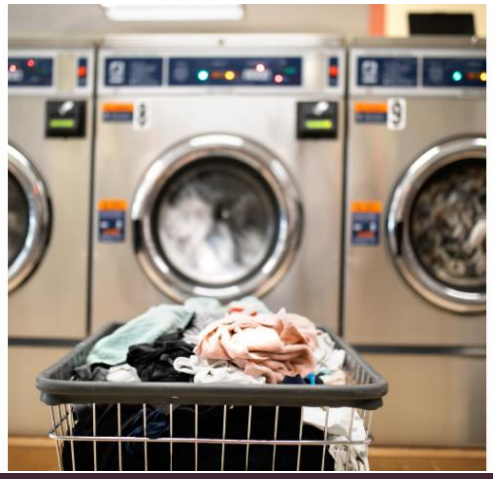
CATHSSETA Accredited

LAUNDRY **ASSISTANT**



IN-HOUSE GROUP TRAINING

Title:	Laundry Assistant
CATHSSETA ID:	HSP/LndAss/2/0013
NQF Level:	2
Credits:	14
Type:	Skills Programme
Duration:	4 Weeks
Enrolments:	Start anytime. Enrolments open until 9 June 2028

COURSE **OVERVIEW**

Enhance your skills as a laundry assistant for work at a guesthouse, lodge or hotel.

The Laundry Assistant Skills Programme equips learners with the practical knowledge and workplace skills needed to perform effectively in a professional hospitality laundry environment. The programme covers personal hygiene and professional conduct, cleaning procedures, safe handling and storage of equipment, workplace safety and security, and the delivery of professional laundry and valet services. Learners develop the skills to maintain high standards of cleanliness, care for guest items, work safely and contribute to an efficient, hygienic and customer-focused hospitality operation.

COURSE **PURPOSE**

The purpose of this programme is to equip learners with the practical skills and knowledge required to perform the duties of a Laundry Assistant in a professional hospitality environment. Learners will develop the ability to sort, wash, dry, press, fold and handle linen and textiles according to workplace procedures, industry standards and hygiene requirements, helping to ensure that clean, well-maintained laundry is consistently available.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better laundering service, and exceed expectations within the hospitality industry.

Training staff on a Laundry Assistant Skills Programme helps hospitality establishments improve the quality, consistency and efficiency of their laundry operations. Properly trained employees understand how to handle linen and textiles correctly, follow hygiene procedures, use equipment safely and maintain the standards expected in a professional hospitality environment.

LEARNING **OUTCOMES**

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Maintain health, hygiene & professional appearance (US 7800).
- Describe layout, services & facilities of the organisation (US 7793).
- Maintain a safe working environment (US 7799).
- Maintain a secure working environment (US 7796).
- Provide an on-premise laundry service (US 7618).
- Launder guest clothes (US 7631).
- Handle and store cleaning equipment and materials (US 7608).
- Handle and dispose of waste (US 7612).
- Provide a valet service (US 7634).
- Control linen for external laundry (US 7635).

COURSE **MODULES**

Module 1: Personal Development

This module equips learners with the knowledge and skills to maintain high standards of personal health, hygiene, and professional appearance, contributing positively to the organisation's image. Learners will gain an understanding of the workplace environment, available services and facilities, and their role in providing accurate information and representing the organisation professionally.

Module 2: Cleaning Services

This module introduces learners to the correct handling, storage and maintenance of cleaning equipment used in a laundry and hospitality environment. Learners will also develop an understanding of safe and responsible waste disposal procedures, helping them maintain clean, hygienic and well-organised living and working areas in line with organisational requirements.

Module 3: Safety and Security

This module equips learners with the knowledge and skills to identify and respond to factors, faults, incidents, or damage that may increase safety and security risks for staff and customers. Learners will develop the ability to use relevant technology effectively, implement appropriate safety and security measures, and contribute to maintaining a safe and secure working environment. The module also highlights the positive impact that strong safety and security practices have on customer confidence, operational efficiency, and business revenue.

Module 4: Laundry Services

This module introduces learners to the practical skills required to provide professional valet and laundry services in a hospitality environment. Learners will develop an understanding of correct laundry procedures, hygiene standards and customer service requirements, with a focus on handling guests' items with care and delivering an efficient service that supports customer comfort and satisfaction.

DELIVERY **METHOD**

In-house (onsite) training at your establishment for a group of learners. Learners will receive hardcopies of their course material and supporting documents (assessment guide, learner guides, workbooks, logbook). The learner's Portfolio of Evidence will be completed partially in class with some assignments to be completed in the workplace.

- Week 1: Face-to-face contact sessions.
- Week 2 – 4: Workplace practical (under guidance of workplace mentor).

WORKPLACE **EXPERIENCE**

While onsite at the workplace, learners will be expected to be exposed to day-to-day laundry tasks. They will have to complete a logbook, along with their workplace supervisor/coach, to record their practical experience. For this skills programme they will have to complete a minimum of 10 days (2 weeks) of practical.

ENTRY **REQUIREMENTS**

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

COMPETENCY **REQUIREMENTS**

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

COURSE **DATES**

Please contact us to discuss availability. We'll work with you to choose a suitable date for your group training.

GROUP **TRAINING PRICE**

Per Person:	Please contact us for group pricing. Combo specials are available. The more you do the cheaper it is!
Group Size:	Minimum of 8 people. If you have a smaller group, please contact us.

WHAT'S **INCLUDED**

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

WHY **CHOOSE US?**

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible study options.
- National footprint.
- Learner support.
- Industry-relevant training.
- Proven graduate success.

QUALIFICATION **ARTICULATION**

This skills programme forms part of:

Title:	National Certificate: Accommodation Services
SAQA ID:	14110
NQF Level:	2
Credits:	120 (minimum)
Type:	Qualification

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

CONTACT **US**

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