QUALIFICATION FILE – PM Vishwakarma

Laundry Associate (Advance)

NCrF/NSQF Level: 3

Submitted By:
Tourism and Hospitality Skill Council

1216-1220, Block A, 12th Floor Naarang House, Kasturba Gandhi Marg

Connaught Place, New Delhi - 110001

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Section 1: Basic Details

1.	PM Vishwakarma -Qualification Name	Laundry Associate	
2.	Sector	Tourism & Hospitality	
3.	Related Qualification Available on NQR *(wherever applicable)*	Name: NA	NQR Code & version: NG-03-TH-02340-2024-V1-THSC
4.	National Qualification Register (NQR) Code & Version *(Will be issued after NSQC approval.)*	*NG-2.5-TH-00761-2023-V1-THSC*	5. NCrF/NSQF Level: 3
6.	Brief Description of the Job Role	A laundry associate is an individual responsible for performing various tasks related to laundry services, such as washing, drying, folding, and sorting clothes and linens. They may work in laundromats, hotels, hospitals, or other facilities, ensuring that garments and textiles are cleaned and presented in an organized manner. Attention to detail, time management, and knowledge of laundry equipment are typically essential skills for this role.	
7.	Eligibility Criteria for Entry for a Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: **Academic/Skill Qualification (with Specialization - if applicable)** Existing Vishwakarma's duly verified as per the Scheme and must have passed the basic module of Vishwakarma trade. b. Age: NA	
8.	Credits Assigned to this Qualification, Subject to Assessment *(as per National Credit Framework (NCrF))*	4	9. Common Cost Norm Category (I/II/III):
10.	Any Licensing Requirements for Undertaking Training on This Qualification *(wherever applicable)*	NA	

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11.	**Training Duration by Modes of Training Delivery** *(as per requirement of the qualification)*		
		Modules	**Notional Hours (hh:mm)**
		Usage of new machinery/tools/equipment's	45:00 Hours
		Entrepreneurship Skills and design workshop and Bureau of Indian Standards	30:00 Hours
		Advance Digital Skills	15:00 Hours
		Advance Financial Skills	15:00 Hours
		Advance Marketing and Outreach skills	15:00 Hours
		Total	**120:00 Hours**
12.	**Is the Qualification Amenable to Persons with Disability**	☒ **Yes** ☐ **No If "Yes", specify applicable type of Disability: SHI, LD**	
13.	**Name and Contact Details Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name:** Dr. Nikhil Singh **Email:** info@thsc.in **Contact No.** 9419301059 **Website:** https://thsc.in/	
14.	**Final Approval Date by NSQC: 15ᵗʰ May 2024**	**15. Validity Duration:**	**16. Next Review Date:**

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Section 2: Performance Criteria & Assessment Criteria

1.	Washing Machine	Semi Automatic Semi-automatic 8 KG Wash capacity	1 Pcs	
2.	Steam Press and ironing Unit	Temperature controlled with 1000-1200 Watt Wattage	1	
3.	Drycleaning Machine	9 kW power consumption	1 Pcs	

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4.	Stain Removal Machine	240 Volt	1 pcs.	
5.	Electric Iron Press	1000W DRY IRON Lightweight 630g 360 degree swivel cord ISI marked	2	
6.	Cloth Hanger		1 pcs	
7.	Sewing Kit		I kit	
8.	Hose Pipe with Connectors	10 meter Diameter: 0.5 Inch, Layered Braided Water Hose Pipe Watering Hoses with Connector and Clamps	1 PCS.	

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9.	Tub/Bucket	Plastic Tub with a capacity of 50-60 litre	5	
10.	Fabric Disinfectant	Shelf Life:2 year Bleach Free	2 liter / kg	
11.	Stain removal agents	Liquid stain removal agent Type- Solven Base	2 litre / kg	
12.	Laundry Detergent	Liquid Detergent	3 litre / kg	
13.	Gloves	Re-usable PPE gloves	30 pair	
14.	Bleach	Oxygen Bleach with a shelf life of 24 months	2 litre / kg	

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15.	Cloth washing Brush	Rectangular plastic Brush With Handle with Nylon Bristles	5 PCS.	
16.	Mobile Phone	SMART PHONE	30	
17.	Wifi/ Mobile internet	5G/4G/3G, 10 Mpbs	-	

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The aids required to conduct sessions in the classroom are:

1. PC/Laptop
2. Screen Projector
3. Screen
4. Marker
5. White Board
6. Duster
7. Smart Phone

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Section 3: Performance Criteria & Assessment Criteria

Scope:

The scope covers the following:

1. Usage of new machinery/tools/equipment's
   - Use of advance tools and modern equipment's
   - Performing day to day operations using machines and equipment's
   - Care and maintenance of modern tools.
2. Entrepreneurship Skills and design workshop and Bureau of Indian Standards
   - Understand the basics of entrepreneurship, including concepts like business planning, market analysis, financial management.
   - Role and importance of standards in ensuring quality, safety, and reliability of products and services.
3. Advance Digital Skills
   - Advanced features of using mobile phones (Smart Phones)
   - Using advanced Internet and mobile applications (Apps)
   - Privacy and security related to the Internet and mobile phones.
4. Advance Financial Skills
   - Understand importance of being financially literate
   - Manage bank account
   - Managing Loans
   - Basic Understanding Taxes
   - Using advanced features of digital payment applications
   - Awareness and Prevention of Financial Frauds
5. Advance Marketing and Outreach skills
   - Marketing and Customer insights.
   - Quality assurance and certification in craftsmanship
   - Brand identity and promotion
   - E-Commerce and building trade network

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Performance Criteria & Assessment Criteria

S. No.	Performance Criteria	Assessment Criteria			
		TheoryMarks	Practical Marks	Project Marks	Viva Marks
Usage of new machinery/tools/equipment's (Laundry Associate)					
	Collect and sort laundry	*10*	*5*	*-*	*5*
PC 1.	Attend to request for laundry				
PC 2.	Collect the laundry in laundry bag and get the fill laundry form filled for the count of garments collected				
PC 3.	Note any special request such as removal of stains, alteration, or button replacement, etc.				
PC 4.	Inform the customer about the feasibility of the request, extra time needed and extra charges for the requirement				
PC 5.	Check and verify the clothes against the list				
PC 6.	Sort the garments for pressing/dry cleaning/washing etc.				
PC 7.	Put the items that can color-bleed in hand wash bin				
PC 8.	Segregate all clothes color-wise and fabric wise for machine wash				

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PC 9.	Check the clothes for any repair or stray items left in the pocket				
PC 10.	Report to the customers in case any valuable items like cash, jewelry, credit cards, etc. are found in cloth pockets				
PC 11.	Mark or tag the clothes				
PC 12.	Record the details in the prescribed format				
Collect and sort linen and large sized garments		*-*	*10*	*-*	*5*
PC 13.	sort the large sized soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles				
PC 14.	sort the linen further by its type like towels, bedsheets, etc.				
PC 15.	monogram any new linen before washing so that it can easily be identified and controlled for pilferage				
PC 16.	Identify the type of stain				
PC 17.	Clean the table of the spot removing machine and the steam gun nozzle				
PC 18.	Arrange the chemicals required for spotting				
PC 19.	place stain right side up on the perforated plate				
PC 20.	steam the stain using a spray gun and steam pedal				
PC 21.	apply appropriate chemical on the stain				

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PC 22.	rub the stain and reapply steam				
PC 23.	dry the fabric after the stain is removed				
Hand wash the garments		*5*	*5*		*3*
PC 24.	prepare the required solution or cleaning agent for handwashing delicate garment				
PC 25.	separate the items in which the color bleeds				
PC 26.	soak each lot separately				
PC 27.	rub lightly with hands or brush, as appropriate				
PC 28.	rinse the washed clothes				
PC 29.	dry the clothes by hanging them				
PC 30.	Process linen or garments for steam ironing or press unit according to fabric				
Perform machine washing and drying		*5*	*5*	*-*	*5*
PC 31.	load the machine as per its optimum capacity				
PC 32.	measure required chemicals into the appropriate suspenders				
PC 33.	set the program in the machine as per the fabric and wash load type				
PC 34.	monitor the washer for correct water levels, water temperature, proper draining and for any leakage, etc.				

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PC 35.	unload the machine at the end of the wash cycle				
PC 36.	hang the items that require steam press for air drying				
PC 37.	dry the other items in the dryer				
PC 38.	monitor the dryer for correct load, right program settings, etc.				
PC 39.	segregate the machine dried items to be pressed/ironed				
	Dry clean the garments	*5*	*-*	*-*	*5*
PC 40.	place the small and delicate items in a net bag before loading in the machine				
PC 41.	load the machine as per capacity				
PC 42.	Measure and add required chemicals as per the fabric				
PC 43.	operate the dry-cleaning machine as per specifications				
PC 44.	send the items to respective pressing units after dry-cleaning				
	Iron the garments	*-*	*10*	*-*	*5*
PC 45.	clean and feather brush the pressing unit				
PC 46.	ensure there are no previous day's clothes on the shelf or rack				
PC 47.	arrange enough hangers				
PC 48.	fill up spray bottles with fresh water for dampening the clothes				
PC 49.	iron the clothes manually or using the press unit, as applicable				

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	Perform additional laundry services	5	-	-	2
PC 50.	Maintain the inventory of laundry detergents and other required chemicals				
PC 51.	clean the laundry machines as per specifications				
PC 52.	keep storage areas and carts well-stocked, clean, and tidy				
PC 53.	track maintenance and repairs of laundering equipment				
PC 54.	keep the facility clean at all times				
PC 55.	Raise a complaint for any technical problems in the machinery or deficit in the inventory				
	Check quality of laundered items	-	5	-	5
PC 56.	check the garments for missing buttons, stains, zippers, tears, etc.				
PC 57.	inspect the linen for wear and tear and stubborn stains				
PC 58.	check for any discoloration of items				
PC 59.	verify the quality of washing and dry cleaning for all items				
PC 60.	ensure all items are properly pressed and folded as per the standards				
	Deliver customer laundry	-	-	-	10
PC 61.	verify the items with the laundry slip				
PC 62.	remove the tag from customer laundry				
PC 63.	ensure customer requirements for all items are met				
PC 64.	pack the garment in a proper laundry bag as per the procedure				

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PC 65.	deliver the customer items on time				
PC 66.	make sure the right items are returned to their correct owners				
PC 67.	request customer to count or check the items and confirm				
PC 68.	present the invoice for customer signature, as per standards				
PC 69.	Record the signed invoices at a safe place				
	Total Marks	30	40		45
Entrepreneurship Skills and design workshop					
BFSI standards		*5*	*-*	*-*	*5*
PC 1.	Introduction to BFSI standards				
PC 2.	Introduction to IS 285 : 2021 - LAUNDRY SOAPS				
PC 3.	Introduction to IS 2887 : 2017 - Laundry soap powders/flakes - Specification (Third Revision)				
Entrepreneurship (introduction, self-help, creation of clusters and startup)		*5*	*-*	*-*	*10*
PC 4.	Understand the concept of Self-employment				
PC 5.	Understand the concept of entrepreneurship				
PC 6.	come up with business ideas				
PC 7.	Identify your customers and their needs				
PC 8.	perform various ways to market your service				
PC 9.	create self-help groups				
PC 10.	create business clusters				
PC 11.	group members in geographic sector				
PC 12.	collect funds and required resources				

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PC 13.	source and collect machinery and chemicals along with its providers				
PC 14.	plan and set goals for the success of your business				
PC 15.	maintain a summary of receipts and payments of services provided				
PC 16.	resolves conflicts through collective leadership and mutual discussion				
PC 17.	take collateral free loan with terms decided				
PC 18.	Manage finances wisely and identify loopholes				
PC 19.	attract and retain customers while providing excellent service				
PC 20.	obtain feedback to improve your services.				
PC 21.	research and identify tenders at various places like hospitals , railways etc..				
PC 22.	obtain the tender documents from the issuing authority				
PC 23.	read deadlines, submission formats, and any specific criteria set by the issuing authority				
PC 24.	ensure that your bid complies with all the specified requirements				
PC 25.	after submitting your bid, follow up with the tendering authority to confirm the receipt of your proposal				
Case studies and and workshops		*5*	*-*	*-*	*5*
PC 26.	adhere to safety protocols in a laundry facility				
PC 27.	perform basic maintenance practices to prolong equipment				

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	lifespan				
PC 28.	ensure safe handling of laundry chemicals				
PC 29	follow efficient workflow management for timely service delivery				
PC 30.	work effectively in a team to manage high volumes of laundry				
PC 31.	be familiar with laundry management software and technology				
PC 32.	operate the laundry management softaware for record keeping and tacking of garments				
PC 33.	Adopt methods for Implementing quality control measures				
PC 34.	formulate preparedness for unexpected events like chemical spills, fires etc.				
PC 35.	conduct Hands-on sessions for identifying and addressing common equipment issues				
PC 36.	arrange for workshop on environmentally friendly laundry processes				
PC 37.	apply the techniques followed by successful startups of few prominent laundry startups like "UClean" , "LaundroKart" , "DhobiLite","TumbleDry" etc				
PC 38.	give an overview and understand how to replicate the success practices in your role				
PC 39.	Analyse methods these entities have adapted to changes in the market and overcame setbacks				

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PC 40.	understand franchise-based models and methods to operate a franchise				
PC 41.	Provide and adapt app-based laundry services for a larger reach				
	Total Marks	**15**	**-**	**-**	**20**
Advance Digital Skills					
	Advanced features of using mobile phones (Smart Phones)	*10*	*10*	*0*	*0*
PC 1.	Use the mobile phone in a secure way by locking/unlocking phone/apps using various options like face recognition, fingerprint etc.				
PC 2.	Use advanced camera features for business tasks, like scanning QR codes				
PC 3.	Crop photos, take screenshots, and share them as attachments.				
PC 4.	Understand how to use features like conference calls, call recording, and call forwarding.				
PC 5.	Access and manage documents stored in different folders in phone. Eg. File folder, download folder, etc.				
PC 6.	Manage phone memory and data storage				
PC 7.	Use other features of smartphone such as Airplane mode, Do Not Disturb, Bluetooth, other sharing services etc				
PC 8.	Using voice assistant on Smartphones for tasks like setting reminders, asking questions, etc.				
	Using advanced Internet and mobile applications (Apps	*20*	*30*	*-*	*-*

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PC 9.	Connect to internet using Wi-Fi, Mobile Data.				
PC 10.	How to secure various apps installed on phone.				
PC 11.	Using mobile applications to compress pictures and documents				
PC 12.	Access, store, and share documents using Google Drive from your phone				
PC 13.	Use apps for managing schedules and appointments				
PC 14.	Utilize Advanced Features of WhatsApp, Gmail, Google Maps, PayTM, and other social media applications such as Facebook and YouTube				
PC 15.	Using Video conferencing features in different apps (Zoom etc.)				
PC 16.	Create and improve business profiles on relevant social media platforms to reach more customers using features of geo-tagging				
PC 17.	Interact with customers by responding to messages and comments promptly, and share business-related content effectively				
PC 18.	Using applications for customer service interaction (chat and voice calls				
PC 19.	Usage of common applications like currency conversion, interest calculation etc				
PC 20.	Usage of apps to help in various trades like carpenter, tailor etc. (Measurement and calculation apps, find and obtain construction material, manage inventory, learn new				

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	techniques and best practices in their specific trade)				
	Privacy and security related to Internet and mobile phones	*15*	*15*	*-*	*-*
PC 21.	Identification of authentic calls and blocking SPAM calls				
PC 22.	Apply safe and ethical browsing practices (protecting identity) online privacy and the potential risks associated with social media use.				
PC 23.	Understand how to safely store passwords and apply the same.				
PC 24.	Identify common online harassment scenarios (e.g., hate speech etc, cyberbullying), prevention, consequences, and ways to deal with them.				
PC 25.	Understanding fake and real information, importance of verifying the content available on the net and also understanding the responsibility while sharing any content.				
PC 26.	Learn to identify deep fake AI generated frauds and reporting to the concerned authorities				
Total Marks		**45**	**55**	**-**	**-**
Financial Literacy- Advanced					
	Importance of Being Financial Literate	*-*	*-*	*-*	*10*
PC 1.	Explain advanced financial terms such as long and short term assets, liabilities, investments, debit, credit, etc				
PC 2.	Understand various types of business-related financial transactions and their uses in business scenarios				
PC 3.	Describe various types of payment methods such as				

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	cheques, UPI, RTGS etc				
PC 4.	Use mobile applications and online platforms to track expenses and manage financial goals (mention some names)				
PC 5.	Know about various Government schemes such as Pradhan Mantri Jan Dhan Yojana, Jeevan Jyoti Bima Yojana, Suraksha Bima Yojana, Sukanya Samriddhi Yojana, National Pension Scheme (NPS), Atal Pension Yojna (APY)				
	Managing bank account	-	-	-	10
PC 6.	Know various banking services offered by bank such as transfer-receipt of money, deposit-withdrawal etc				
PC 7.	Operate ATM, Deposit Cash/ Cheque through machines or manually				
PC 8.	Visit branch to operate and manage bank accounts				
	Use mobile and net banking to operate and manage bank accounts				
PC 9.	Follow safety measures while managing bank accounts				
	Managing Loans	-	-	-	10
PC 10.	Know various types and features of secured and unsecured loans				
PC 11.	Identify appropriate type of loan as per need, purpose, and loan terms and conditions				
PC 12.	Select the loan repayment structure based on the interest rate and duration.				
PC 13.	Legal process for resolution of delay/ default in payment of				

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	loan instalment				
	Basic Understanding of taxes	-	-	-	*10*
PC 14.	Know various types of Taxes such as Income tax, Goods and Services Tax (GST), etc.				
PC 15.	Explain simple terms related to taxation such as taxable income, tax rates, Tax Deductible at Source (TDS), Value of Goods etc.				
PC 16.	Understand important concepts and applicability of income tax and GST				
PC 17.	Understand Basic guidelines for filing income tax and GST returns, including deadlines				
	Using advanced features of Digital Payment Applications	-	-	-	*10*
PC 18.	Install and configure Digital Payment Applications				
PC 19.	Learn and practice advanced features of Digital Payment Applications such as wallets, bill payments, recharge etc.				
PC 20.	Perform transactions using Digital Payment Applications such as UPI, RTGS, NEFT, IMPS etc.				
	Awareness and Prevention of Financial Frauds	-	-	-	*10*
PC 21.	Identify common online financial frauds and spams and associated potential risks				
PC 18.	Apply safe and ethical practices for securing online transactions				
	Total Marks				**60**

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Marketing and Outreach - Advanced					
	Marketing and Customer Insights	10	10	-	-
PC 1.	Conduct marketing activities for artisian products.				
PC 2.	Evaluate customer feedback to improve product offerings and marketing strategies				
	Quality Assurance and Certification in Craftsmanship	10	10	-	-
PC 3.	Obtain relevant quality certifications such as e ISI mark, Agmark and Hallmark.				
PC 4.	Manage product quality as per quality standards.				
	Brand Development and Promotion Strategies	10	10	-	-
PC 5.	Understand brand identity to enhance sales and promotion.				
PC 6.	Promote products through Social media and digital marketing.				
PC 7.	Leverage National Marketing Committee support in operations and logistics.				
	E-Commerce Management for Artisans	10	10	-	-
PC 8.	Onboarding e-commerce platform.				
PC 9.	Understand process of cataloguing the products and services of Vishwakarmas				
PC 10.	Apply strategies for e-commerce linkage with GeM, Khadi India, MSME Mart.				
	Building Trade Network for Craft Business	5	5	-	-

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PC 11.	Use digital marketing for wider reach and publicity of the Vishwakarma Scheme.				
PC 12.	Identify and collaborate with relevant Industry Bodies.				
PC 13.	Create links with suitable exporters and traders operating under the sector.				
	Trade Fairs and Exhibitions	*5*	*5*	*-*	*-*
PC 14.	Participate in trade fairs, exhibitions related to the products.				
PC 15.	Set up collective display of PM Vishwakarma Products to associations of the artisan groups				
	Total Marks	**50**	**50**	**-**	**-**

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Section 4: Trainers & Assessors

1.	**Trainer's Qualification and experience in the relevant sector (in years)**	**Domain Trainer:** *a) ITI Instructors from Directorate General of Training (DGT) ecosystem who have preferably worked in the industry and have technical know-how about the operations of the modern listed tools in relevant trades* *b) Certified trainers from the NCVET recognized Awarding Bodies* *c) Working professionals from the industry or clusters who have good knowledge and experience about the working/ operations of the listed modern tools in the relevant trades*
		Life Skills Trainer: *a) ITI Instructors from Directorate General of Training (DGT) ecosystem** *b) Certified trainers from the recognized Awarding Bodies** ***Mandatory Training of Trainers (ToT) of existing certified trainers on employability and entrepreneurship skills modules** **District-wise list of trainers/ Assessors is to be identified and made available**
2.	**Assessor's Qualification and experience in relevant sector (in years)** *(Preference – Vishwakarma Trainer in relevant trades will be onboarded on assessments for becoming Certified Assessors / Certified Assessors in relevant trade. Certified assessor will also take the Life Skills Module assessment.)*	**Assessor:** *a) Certified Assessors of the recognized Assessment Agencies* *b) Certified trainers may also get certified as an Assessor to conduct assessments in relevant trades (A Trainer can also act as an Assessor for a different location)*

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Acronym

Annexure: Acronym and Glossary

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards

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Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.

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