



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARD

FOR

ACCOMMODATION OPERATIONS ATTENDANT

LEVEL 4

OCCUPATIONAL STANDARDS ISCED CODE: 1013 354A



TVET CDACC
P.O BOX 15745-00100
NAIROBI

PERFORM LAUNDRY OPERATIONS.

ISCED UNIT CODE: 1013 351 02MA

TVET CDACC UNIT CODE: HOS/OS/ACO/CR/02/4/MA

UNIT DESCRIPTION:

This unit describes competencies required to launder articles and fabrics, dry clean articles and fabrics, finish articles and fabrics, and perform linen control.

The unit is applicable in the hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
1. Launder articles and fabrics	1.1 Previous preparation tasks are carried out as per work requirement. 1.2 Pre-laundry tasks are performed as per fabric type. 1.3 Laundry tasks are performed as per fabric type. 1.4 Fabrics and fibres are identified and sorted. 1.5 Articles and fabrics are laundered as per fabric type. 1.6 Special treatment is carried out as per fabric requirement. 1.7 Laundered articles and fabrics are dried as per fabric type.
2. Dry clean articles and fabrics	2.1 Previous preparation tasks are carried out as per work requirement. 2.2 Pre-treatment tasks are performed as per fabric type. 2.3 Articles and fabrics are dry cleaned as per fabric type. 2.4 Special treatment is carried out as per fabric requirement. 2.5 Dry cleaned articles and fabrics are dried as per fabric type. 2.6 Waste is disposed as per work place requirement.
3. Finish articles and fabrics	3.1 Finishing equipment is identified as per work requirement. 3.2 Finishing is performed as per the fabric type. 3.3 Airing of articles and fabrics is performed as per work requirement.
4. Perform linen control operations.	4.1 Articles and linen are stored as per work procedure. 4.2 Linen control sheet is updated as per work procedure. 4.3 Linen is dispatched as per work procedure.

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
Fibres may include but not limited to:	<ul style="list-style-type: none"> • Classification of textile fibres • Natural fibres <ul style="list-style-type: none"> - Vegetable or plant-based fibres - Animal based fibres. - Mineral based fibres. • Man-made fibres <ul style="list-style-type: none"> - Regenerated fibres. - Synthetic fibres.
Fabrics may include but not limited to:	<ul style="list-style-type: none"> • Knitted fabric • Woven fabric • Bonded fabrics • Felted fabrics • Non-woven fabrics • Filet lace
Previous preparation tasks may include but not limited to:	<ul style="list-style-type: none"> • Donning personal protective equipment • Collection of equipment and materials • Assembling equipment and materials • Labelling equipment and materials • Airing the laundry area
Pre laundry tasks may include but not limited to:	<ul style="list-style-type: none"> • Receiving • Recording • Sorting • Mending • Soaking
Laundry tasks may include but not limited to:	<ul style="list-style-type: none"> • Sorting • Stain removal • washing
Special treatment may include but not limited to:	<ul style="list-style-type: none"> • Starching • Disinfecting • Dyeing • Bluing • Sterilizing
Drying methods may include but not limited to:	<ul style="list-style-type: none"> • Flat • Hang • Drip • Spin • Tumble dry
Finishing equipment may include but not limited to:	<ul style="list-style-type: none"> • Manual • Mechanical
Finishing may include but not limited	<ul style="list-style-type: none"> • Ironing

Variable	Range
to:	<ul style="list-style-type: none"> • Pressing • Folding • storage
<i>Pre-treatment tasks</i> may include but not limited to:	<ul style="list-style-type: none"> • Sorting laundry • Inspecting cloth • Stain removal • Spotting and sponging
<i>Linen control</i> may include but not limited to:	<ul style="list-style-type: none"> • Checklist • Storage facilities • Security of linen • Stock taking • Linen exchange

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The accommodation operations attendant needs to demonstrate knowledge of:

- Machine operation knowledge
- The laundry processes
- Proper utilization of resources

Required skills

The accommodation operations attendant needs to demonstrate the following skills:

- Basic book keeping skills
- Communication skills
- Customer service
- Organizational skills
- Time management
- Numeracy skills
- Interpersonal skills

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

1 Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Carried out previous preparation tasks as per work requirement. 1.2 Performed pre laundry activities as per fabric type. 1.3 Laundered articles and fabrics as per fabric type 1.4 Dry cleaned articles and fabrics as per fabric type 1.5 Dried laundered and dry-cleaned articles and fabrics as per fabric type. 1.6 Identified finishing equipment as per work requirement. 1.7 Finished articles and fabrics as per the fabric type 1.8 Stored articles and linen as per work procedure. 1.9 Updated linen control sheet work procedure.
1. Resource implications	The following resources should be provided: 2.1 Appropriately simulated environment where assessment can take place 2.2 Access to relevant work environment 2.3 Resources relevant to the proposed activities or tasks
2. Methods of assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none">• Role play• Oral questioning• Portfolio of evidence• Interviews• Third party report• Written tests
3. Context of assessment	Competency may be assessed in a training institution a workplace or in a simulated work place environment.
4. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.