



# Model Curriculum

**QP Name: Laundry Service Provider**

**QP Code: DWC/Q1801**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

Domestic Workers Sector Skill Council  
A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020

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## Training Parameters

Sector	Domestic Workers Sector Skill Council
Sub-Sector	Household Services/Housekeeping and Other Services
Occupation	Laundry Services
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9121.9900 & 9621.9900
Minimum Educational Qualification & Experience	10th grade pass No Experience Required OR 8th Grade Pass with 2 year relevant of experience OR 5th Grade Pass with 5 year relevant of experience OR Certificate-NSQF Level 3 (General Housekeeper)-DWC/Q0102) with three years of relevant Experience
Pre-Requisite License or Training	Basic Computer Literacy
Minimum Job Entry Age	18 Years
Last Reviewed On	05/01/2023
Next Review Date	05/01/2026
NSQC Approval Date	05/01/2023
Version	1.0
Model Curriculum Creation Date	05/01/2023
Model Curriculum Valid Up to Date	05/01/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	360 Hours
Maximum Duration of the Course	480 Hours

## Program Overview

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

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills:

- Identify the role and responsibilities of a laundry service provider
- Illustrate setting up business operations
- Manage business operations
- Manage the floor services, tools and equipment
- Supervise the staff
- Manage delivery service, payments and market operations
- Demonstrate working effectively in a team while maintaining personal hygiene
- Follow the safety procedures to ensure the work area is clean and safe

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>DWC/N1801 Set up and oversee business operations</b> NOS Version No. 1.0 NSQF Level 3	35:00	115:00	00:00	30.00	150:00
Bridge Module: Introduction	06:00	06:00	00:00	00.00	12:00
Module 1: Setting up and Managing Business Operations	29:00	109:00	00:00	30.00	138:00
<b>DWC/N1803 Management of the Laundry Floor Services and Equipment/Staff</b> NOS Version No. 1.0 NSQF Level 3	22:00	38:00	00:00	30:00	60:00
Module 2: Maintaining Equipment and Materials	22:00	38:00	00:00	30:00	60:00
<b>DWC/N1804 Management of delivery service, payments and market operations</b>	24:00	36:00	00:00	30:00	60:00

<b>NOS Version No. 1.0</b> <b>NSQF Level 3</b>					
Module 3: Managing Pick-ups and Delivery	<b>24:00</b>	<b>36:00</b>	<b>00:00</b>	<b>30:00</b>	<b>60:00</b>
<b>DWC/N9906: Maintain clean and secure working environment</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 3</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>15:00</b>	<b>30:00</b>
Module 4: Soft Skills and Work Ethics	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>15:00</b>	<b>30:00</b>
<b>DWC/N9905: Maintenance of hygiene and work etiquette</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 3</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>15:00</b>	<b>30:00</b>
Module 5: Basic Health and Safety Practices	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>15:00</b>	<b>30:00</b>
<b>DGT/VSQ/N0101: Employability Skills</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 3</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 6: Employability Skills	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
<b>Total Duration</b>	<b>120:00</b>	<b>240:00</b>	<b>00:00</b>	<b>120:00</b>	<b>360:00</b>

# Module Details

## Bridge Module: Introduction to Domestic Workers and Role of Laundry Service Provider Mapped to DWC/N1801, V1.0

### Bridge Module

#### Terminal Outcomes:

- Identify the role and responsibilities of a Laundry Service Provider

Duration: 06:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the scope of the Domestic Worker Sector and its sub-sectors</li> <li>• Discuss about the emerging trends and reasons for growth of the domestic workers sector in India</li> <li>• Identify the role and responsibilities of a Laundry Service Provider</li> <li>• Explain organizational hierarchy and escalation matrix</li> <li>• List the various processes involved in the laundry service business such as step-by-step washing, dry cleaning and ironing</li> <li>• List the characteristics of being an entrepreneur</li> <li>• Identify the staff requirements, their reporting structure and inter-communication</li> <li>• Identify the roles and responsibilities of staff members in the workflow</li> <li>• Explain the significance of displaying professional appearance and behaviour at all times, following communication etiquette</li> <li>• Describe the importance of setting goals and objectives at both, personal and professional levels.</li> <li>• Discuss relevant legislation, standards, policies, and procedures followed in the</li> </ul>	<ul style="list-style-type: none"> <li>• Illustrate working as per the workflow involved in the business operations of laundry service</li> <li>• Demonstrate how to organise and analyse work related information</li> <li>• Perform basic arithmetic calculations</li> <li>• Prepare a plan for continuous learning and professional development</li> </ul>

