Maldives National Skills Development Authority
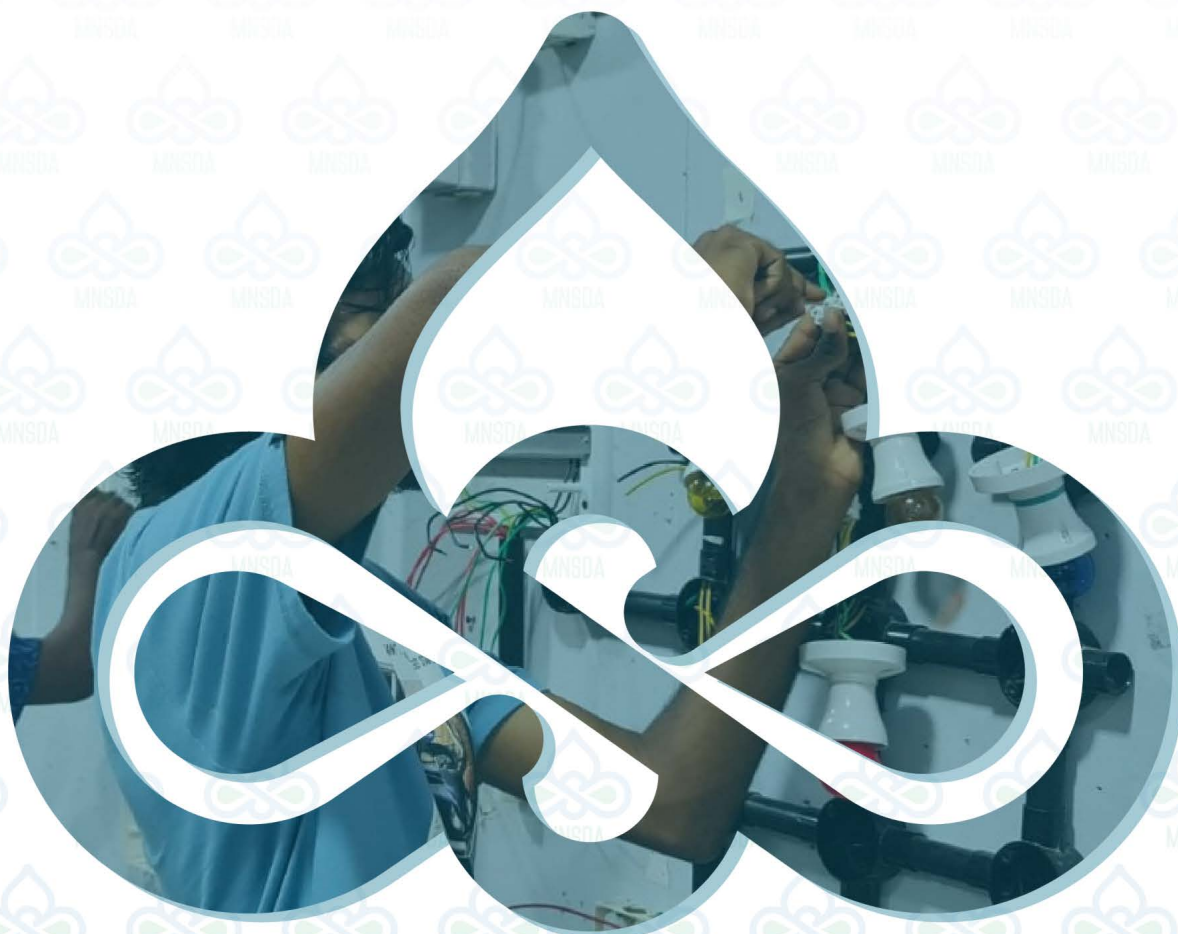
National Competency Standard for Laundry Operations

Standard Code: TOU08S16V1

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF)

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector **(CON)** Fisheries and Agriculture Sector **(FNA)** Transport sector **(TRN)** Tourism Sector **(TOU)** Social Sector **(SOC)** Foundation **(FOU)**
Competency Standard	**S**
Occupation with in a industry Sector	**Two digits 01-99**
Unit	**U**
Common Competency	**1**
Core Competency	**2**
Optional/ Elective Competency	**3**
Assessment Resources Materials	**A**
Learning Resources Materials	**L**
Curricula	**C**
Qualification	**Q1, Q2 etc**
MNQF level of Qualification	**L1, L2 etc**
Version Number	**V1, V2 etc**
Year of endorsement of standard, qualification	**By two digits Example- 07**

1. Endorsement Application for Qualification 01

2. NATIONAL CERTIFICATE III IN LAUNDRY OPERATIONS

3.Qualification code: TOU08SQ1L316	Total Number of Credits: 68

4. Purpose of the qualification

The holders of this qualification are expected to work in the hospitality Industry mainly in a resort as Laundry attendant and will be working under the supervision of Housekeeping Manager.

5. Regulations for the qualification	National Certificate III in Laundry Operations will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18

6. Schedule of Units

Unit No.	Unit Title	Code
1	Observe personal and work place hygiene practices	TOU02S1U01V1
2	Laundry Personnel / Personnel Qualifications	TOU08S1U01V1
3	Practice effective workplace communication	TOU08S1U02V1
4	Personnel General Responsibilities	TOU08S1U03V1
5	Plan and organize daily work	TOU08S1U04V1
6	Provide housekeeping services to guests	TOU08S1U05V1
7	Operate washing machine	TOU08S1U06V1
8	Launder linen and guest clothes	TOU08S1U07V1
9	Maintain a product inventory	TOU08S1U08V1
10	Clean premises and equipment	TOU08S1U09V1
11	Control washing extractor operation	TOU08S1U10V1
12	Perform linen rewash	TOU08S1U11V1
13	Perform conditioning and drying process	TOU08S1U12V1
14	Conduct safe handling of laundry chemicals	TOU08S1U13V1
15	Press whole garments	TOU08S1U14V1
16	Receive and sort articles for cleaning	TOU08S1U15V1
17	Finish products for dispatch	TOU08S1U16V1
18	Repair damaged laundry items	TOU08S1U17V1

7. Accreditation requirements	The training provider should have a restaurant or similar training facility to provide the trainees the hands-on experience related to this qualification
8. Recommended sequencing of unit	As appearing under the section 06

UNIT DETAILS

Unit No.	Unit Title	Code	Level	credits
1	Observe personal and work place hygiene practices	TOU02S1U01V1	03	03
2	Laundry Personnel / Personnel Qualifications	TOU08S1U01V1	03	03
3	Practice effective workplace communication	TOU08S1U02V1	03	04
4	Personnel General Responsibilities	TOU08S1U03V1	03	04
5	Plan and organize daily work	TOU08S1U04V1	03	03
6	Provide housekeeping services to guests	TOU08S1U05V1	03	05
7	Operate washing machines	TOU08S1U06V1	03	03
8	Launder linen and guest clothes	TOU08S1U07V1	03	08
9	Maintain a product inventory	TOU08S1U08V1	03	03
10	Clean premises and equipment	TOU08S1U09V1	03	03
11	Control washing extractor operation	TOU08S1U10V1	03	04
12	Perform linen rewash	TOU08S1U11V1	03	03
13	Perform conditioning and drying process	TOU08S1U12V1	03	03
14	Conduct safe handling of laundry chemicals	TOU08S1U13V1	03	04
15	Press whole garments	TOU08S1U14V1	03	04
16	Receive and sort articles for cleaning	TOU08S1U15V1	03	03
17	Finish products for dispatch	TOU08S1U16V1	03	05
18	Repair damaged laundry items	TOU08S1U17V1	03	03

Packaging of National Qualifications:

National Certificate III in Laundry Operations will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18

Qualification Code: TOU08SQ1L316

LAUNDRY ATTENDANT

Unit No	Unit Title
1.	Observe personal and work place hygiene practices
2.	Laundry Personnel / Personnel Qualifications
3.	Practice effective workplace communication
4.	Personnel General Responsibilities
5.	Plan and organize daily work
6.	Provide housekeeping services to guests
7.	Operate washing machines
8.	Launder linen and guest clothes
9.	Maintain a product inventory
10.	Clean premises and equipment
11	Control washing extractor operation
12	Perform linen rewash
13	Perform conditioning and drying process
14	Conduct safe handling of laundry chemicals
15	Press whole garments
16	Receive and sort articles for cleaning
17	Finish products for dispatch
18	Repair damaged laundry items

Description of a Laundry Operations

A Laundry Attendant is responsible for providing a constant supply of clean linens for the entire hotel/resort. Laundry attendants also may be responsible for **cleaning** guests' personal items if the hotel/resort offers a **cleaning** service. He will be working under the supervisor of the Housekeeping Department Supervisor/Manager.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the assistant cook in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Chef training in Maldives. Competency standards used for similar type of training in other countries were also examined.