

5.2 Key stages in resolving complaints

- stages (listen to the complaint, record the complaint, investigate the complaint, agree solutions, reply to the complaint, check satisfaction of customer at each stage)

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 07: OUT FINISHING PROCESSES WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLV004L3

NSQ level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit gives learners knowledge and awareness of the different finishing processes within the textile care service industry. This will include finishing processes for different textile classifications, identifying and dealing with common textile faults, machine operational and maintenance procedures.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 07:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know the finishing processes required for different textile classifications	1.1	Describe the finishing processes required for different textile classifications								
		matching finishing process to textile classifications								
		processes (tumble dry, calender/iron, fold, press, tunnel finish, roll, form finish)								
LO2 Recognise textile faults and know the action required following identification of a fault										
	2.1	Identify common textile faults and explain the required action following identification of a fault								
	2.2	Take action to correct faults								
	2.3	Recognise textile faults and know the action required following identification of a fault								
LO3 Operate and maintain finishing machines safely and efficiently										
	3.1	operate finishing machines safely and efficiently								
	3.2	rectify common machinery faults and the actions required								
	3.3	maintain finishing machines safely and efficiently								

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

UNIT 08: REPAIR, ALTERATION AND MAINTENANCE OF TEXTILES WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLVOO5L3

NSQ level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit gives learners knowledge, skills and competence related to textile alteration and repair within the textiles care service. This will include: textiles alteration, repair and maintenance techniques; alterations and repair to quality standards; machine operation and maintenance.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal (LJ)
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 08: SUPPORT Repair, alteration and maintenance of textiles within the textile care service

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know the basic sewing techniques required to alter and repair textiles	1.1	Describe the difference between an alteration and a repair								
	1.2	Describe the basic sewing techniques required to alter and repair textiles								
	1.3	Explain how to alter and repair textiles								
LO2 Repair and alteration procedures										
	2.1	Inspect and determine a repair procedure								
	2.2	apply the appropriate repair procedure								
	2.3	determine an alteration procedure								
	2.4	apply the appropriate alteration procedure								
LO3 Use supplementary equipment for specific sewing operations										
	3.1	Identify supplementary equipment which may be used for specific sewing operations								
	3.2	Describe the function of the supplementary equipment								
	3.3	Support use supplementary equipment for specific sewing operations								
LO4 Maintain textile properties, finishes and trimmings										
	4.1	Describe how to maintain textile properties, finishes and trimmings								
		maintain textile								

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge and skills related to stock control, receipt and storage in a textile care service system. This will include: stock control and maintenance, receiving, handling and storing stock, recording stock

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 09:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Understand the purpose of stock control in the textile care service	1.1	Describe the purpose of stock control								
	1.2	Define the importance of maintaining stock levels								
	1.3	Describe the possible consequences of not carrying the right levels of stock								
	1.4									
	1.5									
LO2 Handle documentation for stock control in the textile care service										
	2.1	Describe the documentation required for stock control in the organisation								
	2.2	Handle inaccurate documentation relating to stock control								
LO3 Support Received goods by a textile care service organisation										
	3.1	Describe how stock is received by a textile care service organisation								
	3.2	receive stock when it is due to arrive								
LO4 Report and recording quantity and quality variations										
	4.1	Describe the procedure for reporting and recording quantity and quality variations								
	4.2	Report and record quantity and quality variations								

	4.3	Record quantity and quality variations									
LO 5 handle and store stock	5.1	Describe how stock should be stored to prevent damage or loss									
	5.2	Describe stock-handling techniques which prevent damage and loss									
	5.3	Handle stock									
	5.4	store stock									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 10: COLLECT SOILED ITEMS AND DELIVER LAUNDERED AND CLEANED ITEMS TO CUSTOMERS

Unit reference number: HTTLV007L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge, understanding and skills of the laundry and dry cleaning service in areas of Carry out loading the delivery vehicle with clean items according to company procedures, ensure items are carefully in ways that maintain their cleanliness and without contamination, handling payments, where appropriate, handle items containing soiled items and loading them onto the vehicle , keep clean and dirty loads separate in the delivery vehicle, report any identified hazards whilst delivering and collecting, deliver dirty items to the designated location, vehicle cleanliness and pre-delivery checks, linen to be strapped on to protect drivers from the load weight

Unit assessment requirements/evidence requirements

- 1.Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer(QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 10: Collect soiled items and deliver laundered and cleaned items to customers

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO 1 Know how to Collect soiled items and deliver laundered and cleaned items to customers	1.1	Explain delivery items									
	1.2	Explain how to load the vehicle with clean items									
	1.3	handle the carefully									
	1.4	State how to deliver them to the agreed delivery point on the customer's premises									
	1.5	State how to obtain the customer's acceptance of the delivery collect soiled items from customers keep clean and dirty loads separate on the delivery vehicle									
	1.6	Mention how to handle and bag soiled items in ways that protect you from any hazards									
LO 2 Collect soiled items and deliver laundered and cleaned items to customers	2.1	ensure delivery items									
	2.2	handle load the vehicle with clean items									
		handle the carefully									
	2.3	ensure deliver them to the agreed delivery point on the customer's premises									

	2.4	obtain the customer's acceptance of the delivery collect soiled items from customers keep clean and dirty loads separate on the delivery											
	2.5	vehicle handle and bag soiled items in ways that protect you from any hazards											
	2.6	obtain and complete any required documentation											
	2.7	observe any site regulations on the customer's premises											
LO 3 Handle soiled items and deliver laundered and cleaned items to customers	3.1	loading the delivery vehicle with clean items according to company procedures											
	3.2	handling items carefully in ways that maintain their cleanliness and without contamination											
	3.3	handling payments, where appropriate											
	3.4	receive items containing soiled items and loading them onto the vehicle											
	3.5	keeping clean and dirty loads separate in the delivery vehicle											
	3.6	reporting any identified hazards whilst delivering and collecting											
	3.7	delivering dirty items to the designated location											
	3.8	vehicle cleanliness and pre-delivery checks											
	3..9	linen to be strapped on to protect drivers from the load weight											

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 011: CLASSIFY ITEMS AND MAKE UP LOADS FOR CLEANING

Unit reference number: HTTLVOO8L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge and skills related to Handling items with care and removing those which are unsuitable for the cleaning process; Checking for foreign objects and dealing with them according to correct procedures; Assist sorting items according to the appropriate classifications; Making up loads of the correct weight; Assist labelling them clearly; Prioritising loads and storing them carefully

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer(QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 011: Classify items and make up loads for cleaning

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Classify items and make up loads for cleaning	1.1	prepare items for classification									
	1.2	assist classify items of loads									
	1.3	Assist make up loads									
LO 2 Know how to handle items and make up loads for cleaning	2.1	Explain how to handle items carefully									
	2.2	State how to redirect items unsuitable for the cleaning process deal with foreign objects									
	2.3	Explain make up, label and store loads									
	2.4	Explain how to deal with foul and infected items identify items requiring stain removal									
	2.5	Describe how to comply with written instructions, company policies and procedures									
LO 3 Support Handle items and make up loads for cleaning	3.1	redirecting items unsuitable for the cleaning process deal with foreign objects									
	3.2	make up, label and store									

		loads										
	3.3	deal with foul and infected items identify items requiring stain removal										

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 012: REMOVE STAINS BY DRY-CLEANING

Unit reference number: HTTLVOO9L3
NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge, understanding and skills of the laundry and dry cleaning service in areas of Working on the spotting table; Look after garments and detecting stains; Applying chemicals; Applying stain removal procedures; Identifying stains

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 012:

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO1 Handle removal of stains by dry-cleaning	1.1	set up and close down work stations as per company procedures												
	1.2	protect items during treatment												
	1.3	remove stains												
	1.4	deal with soiling and staining												
LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO2 Handle removal of stains by dry-cleaning	2.1	set up and close down work stations for stain treatment and/or removal, garment inspection and pre- spotting												
	2.2	protect delicate items and accessories during treatment procedures												
		identify and spot wet side and dry side staining												
	2.4	identify protein, albumin and tannin staining												
	2.5	use mechanical action, dissolving, softening and lubrication, digestion and chemical reaction												
	2.6	flush out applied chemicals												