<p>company, including guidelines and legal requirements on disclosure and confidentiality</p> <ul style="list-style-type: none"> <li>● Identify developments and trends having an impact on professional practice as well as opportunities to continue learning</li> <li>● Elaborate the procedures and practices of work area inspection</li> <li>● Identify various documents, qualifications and procedures required for starting the business</li> <li>● Describe the procedures for handling documents, hard copies and electronic means</li> <li>● Discuss organisation policies on dress code, workplace timings, health, safety, environment, information security etc.</li> </ul>	
<b>Classroom Aids:</b>	
White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	
N/A	

## Module 1: Setting up and Managing Business Operations Mapped to DWC/N1801, V1.0

### Terminal Outcomes:

- Illustrate setting up business operations
- Manage business operations

Duration: 29:00	Duration: 109:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Identify the goal and vision for the business</li> <li>• Discuss the various methods and strategies of analysing market</li> <li>• List the various services to be provided within a domestic setup</li> <li>• Describe the functions of appliances and equipment required for the business operations</li> <li>• Identify the competitors present in the market vis-à-vis the services</li> <li>• Segregate the services and workflow under different departments such as laundry room, cleaning area, ironing area, separate areas for soiled and clean clothes in the storage room and inventory/supplies room</li> <li>• Discuss the processes to collate data of nearby domestic areas</li> <li>• Identify appropriate space/area for business operations</li> <li>• Identify the standard operating procedures (SOPs) for different processes/operations</li> <li>• Identify materials required for set-up</li> <li>• Maintain records of issuance, expiry and renewal dates of certificates</li> <li>• Create registers/books for inventory, staff entry record (In/Out registers), bills (invoices), payment receipts and customer feedbacks or complaints</li> <li>• Maintain company compliance/ statutory documents</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to analyse the market</li> <li>• Roleplay a scenario to demonstrate how to identify and assess needs of potential customers</li> <li>• Demonstrate how to formulate a marketing strategy</li> <li>• Demonstrate how to advertise business in domestic and commercial area</li> <li>• Create a financial plan for the expenses and budget of the business along with initial investment required</li> <li>• Develop a sales and marketing plan</li> <li>• Illustrate obtaining registration for business and taking care of other relevant statutory needs such as labour laws, TIN, PAN, GST, etc., as advised by the CA</li> <li>• Procure necessary materials, equipment, storage boxes, etc. for the business</li> <li>• Demonstrate recruiting relevant and qualified staff as per the department, e.g. sales representative to handle marketing and sales, cleaner for washing clothes, ironing man, supervisor/admin and accountant</li> <li>• Illustrate arranging for appropriate training of staff if required</li> <li>• Demonstrate liaising with appropriate person/company to create and manage business specific app</li> <li>• Demonstrate using desktop/laptop, tablet and smartphone to manage business operations</li> </ul>



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| <ul style="list-style-type: none"> <li>● Identify requirements and procedures for daily commencing and closing of business operations</li> <li>● Explain the ways to ensure smooth functioning of washing and ironing machines</li> <li>● List different types of waste and their segregation</li> <li>● Identify proper disposal of waste as per their segregation</li> <li>● Discuss the required documentation for sales, marketing and operations.</li> <li>● Describe the role of HR in the organisation, including recruitment, training, etc.</li> <li>● Explain the importance of preparing daily/periodic plans and their timely implementation</li> <li>● Summarise store and inventory control with reference to MSL and EOQ</li> <li>● Elaborate planning and conduct of STB while addressing the recommendations of the Board/Committee</li> <li>● Explain the concept of microfinance</li> <li>● Explain the various microfinance scheme proposed by Government of India ((such as Ministry of Micro, Small and Medium Enterprises (MSME), Pradhan Mantri MUDRA Yojana (PMMY), Credit Guarantee Fund Scheme for Micro and Small Enterprises (CGFMSE), Udyogini)</li> <li>● Perform basic financial and accounting calculations required for a business such as profit and loss, rate of interest.</li> <li>● Describe the basic financial terminologies</li> <li>● Explain the relevant legislation, standards, policies, and procedures followed in the financial institutions to grant loan</li> <li>● Describe the procedure to obtain loan from any financial institution</li> <li>● Describe the return procedure of a loan</li> <li>● Describe the eligibility criteria for loan</li> <li>● Explain the role of securities/sureties/guarantors in loan procedure</li> </ul> | <ul style="list-style-type: none"> <li>● Illustrate using basic software and applications such as MS Word, Tally, etc.</li> <li>● Demonstrate how to work while ensuring optimal utilisation of renewable and non-renewable resources such as water</li> <li>● Illustrate creating and maintaining daily roster for business activities</li> <li>● Prepare a sample budget utilising the elements properly</li> <li>● Demonstrate how to fill up loan application form</li> <li>● Demonstrate how to create a loan proposal</li> <li>● Demonstrate how to calculate CIBIL score, rate of interest</li> <li>● Demonstrate how to use EMI calculator app and CIBIL score app</li> </ul> |
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- Explain the do's and don'ts for applying loan
- Describe the importance of loan repayment schedule

#### Classroom Aids:

White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector

#### Tools, Equipment and Other Requirements

Different types of packing material for clothes, different types of detergents (washing powder and liquid wash), different types of fabrics

Washing machine (different models commonly used—top loading and front loading), ironing board, iron (steam or electric and coal)

Magic seal bags (plastic), packing paper, calculator, permanent markers, labels (label marker)

Loan application form, KYC form, sample documents, CIBIL score calculating app, EMI calculation app

## Module 2: Maintaining Equipment and Materials Mapped to DWC/N1803, V1.0

### Terminal Outcomes:

- Manage the floor services, tools and equipment
- Supervise the staff

Duration: 22:00	Duration: 38:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• List the different equipment and materials used for laundry services such as washing machine, iron, detergents, washing liquids, etc.</li> <li>• List the top companies for obtaining the materials required</li> <li>• Differentiate between various detergents on the basis of the fabric they are used on</li> <li>• List the contact details of the customer service and maintenance team of all the machinery used</li> <li>• Coordinate with the company/agency for fixing a faulty machinery or equipment</li> <li>• Categorise clothes as per their fabric such as woollens, delicates (silk and crepes), cotton, etc.</li> <li>• Categorise clothes/laundry as per their condition; soiled or clean, ironed or un-ironed</li> <li>• Supervise staff in handing different clothes as per their category</li> <li>• Describe the importance of training the staff in usage of various tools, equipment, applications and software</li> <li>• Coordinate with delivery service/person for pick and drop</li> <li>• Ensure daily cleaning of equipment and work area</li> <li>• Ensure periodic maintenance of machinery</li> <li>• Ensure inventory of materials is maintained properly</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate installing equipment and machines</li> <li>• Test the functioning of the machinery</li> <li>• Demonstrate using the right quantity and quality of detergent for washing a particular number of clothes</li> <li>• Demonstrate how to schedule regular inspection and servicing of appliances and equipment</li> <li>• Demonstrate how to operate laundry and allied machinery/equipment, including ironing machine, etc.</li> <li>• Illustrate delegating work to staff</li> <li>• Demonstrate handling work conflicts between staff, performing root cause analysis, solving their problems/issues/grievances</li> <li>• Show how to carry out performance assessment and plan incentives for sustained performance</li> <li>• Demonstrate updating records of staff, inventory and machinery/equipment</li> </ul>

- Ensure that staff and their work area is safe, clean and hygienic
- Determine the correct temperature for ironing clothes/linen depending on their classification of fabric
- Discuss different ways of dry-cleaning clothes and the solvents used therein
- Ensure regular checks are conducted for restocking materials
- Manage staff ensuring their timely hiring, appraisal, etc.
- Discuss safety norms related to staff safety, fire safety, electrical equipment/appliances, evacuation procedures, hazardous conditions for working

#### Classroom Aids:

White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector

#### Tools, Equipment and Other Requirements

Different types of packing material for clothes, different types of detergents (washing powder and liquid wash), different types of fabrics

Washing machine (different models commonly used—top loading and front loading), ironing board, iron (steam or electric and coal)

Magic seal bags (plastic), packing paper, calculator, permanent markers, labels (label marker)

## Module 3: Managing Pick-ups and Delivery Mapped to DWC/N1804

### Terminal Outcomes:

- Manage pick-up and delivery service
- Manage payments and market operations

Duration: 24:00	Duration: 36:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Define the goals and targets and ways to deliver accordingly</li> <li>• Identify the expenses and revenues, in terms of purchases, equipment, staff, delivery services, etc., to calculate the net profit of the business</li> <li>• Identify ways to generate invoices and maintain them</li> <li>• Discuss maintenance of domestic set up within the budget</li> <li>• Describe the popular practices and trends in the field of marketing as well as the ways to implement the same</li> <li>• Explain details of membership packages and offers</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate coordinating with delivery executives regarding scheduled deliveries</li> <li>• Illustrate managing and using a delivery app for business operations</li> <li>• Perform calculation of the cost of equipment and stocks</li> <li>• Prepare a sample plan to enhance marketing capabilities, such as discounts, schemes, etc.</li> <li>• Demonstrate how to take feedback from colleagues and customers to improve services</li> </ul>
<b>Classroom Aids:</b>	
White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	
In/Out registers, Dispatch register, notepads, pens, pencils, blank sheets, policy documents, schedule charts, time logs, invoices, receipts	

## Module 4: Soft Skills and Work Ethics Mapped to DWC/N9906

### Terminal Outcomes:

- Demonstrate working effectively in a team while maintaining personal hygiene

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>● Explain the importance of working towards team objectives and goals</li> <li>● Identify the importance of personal grooming and hygiene</li> <li>● Identify the code of conduct towards team members w.r.t. their culture, preferences, roles and responsibilities</li> <li>● Identify the importance of effective communication and interpersonal skills</li> <li>● Identify the common reasons for interpersonal conflicts and ways of managing them effectively</li> <li>● Identify the importance of standard operating procedures of the company w.r.t. privacy, confidentiality and security</li> <li>● Identify the issues with process flow improvements, quality of output, product defects received from previous process, repairs and maintenance of tools and machinery, and handle them</li> <li>● Identify the need for implementing standards, guidelines and practices pertaining to gender sensitivity, including work ethics and workplace etiquette</li> <li>● Identify the need for implementing standards, guidelines and practices pertaining to sensitivity towards persons with disabilities (PWD)</li> <li>● Explain the specific ways to help PwDs overcome the challenges</li> <li>● List organisational guidelines for dress code, time schedules, language and other soft skill aspects</li> </ul>	<ul style="list-style-type: none"> <li>● Apply team building skills and assist colleagues to maximise effectiveness and efficiency in carrying out tasks</li> <li>● Apply appropriate communication skills and etiquette while interacting with others</li> <li>● Demonstrate use of inclusive language irrespective of disability and the gender of the person</li> <li>● Demonstrate active listening skills while communicating</li> <li>● Illustrate how to interact with supervisor to receive instructions and report problems that need escalation</li> <li>● Demonstrate ideal workplace ethics while interacting with colleagues</li> <li>● Demonstrate working effectively with colleagues by assisting them whenever required</li> <li>● Illustrate appropriate behaviour towards all genders and differently abled people</li> </ul>

**Classroom Aids:**

White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector

**Tools, Equipment and Other Requirements**

Sample of escalation matrix, organisation structure

## Module 5: Basic Health and Safety Practices Mapped to DWC/N9905

### Terminal Outcomes:

- Follow the safety procedures to ensure the work area is clean and safe

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>Explain the importance of health and safety guidelines</li> <li>List the components of a basic first-aid kit, safety tools and equipment</li> <li>Identify the practices for maintaining safe and secure workplace</li> <li>List the precautions for handling different types of cables and electrical equipment</li> <li>List the daily safety instructions and the other recommended safety procedures for work—before starting work, while working, after finishing work</li> <li>Describe the safety drills and health related activities scheduled in the organisation</li> <li>Identify the types of fire and use correct fire extinguishers</li> <li>Identify the general safety procedures and standard safety procedures for handling tools, equipment and hazardous materials</li> <li>Identify the importance of good postures for lifting heavy objects</li> <li>Explain the importance of efficient utilisation of material and water</li> <li>Identify common practices of conserving electricity</li> <li>List the common sources of pollution and ways to minimise it</li> <li>Describe the concept of waste management and methods of waste disposal</li> <li>List the different categories of waste for the purpose of segregation</li> </ul>	<ul style="list-style-type: none"> <li>Apply methods of accident prevention in the work environment</li> <li>Demonstrate using proper techniques for disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</li> <li>Report any abnormal situation/working of any equipment/system to relevant authorities</li> <li>Apply emergency rescue techniques during fire hazard</li> <li>Apply first aid and bandage to victims</li> <li>Illustrate the steps to free a person from electrocution, and giving artificial respiration and CPR</li> <li>Demonstrate correct use of fire extinguishers at the time of emergency</li> <li>Illustrate the administration of basic first aid at the time of emergency</li> <li>Use defined emergency procedures such as raising alarm, safe/efficient evacuation, correct means of escape and so on</li> <li>Use protective equipment suitable to tasks and work conditions</li> <li>Demonstrate correct posture while sitting, standing and handling heavy materials</li> <li>Comply with the procedures for minimising waste and processes specified for disposal of hazardous waste</li> <li>Implement ways to adhere to different COVID protocols.</li> </ul>



- Explain COVID safety protocols.
- Describe various methods and the importance of conserving materials, natural resources, energy etc.

#### Classroom Aids:

White board/ black board marker / chalk, duster, computer or laptop attached to LCD projector

#### Tools, Equipment and Other Requirements

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit

## Module 6: DGT/VSQ/N0102Employability Skills

Mapped to DGT/VSQ/N0102, V1.0

### Terminal Outcomes:

- Introduction to employability skills
- Constitutional values - citizenship
- Becoming a professional in the 21st century
- Basic English skills
- Career development & goal setting
- Communication skills
- Diversity & inclusion
- Financial and legal literacy
- Essential digital skills
- Entrepreneurship
- Customer service
- Getting ready for apprenticeship & jobs

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss employability skills required for jobs in various industries</li> <li>• Explain ways to explore learning and employability portals</li> <li>• Discuss the significance of legal values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.</li> <li>• Explain the significance of 21st Century Skills for employment</li> <li>• Describe the benefits of the continuous learning</li> <li>• Explain how to read and understand routine information, notes, instructions, mails, letters etc. written in English</li> <li>• List the difference between job and career</li> <li>• Communicate and behave appropriately with all genders and PwD</li> <li>• Discuss how to escalate any issues related to sexual harassment at workplace according to POSH Act</li> <li>• List common components of salary and compute income, expenses, taxes, investments etc</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to follow environmentally sustainable practices</li> <li>• Role play the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life</li> <li>• Practice the use basic English for everyday conversation in different contexts, in person and over the telephone</li> <li>• Write short messages, notes, letters, e-mails etc. in English</li> <li>• Prepare a sample career development plan with short- and long-term goals, based on aptitude</li> <li>• Practice following verbal and non-verbal communication etiquette and active listening techniques in various settings</li> <li>• Roleplay how to work collaboratively with others in a team</li> <li>• Roleplay how to escalate any issues related to sexual harassment at workplace according to POSH Act</li> </ul>

<ul style="list-style-type: none"> <li>• Discuss relevant rights and laws and use legal aids to fight against legal exploitation</li> <li>• Identify and list different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research</li> <li>• Identify and list sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity</li> <li>• Explain how to identify different types of customers</li> <li>• Identify and list apprenticeship opportunities and register for it as per guidelines and requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to select financial institutions, products and services as per requirement</li> <li>• Practice how to carry out offline and online financial transactions, safely and securely</li> <li>• Operate digital devices and carry out basic internet operations securely and safely</li> <li>• Demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively</li> <li>• Practice the use of basic features of word processor, spreadsheets, and presentations</li> <li>• Develop a sample business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion</li> <li>• Role play how to respond to customer requests and needs in a professional manner</li> <li>• Show how to follow appropriate hygiene and grooming standards</li> <li>• Create a sample professional Curriculum vitae (Résumé)</li> <li>• Practice how to search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively</li> <li>• Show how to apply to identified job openings using offline /online methods as per requirement</li> <li>• Demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
PPE, Basic Stationary, digital devices as per the requirement.	

## Module 7: On-the-Job Training

### Mapped to Laundry Service Provider

<b>Mandatory Duration:</b> 000:00	<b>Recommended Duration:</b> 120:00
<b>Location: On-Site</b>	
<b>Terminal Outcomes</b>	
<ol style="list-style-type: none"> <li>1. Demonstrate how to analyse the market</li> <li>2. Roleplay a scenario to demonstrate how to identify and assess needs of potential customers</li> <li>3. Demonstrate how to formulate a marketing strategy</li> <li>4. Demonstrate how to advertise business in domestic and commercial area</li> <li>5. Create a financial plan for the expenses and budget of the business along with initial investment required</li> <li>6. Develop a sales and marketing plan</li> <li>7. Illustrate obtaining registration for business and taking care of other relevant statutory needs such as labour laws, TIN, PAN, GST, etc., as advised by the CA</li> <li>8. Procure necessary materials, equipment, storage boxes, etc. for the business</li> <li>9. Demonstrate recruiting relevant and qualified staff as per the department, e.g. sales representative to handle marketing and sales, cleaner for washing clothes, ironing man, supervisor/admin and accountant</li> <li>10. Illustrate arranging for appropriate training of staff if required</li> <li>11. Demonstrate liaising with appropriate person/company to create and manage business specific app</li> <li>12. Demonstrate using desktop/laptop, tablet and smartphone to manage business operations</li> <li>13. Illustrate using basic software and applications such as MS Word, Tally, etc.</li> <li>14. Demonstrate how to work while ensuring optimal utilisation of renewable and non-renewable resources such as water</li> <li>15. Illustrate creating and maintaining daily roster for business activities</li> <li>16. Prepare a sample budget utilising the elements properly</li> <li>17. Demonstrate installing equipment and machines</li> <li>18. Test the functioning of the machinery</li> <li>19. Demonstrate using the right quantity and quality of detergent for washing a particular number of clothes</li> <li>20. Demonstrate how to schedule regular inspection and servicing of appliances and equipment</li> <li>21. Demonstrate how to operate laundry and allied machinery/equipment, including ironing machine, etc.</li> <li>22. Illustrate delegating work to staff</li> </ol>	

23. Demonstrate handling work conflicts between staff, performing root cause analysis, solving their problems/issues/grievances
24. Show how to carry out performance assessment and plan incentives for sustained performance
25. Demonstrate updating records of staff, inventory and machinery/equipment
26. Demonstrate coordinating with delivery executives regarding scheduled deliveries
27. Illustrate managing and using a delivery app for business operations
28. Perform calculation of the cost of equipment and stocks
29. Prepare a sample plan to enhance marketing capabilities, such as discounts, schemes, etc.
30. Demonstrate how to take feedback from colleagues and customers to improve services
31. Apply team building skills and assist colleagues to maximise effectiveness and efficiency in carrying out tasks
32. Apply appropriate communication skills and etiquette while interacting with others at workplace
33. Demonstrate use of inclusive language and appropriate behaviour irrespective of disability and the gender of the person
34. Illustrate how to interact with supervisor to receive instructions and report problems that need escalation
35. Demonstrate working effectively with colleagues by assisting them whenever required
36. Apply methods of accident prevention in the work environment
37. Demonstrate using proper techniques for disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy
38. Report any abnormal situation/working of any equipment/system to relevant authorities
39. Illustrate emergency rescue techniques and first aid in case of any emergency/hazard
40. Demonstrate correct use of fire extinguishers at the time of emergency
41. Use protective equipment suitable to tasks and work conditions
42. Demonstrate correct posture while sitting, standing and handling heavy materials
43. Comply with the procedures for minimising waste and processes specified for disposal of hazardous waste
44. Implement ways to adhere to different COVID protocols.

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> pass	Laundry Services/ any service industry Hospitality/ Healthcare/ Facility Management	5	Laundry Services/ Any service industry	3	Laundry Hospitality/ Facility Management	
BA (Equivalent/ relevant)		4	Hospitality/ Healthcare/ facility Management	1		
Degree in Hotel Management		2	Hospitality/ Laundry/ facility Management	1		
Diploma in Hotel Management		3	Laundry/ Hospitality/ Service	2		
Certified as Laundry Executive		5	Laundry	2		

Trainer Certification	
Domain Certification	Platform Certification
Certified ToT for Job Role: “Laundry Service Provider” mapped to QP: “DWC/Q1801, v1.0”. Minimum accepted score is 80%	“Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with scoring of minimum 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> pass	Laundry Services/ any service industry Hospitality/ Healthcare/ Facility Management	7	Laundry Services	5	Laundry Services/ any service industry Hospitality/ Healthcare/ Facility Management	
BA/ BSc (Equivalent/ relevant)		5	Laundry Services/ Any service industry	3		
Degree in Hotel Management		3	Hospitality/ Healthcare/ facility Management	2		
Diploma in Hotel Management		5	Hospitality/ Laundry/ facility Management	3		

Assessor Certification	
Domain Certification	Platform Certification
Certified ToA for Job Role: "Laundry Service Provider" mapped to QP: "DWC/Q1801, v1.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with scoring of minimum 80%.

## Assessment Strategy

### 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

### 2. Testing Environment:

- 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.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (Tablet/Computer) or Offline (OMR/PP).
- Confirm adequate number of Tablets available 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 verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geo-tagged 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 & geo-tagged 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
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives