



Institute for Apprenticeships
& Technical Education

COMMERCIAL LAUNDRY OPERATIVE

Key information

Reference: ST0604

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £6000

Route: Engineering and manufacturing

Date updated: 24/10/2022

Approved for delivery: 22 June 2018

Lars code: 296

EQA provider: Ofqual

Example progression routes:

Team leader or supervisor

Review: This apprenticeship standard will be reviewed after three years

Details of the occupational standard

Occupation summary

Commercial laundry operatives work in the commercial laundry service industry.

Commercial laundries provide laundry services and often product rental to a wide range of sectors in the UK. This includes workwear for manufacturing, industrial, food, transport and pharmaceutical sectors. And linen for hospitality, catering, hotel, hospital, and care sectors.

Commercial laundry operatives conduct laundry processes in line with product and customer requirements. They classify incoming textile products for laundry processing, complete cleaning processes, dry and finish products, and prepare them for customers. The industry increasingly uses a high level of technology, which operatives use. They also contribute to quality assurance and maintaining the workplace environment.

They work with other operatives, team leaders and managers. They will also have contact with colleagues from other business functions such as transport and maintenance. They typically report to a shift manager, team leader, or supervisor.

They are responsible for meeting work schedules. They must work to quality, health and safety, and environment regulations and procedures.

They work as part of a team, under supervision.

Typical job titles include:

Garment cleaner

General laundry operative

Laundry operative

Production operative

Occupation duties

DUTY	KSBS
Duty 1 Process incoming textile products for example, workwear, table cloths, sheets, and towels. Classify textile products for appropriate laundry process.	K2 K3 K4 K6 K7 K8 K16 K21 K23 K24 K25 K26 S1 S2 S3 S4 S6 S7 S8 S9 S10 S15 S16 S18 B1 B3 B4 B5 B6 B7
Duty 2 Complete textile products cleaning processes following standard operating procedures (SOPs) using equipment for example, batch washing machines and presses steamers.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K11 K12 K13 K14 K15 K16 K17 K18 K21 K23 K24 K25 K26 S1 S2 S3 S4 S5 S6 S7 S9 S10 S15 S16 S18 B1 B2 B3 B4 B5 B6 B7
Duty 3 Dry and finish textile products.	K2 K3 K4 K6 K7 K8 K10 K16 K21 K23 K24 K25 K26 S1 S2 S3 S4 S5 S6 S7 S9 S10 S15 S16 S18 B1 B3 B4 B5 B6 B7
Duty 4 Contribute to quality assurance.	K2 K3 K4 K6 K7 K20 K24 K25 K26 S1 S2 S3 S4 S5 S6 S7 S11 S13 S15 S16 S18 B1 B3 B4 B5 B6 B7
Duty 5 Rectify basic laundry process faults for example, product mis-feed.	K2 K3 K4 K6 K7 K8 K19 K24 K25 K26 S1 S3 S4 S5 S7 S9 S10 S13 S15 S16 S18 B1 B3 B4 B5 B6 B7
Duty 6 Prepare textile products for customer delivery.	K2 K3 K4 K6 K7 K8 K21 K24 K25 K26 S1 S3 S4 S5 S6 S7 S10 S12 S15 S16 S18 B1 B3 B4 B5 B6 B7
Duty 7 Maintain laundry documentation.	K2 K3 K4 K6 K7 K21 K22 K24 K25 K26 K27

S1 S3 S4 S5 S6 S7 S14 S15 S16 S17
S18

B1 B3 B4 B5 B7

Duty 8 Contribute to maintaining the workplace environment (housekeeping) including recycling and safe disposal of waste in line with environmental standards.

K2 K3 K4 K5 K6 K23 K24 K25 K26

S1 S3 S4 S5 S7 S15 S16 S18

B1 B2 B3 B4 B5 B7

KSBs

Knowledge

K1: The commercial laundry sector: background, services provided, and future trends. Customer service expectations in different sectors.

K2: The commercial laundry operative role and responsibilities. Limits of autonomy.

K3: Awareness of health and safety regulations, standards, and guidance and impact on role. Confined spaces. Control of Substances Hazardous to Health (CoSHH). Fire safety (dust and lint control). Health and Safety at Work Act. Slips, trips, and falls. Working in confined spaces. Working at height

K4: Safe systems of work. Risk assessment and hazard identification in the work area. Isolation and emergency stop procedures. Manual handling. Personal Protective Equipment (PPE). Situational awareness.

K5: Impact of the sector processes on the environment. Efficient use of resources. Recycling, re-use and the safe disposal of waste.

K6: Awareness of quality standards and impact on role: ISO 9001 Quality Management, ISO 14001 Environmental Management, and ISO 18001 Health and Safety.

K7: Work procedures. What they are and why they are important.

K8: Machinery and equipment used in commercial laundries: batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders. Purpose and operation.

K9: The chemistry and mechanical function behind the cleaning process to produce a quality product: stain removal, creasing, colour loss, greying and yellowing; impact on different fabric types.

K10: Finishing processes and how they impact on finished product quality and on different fabric types.

K11: Healthcare sector. Decontamination in laundering quality standards: Risk and Bio-Contamination in the Laundry Environment (British Standard European Norm BS EN 14065), Decontamination of Linen in health and social care (Health Technical Memorandum HTM 01-04), and BS EN 13795. Surgical drapes, gowns and clean air suits used as medical devices for patients, clinical staff, and equipment.

K12: Food sector. Risk and Bio-Contamination Control (RABC). Processes required to remove foreign bodies and risk of biological cross-contamination.

K13: Workwear performance standards of garments: ISO 20471 High Visibility, ISO 11612 Protection against Heat and Flame, ISO 11611 Protection against welding and allied processes, and BS EN 13034 Protective clothing against liquid chemicals.

K14: Clean room: control measures for product and people exposure and BS EN 13795.

K15: Continuous Batch Washer (CBW) and Continuous Tunnel Washer (CTW) health and safety. The Textile Services Association (TSA) code of practice on the safe access and entry to a CBW and CTW.

K16: International care label symbols, garment labelling, and different types of fibres and fabrics for professional industrial cleaning.

K17: Types of dry-cleaning solvents and their safe handling, standards for use, storage, and disposal.

K18: Stain classification. Removal techniques for different stains.

K19: Escalation procedures for breakdowns, maintenance, stoppages, and failure. The impact of issues on production.

K20: Basic continuous improvement processes.

K21: Digital technology in the industry: stock management information systems, and equipment digital interfaces.

K22: Information technology: virtual learning platforms, email. General data protection regulation (GDPR). Cyber security.

K23: Performance targets. Work organisation and time management techniques.

K24: Communication techniques: verbal and written.

K25: Principles of good team working.

K26: Equality, diversity, and inclusion in the workplace.

K27: Documentation requirements for the role.

Skills

S1: Follow work instructions - verbal or written.

S2: Organise and prioritise work.

S3: Follow health and safety procedures in line with regulations, standards, and guidance.

S4: Follow procedures in line with environmental and sustainability regulations, standards, and guidance.

S5: Identify and segregate resources for reuse, recycling, and disposal.

S6: Comply with laundry industry regulations, standards, and guidance.

S7: Follow work procedures.

S8: Sort, classify and identify products for processing either manually or via operating equipment. Identify any special cleaning processes for example, stain removal.

S9: Check equipment and machinery.

S10: Operate equipment and machinery to process textile products for example, batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders.

S11: Conduct quality checks for example, identify any rejects or rewash, inspect items for damage.

S12: Sort and pack items.

S13: Identify production issues for example, product mis-feed, machinery issues, or product flow issues. Resolve or escalate issues in line with procedures. Escalate maintenance requirements.

S14: Use information technology.

S15: Communicate with others for example, internal and external customers, colleagues, and managers.

S16: Apply team working principles.

S17: Record task information (text or data) - paper based or electronic.

S18: Carry out and record learning and development activities.

Behaviours

B1: Put health and safety first.

B2: Consider the environment when using resources and carrying out processes.

B3: Take ownership of given work.

B4: Team-focus to meet work goals.

B5: Support an inclusive workplace for example, respectful of different views.

B6: Adapt to changing work requests.

B7: Seek learning and development opportunities.

Qualifications

English and Maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the apprenticeship funding rules.

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	standard, funding band and end-point assessment plan revised	22/10/2022	Not set	Not set
1.0	Approved for delivery	22/06/2018	21/10/2022	Not set

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