	2.7	deal with heavy soiling, staining content, added on trims and buttons, manufacturer's faults, wear damage, and other damage caused by previous treatments									
	1.8	use stain removal equipment to remove stains without damaging fabric									
	1.9	carry out garment inspection and stain detection and identify staining type or possibilities using feel, odour, colour, appearance and location, in a safe and appropriate manner									
LO 3 Handle contaminated, blood or unpleasant soiled items, in a safe and appropriate manner	3.1	handle contaminated, blood or unpleasant soiled items, in a safe and appropriate manner									
	3.2	test to ascertain colour fastness to spotting reagents and chemicals									
	3.3	apply and treat using wet side and dry side proprietary chemicals									
	3.4	use acid and alkali wet treatment systematic inspection procedures to ensure all staining/soiling is located and identified									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 013: TUMBLE-DRY ITEMS

Unit reference number: HTTLV010L3

NSQ level: 2

Credit value: 1

Guided learning hours: 10

Unit Purpose:

This unit gives learners knowledge, understanding and skills of the laundry and dry cleaning service in areas of Preparing machinery and items for tumble-drying, Organising the work required for tumble-drying, Controlling the tumble-drying process

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

UNIT 013:

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Tumble-dry items	1.1	make machinery and equipment ready to use									
	1.2	select the work									
	1.3	remove any items not suitable for tumble-drying									
	1.4	select the correct programme and operate machines									
	1.5	load and unload items									
	1.6	6. deal with items that are not satisfactorily dried or damaged									
	1.7	identify any problems that may arise									
	1.8	communicate with colleagues and check									
	1.9	they understand what work they must do									
	1.10	carry out the work as instructed									
LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			

LO 2 Assist in tumble drying operations	1.1	get machinery and equipment ready for use											
	1.2	carry out routine maintenance											
	1.3	check loads are ready for tumble-drying											
	1.4	select the programme and operate the machine											
	1.5	load and unload items											
LO 3 Support deal with unsatisfactory items		identify and deal with unsatisfactory items											
		identify and deal with faults and hazards											
		pass items to the next process											
		communicate with colleagues on what they must do and check that they have understood their brief											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit reference number: HHTLVO11L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge, understanding and skills of the laundry and dry cleaning service in areas of Preparing machinery, equipment and supplies for continuous processing; Washing, drying and finishing cabinet roller towels; Setting up continuous processing operations

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 014:

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number			
LO1 Carry out cabinet roller towel operation	1.1	prepare machinery and supplies									
	1.2	carry out routine machine maintenance									
	1.3	select the correct machine programmes									
	1.4	operate the machine according to the manufacturer's instructions									
	1.5	clean, dry and roll towels									
	1.6	unload and separate towels prepare towels for dispatch									
	1.7	store towels so that they do not become contaminated									
	1.8	select the work required									
	1.9	identify any problems that may arise									
	1.10	check that colleagues understand what work they must do									
	1.11	identify and deal with unsatisfactory towels									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 015: GARMENT AND ITEM FINISH USING THE IRONING TABLE/FREE STEAM PRESS AFTER DRY-CLEANING

Unit reference number: HTTLVO12L3

NSQ level: 3

Credit value:

Guided learning hours: 30

Unit Purpose:

This unit gives learners basic knowledge, skills and competence related to textile alteration and repair within the textiles care service. This will include pressing garments and items using a flat bed finishing table or free steam press; Assist inspecting pressed garments and items for quality

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 015:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Carry out garment finish	1.1	bring out equipment in safe and ready to use								
	1.2	press garments to the companies specification								
	1.3	check items for satisfactory pressing as per company procedures								
	1.4	deal with any garment that are not satisfactory according to company requirements								
		select thermostat settings								
LO 2 Carry out item finish										
	2.1	Identify laundry and dry cleaning items								
	2.2	set up and close down the work station equipment for garment pressing and finishing								
	2.2	start up and close down boiler systems and air compressors, where appropriate								
	2.3	use of the ironing table/press and ancillary								

UNIT 016: PRESS AND FINISH GARMENTS FOLLOWING LAUNDRY

Unit reference number: HTTLVO13L3

NSQ level: 3

Credit value: 1

Guided learning hours: 10

Unit Purpose:

This unit gives learners knowledge related to stock control, receipt and storage in a textile care service system. This will include:

- Assist pressing garments and items on rotary presses, scissor presses, iron and rotary iron

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 016: Support Press and finish garments following laundry

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Demonstrate knowledge of how to press and finish garment following laundry	1.1	Describe how to make sure that equipment is safe and ready to use	
	1.2	Mention how to select thermostat settings	
	1.3	Describe how to press garments to the finishing specification	
	1.4	Mention how to select garments to ensure that they are pressed to company standards, i.e. stains, repairs, creasing, shrinkage etc.	
	1.5	State how to select unsatisfactorily pressed garments	
	2.6	Explain how to select items that are not satisfactory and direct them to the appropriate locations	
LO 2 Press and finish garment following laundry	2.1	make sure that equipment is safe and ready to use	

	2.2	select thermostat settings									
	2.3	press garments to the finishing specification									
	2.4	select garments to ensure that they are pressed to company standards, i.e. stains, repairs, creasing, shrinkage etc.									
	2.5	select unsatisfactorily pressed garments									
	2.6	select items that are not satisfactory and direct them to the appropriate locations									
LO 3 Document stock for control in textile care service											
	3.1	Document stock and follow procedures to set up and close down machines									
	3.2	check that machinery and equipment is safe and ready									
	3.3	check and adjust the locking pressure on scissor presses as appropriate									
	3.4	check the efficiency of the vacuum as appropriate									
	3.5	press items to the required standard of finish									
	3.6	check and redirect unsuitable items									
	3.7	select thermostat settings									
	3.8	inspect, identify and deal with unsatisfactory items									
	3.9	pass items for packing and dispatch									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 017: FORM-FINISH AND GARMENTS USING STEAM AND/OR AIR

Unit reference number: HTTLVO14L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge and skills to form and finish garments

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 017:

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Carry out form finishing and garments	1.1	make sure that equipment is safe and ready to use	
	1.2	select the work required	
	1.3	place garments on the former	
	1.4	process garments in steam and air finishers	
	1.5	inspect garments for satisfactory finishing	
	1.6	identify any garments that are unsatisfactory or damaged	
	1.7	unload garments	
	1.8	place garments on hangers	
	1.9	direct garments to the correct location for dispatch	
	1.10	communicate that colleagues understand what work they must do	
	1.11	identify any problems that may arise	

	1.1	take appropriate action									
	2	with any faults in the process									
LO2 Handle form finish and garment operations											
	2.1	checking that machine clothing and the equipment is safe and ready for use									
	2.2	checking that garments are suitable for steam/air processing									
	2.3	check garments for faults and foreign objects									
	2.4	securing, straightening and clamping garments on the former									
LO 3 Make necessary adjustments to steam/air pressure dependent on garment/fabric requirements	3.1	make necessary adjustments to steam/air pressure dependent on garment/fabric requirements									
	3.2	identify and redirect unsatisfactory garments									
	3.3	unloading and hanging garments									
	3.4	direct garments for packing and dispatch									
	3.5	brief colleagues on what they must do and checking on them									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 018: CHECK AND PACK FINISHED GOODS WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLVO15L3

NSQ level: 3

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit gives learners knowledge and skills of inspection and packing processes within textile care services, covering cleanliness, presentation and packaging of finished items. This will include inspecting and packing quality standards and processes; identifying and dealing with textiles and packaging faults; item documentation.

Unit assessment requirements/evidence requirements

1. Direct Observation (DO/OBS)
2. Personal statement (PS)
3. Question and Answer (QA)
4. Assignment (ASS)
5. Witness Testimony (WT)
6. Learning journal [LJ]
7. Work Product (WP)
8. Recognition of Prior learning (RPL)

Unit 018:

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Understand inspect and pack quality standards	1.1	Explain how to observe the organisation's quality standard for the inspection and packaging of textile items								
	1.2	Explain inspect processes, eg sampling, visual, odour, touch for dampness								
	1.3	Mention packing processes, eg automatic, packing notes, delivery notes, cage and bag methods, cover techniques, dispatch points and storing for dispatch								
	1.3									
LO2 Pack processes required within textile care services										
	2.1	check and pack processes required within the textile care service								
	2.2	inspect processes, eg sampling, visual, odour, touch for dampness								
	2.3	packing processes, eg automatic, packing notes, delivery notes, cage and bag methods, cover techniques, dispatch points and storing for dispatch								
LO3 Check and rectify										
	3.1	check for common textile faults and								

textile faults, incorrect packaging identification and action required		incorrect packaging											
	3.2	take action for common textile faults and incorrect packaging											
	3.3	check for faulty textiles and incorrect packaging that may affect the customer											
	3.4	look out for faulty textiles and incorrect packaging on the reputation of the organisation											
LO4 Carry out documentation and Packing of garment and items													
	4.1	apply the documentation required within the inspect and pack process											
	4.2	observe the function of the documentation											
	4.3	observe the possible consequences of applying incorrect documentation											

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 019: MAINTAIN QUALITY STANDARDS WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLV016L3

QCF level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge, understanding and skills of the quality standards associated with the textiles service industry, including required quality standards, identifying and dealing with sub-standard items, the process involved in achieving the finished products to the required standard. Within this unit, the term 'customer' refers to an organisation's direct customer, for example hotel, hospital, restaurant, individual client/member of the public.

Unit assessment requirements/evidence requirements

Questioning (QA)

Direct Observation (DO)

Personal Statement (PS)

Work Product (WP)

Witness Testimony (WT)

Assignment (ASS)

Learning Journal (LJ)

Recognition of Prior Learning (RPL)

Unit 019:

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Demonstrate understand the principles of quality standards within the textile care service industry	1.1 explain quality standards within the textile care service industry		
	1.2 State the aims (customers loyalty, customer satisfaction, consistency of service)		
	1.3 Explain the principles (methods used to monitor quality, eg national standards, company policy, international standards)		
	1.4 Mention information contained in a quality standard		
	1.5		

LO2 Handle sub-standard items within the textile care service process													
	2.1	identify sub-standard items within the textile care service process											
	2.2	redirect sub-standard items within the textile care service process											
	2.3	Report cases to superior											
LO 3 Handle sub-standard textiles care work	3.1	Inspect and sort out sub-standard materials within the cleaning Process											
	3.2	Treat cases of sub-standard work on the reputation of the organisation											
	3.2	Sort ouossible cases of sub-standard work on the customer clothing											
	3.3	Solve problems sub-standard work on customer											
LO 4 Redirect sub-standard materials	4.1	Apply identification methods, eg inspection, reject button on machine, visual check,											
LO 4 Redirect sub-standard materials	4.1	Apply identification methods, eg inspection, reject button on machine, visual check,											
	4.2	Make comparison to exemplars											

	4,3	Document delivery notes, reject tickets in shop, damaged tickets in shop											
	4,4	Carry out documentation for customer, process documentation											
	4,5	Relocate items, eg, repair, recycle, rewash, re-clean, disposal											
LO 5 Rectify sub-standard textiles care work													
	5.1	Rectify substandard textiles during care work											
	5.2	Apply methods to re-clean/wash,											
	5.3	Apply methods to special processes, post spot, refinish, re pack, repair											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 020: MAINTAIN RESOURCE CONSERVATION WITHIN THE TEXTILE CARE SERVICE

Unit reference number: HTTLVO17L3

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit gives learners knowledge and skills related to the resources required to complete textile care processes, encouraging effective use of resources and raising awareness of the impact of badly-managed resources on the organisation and the environment. This will include identification and control of resources, methods of reducing resource usage, the impact and cost of badly-managed resources, environmental policies and procedures

Unit assessment requirements/evidence requirements

Questioning (QA)

Direct Observation (DO)

Personal Statement (PS)

Work Product (WP)

Witness Testimony (WT)

Assignment (ASS)

Learning Journal (LJ)

Recognition of Prior Learning (RPL)

Unit 020: assessment requirements/evidence requirements

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Know the resources required to complete the textile care process	1.1	Describe the resources needed to complete the textile care process								
	1.2	Describe the purpose of the resources needed for the textile care process								
	1.3	Describe the quality standard and condition of the resources required to complete the textile care process								
LO2 use resources efficiently and the possible consequences of badly-managed resources										
	2.1	how to use resources Efficiently								
	2.2	Describe the factors that impact on the efficient use of resources								
LO3 Monitor and record resources	2.3	Describe the possible consequences of not using resources efficiently on the environment and the textile care process costs								
	3.1	identify resources for Monitoring and recording								
LO4 Observe environmental	3.2	Carry out basic resources monitoring								
	3.3	Carry out basic resources recording								
	4.1	Observe organisation's								

and other policies relevant to the textile care service		environmental and other relevant policies										
	4.2	Apply environmental policy and other policies, eg Environmental Management Standard (ISO14001), internal environmental and recycling policies, safe handling and disposal of laundry policies (NHS), policies on solvent emissions, CO2 emissions										
	4.3	Apply internal environmental and recycling policies, safe handling and disposal of laundry policies (NHS), policies on solvent emissions, CO2 emissions										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date: