



EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)
PRACTICAL EISA MARKING GUIDELINES EXEMPLAR 01

QUALIFICATION INFORMATION	
QUALIFICATION TITLE:	Occupational Certificate: Laundry Worker
SAQA ID:	117369
NQF LEVEL:	2
CREDITS:	60
DURATION:	One (1) Hour
TOTAL MARKS:	Competent / Not Yet Competent
PASS MARK:	Competent
DATE OF EISA:	

This PRACTICAL EISA MARKING GUIDELINES EXEMPLAR consists of 16 pages.

GENERAL EISA RULES

1. Candidates to ensure that their Surname, Names, ID Number, EISA Registration Number, Assessment Centre and Assessment Centre Accreditation Number appear on the front of the EISA booklet.
2. Candidates are only allowed to use a black pen for their answers.
3. This is a closed-book EISA.
4. All EISA booklets must be returned to the invigilator in their original condition. No pages may be removed or torn from the booklet, and the removal of EISA booklets from the examination room is strictly prohibited.
5. All cell phones must be switched off for the duration of the EISA.
6. Raise your hand to attract the attention of the assessor when necessary.
7. The invigilator will not assist you with the explanation of questions related to the EISA.
8. Candidates are prohibited from conversing in any manner with other candidates.
9. Candidates may not leave the Assessment Centre venue within ONE (1) Hour of the start of the EISA and in the last 10 minutes of the allotted EISA period.
10. Candidates who engage in disruptive or unruly behavior will be instructed by the invigilator to leave the assessment centre.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND
DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

SIGNATURE OF STUDENT

INSTRUCTIONS TO ASSESSORS

A. BEFORE THE ASSESSMENT

1. PREPARE THE ASSESSMENT VENUE

- 1.1. The assessment centre must ensure a suitable and safe environment with sufficient lighting and ventilation, firefighting equipment, a first aid kit, plans with emergency evacuation routes, a wall clock and suitable work surfaces and equipment.
- 1.2. The following specialised work/ assessment areas are required:
 - 1.2.1. Receiving and inspection
 - 1.2.2. Washing
 - 1.2.3. Drying
 - 1.2.4. Flatwork and finishing
 - 1.2.5. Wrapping and packaging
- 1.3. The following items must be available (check all equipment is functional and in good condition):
 - 1.3.1. Apron (PPE)
 - 1.3.2. Protective gloves (PPE)
 - 1.3.3. Surface cleaner and cloth
 - 1.3.4. Laundry bundles A, B, C and D
 - 1.3.5. Laundry trolley/ laundry bags (optional)
 - 1.3.6. Weighing equipment
 - 1.3.7. Washing machine
 - 1.3.8. Tumble dryer
 - 1.3.9. Ironing and finishing equipment
 - 1.3.10. Clothes hangers
 - 1.3.11. Packaging materials
 - 1.3.12. Signage to indicate laundry bundles A, B, C and D
 - 1.3.13. Black pens for candidates
 - 1.3.14. Red pens for Assessors
 - 1.3.15. Green pens for Moderators
 - 1.3.16. Camera/ smart phone for photographic evidence

2. PREPARE THE ASSESSMENT MATERIALS

- 2.1. Print the required number of question papers. Check that all pages are printed and legible.
- 2.2. Print the required number of marking rubrics for use by the Assessor and Moderator
- 2.3. Print one copy of the marking guideline per Assessor and Moderator
- 2.4. Store all assessment materials in a strong room or document safe.
- 2.5. Access the prepared assessment materials prior to the start of the assessment.

3. VERIFY CANDIDATE READINESS

- 3.1. Verify the identity of candidates by checking the identity document against the attendance register.
- 3.2. Confirm that the candidate has completed the required training and formative assessments. Refer to the Statement of Results issued by the SDP.
- 3.3. Check that the candidate understands the purpose of the assessment.

4. BRIEF THE CANDIDATE

- 4.1. Explain the assessment process, duration, and expected outcomes.
- 4.2. Check the number of pages that were handed out to candidates is correct.
- 4.3. Guide learners in the completion of the cover page of the question paper.
- 4.4. Refer candidates to the EISA rules as it appears in the question paper. Request that learners sign this page.
- 4.5. Inform the candidate of the competency decision criteria.
- 4.6. Remind the candidate of health and safety regulations.
- 4.7. Allow questions for clarity before starting.

5. CHECK DOCUMENTATION

- 5.1. Ensure all assessment instruments are available.
- 5.2. Request candidate signatures on the attendance register.

B. DURING THE ASSESSMENT

1. OBSERVE WITHOUT INTERFERING

- 1.1. Do not assist candidates during the performance of tasks.
- 1.2. Only intervene if there is a safety risk.

2. COLLECT HOLISTIC EVIDENCE

- 2.1. Use observation checklists, oral questioning, and product evaluation. Take photos of

candidates with evidence sampled, to support assessment decisions.

2.2. Evidence must reflect:

- 2.2.1. Practical ability
- 2.2.2. Applied knowledge
- 2.2.3. Professional conduct
- 2.2.4. Safety compliance

3. ENSURE FAIRNESS AND CONSISTENCY

- 3.1.1. Apply the same assessment criteria to all candidates.
- 3.1.2. Avoid bias based on gender, language, culture, or background.

4. RECORD FINDINGS IMMEDIATELY

- 4.1. Indicate C or NYC against each criterion as it is demonstrated.
- 4.2. Write comments in the section provided. Make additional comments for borderline, exceptional, or unsafe performance.

5. MANAGE IRREGULARITIES

- 5.1. Manage irregularities in accordance with policy.

C. AFTER THE ASSESSMENT

1. MAKE A COMPETENCY JUDGMENT

- 1.1. Use assessment tools to determine Competent (C) or Not Yet Competent (NYC)
- 1.2. Base your decisions solely on evidence collected.

2. PROVIDE FEEDBACK

- 2.1. Give clear, constructive, supportive feedback.
- 2.2. For NYC decisions, explain areas requiring improvement and recommend further training.

3. COMPLETE ADMINISTRATIVE REQUIREMENTS

- 3.1. Fill out assessment summary reports, checklists, and candidate declarations.
- 3.2. Sign and date all documents and ensure the candidate signs as well.
- 3.3. Submit the assessment pack to the AQP as per procedure.

4. MAINTAIN CONFIDENTIALITY

- 4.1. Store documents securely.

- 4.2. Only authorised personnel may view assessment information.

INSTRUCTIONS TO MODERATORS

A. BEFORE MODERATION

1. Check that assessors are qualified and competent in the field.
2. Sample Assessment Evidence
 - 2.1. Select the required sample (as per policy).
 - 2.2. Ensure a mixture of:
 - 2.2.1. Different assessors
 - 2.2.2. Different candidates
 - 2.2.3. Different levels of achievement
 - 2.2.4. Borderline cases

B. DURING MODERATION

1. EVALUATE ASSESSMENT DECISIONS

- 1.1. Ensure consistency across assessors.
- 1.2. Verify that competence decisions are supported by sufficient evidence.

2. MONITOR FAIRNESS AND ETHICS

- 2.1. Check that assessments were free of unfair bias.
- 2.2. Ensure candidates were adequately briefed and treated according to procedure.

3. VALIDATE FEEDBACK QUALITY

- 3.1. Ensure assessors provide clear and accurate feedback to candidates.

C. AFTER MODERATION

1. COMPLETE THE MODERATION REPORT

- 1.1. Summarise findings, strengths, and areas of improvement.
- 1.2. Include recommendations for assessor development where needed.
- 1.3. Submit the moderation report, sampled evidence, and checklists to the AQP.

2. ENSURE CORRECTIVE ACTIONS

- 2.1. Where inconsistencies or errors exist, ensure they are corrected.
- 2.2. Follow up to ensure future assessments comply fully with standards.

3. GENERAL PRINCIPLES

All assessors and moderators must apply the following principles:

3.1. PRINCIPLES OF GOOD ASSESSMENT

- 3.1.1. Validity – Assess what the qualification requires.
- 3.1.2. Reliability – Results must be consistent across candidates.
- 3.1.3. Fairness – No discrimination or bias.
- 3.1.4. Practicality – Feasible and realistic procedures.
- 3.1.5. Sufficiency – Enough evidence gathered.

3.2. CODE OF CONDUCT

- 3.2.1. Maintain professionalism.
- 3.2.2. Respect confidentiality.
- 3.2.3. Promote safety.
- 3.2.4. Treat all candidates with dignity.
- 3.2.5. Avoid conflict of interest.

LIST OF LAUNDRY ITEMS REQUIRED

The following list of laundry items are required for this assessment:

Quantity	Item	Colour	Textile	Special notes
2	T-shirts	White	Cotton/ polycotton	
4	Pillowcases	White	Cotton/ polycotton	
2	Bedsheets	White	Cotton/ polycotton	
3	Formal Shirts	Dark	Cotton/ polycotton	
3	Pants	Dark	Cotton/ polycotton	
2	T-shirts	Dark	Cotton/ polycotton	
2	Tablecloth	Light	Polyester/ blend	
11	Napkins	Light	Polyester/ blend	
1	Napkin	Light	Polyester/ blend	Visibly stained
2	Bath towels	Any	Cotton/ polycotton	
1	Scarf	Any	Silk/ rayon/ viscose/ chiffon/ organza/ satin blends.	Care label indicates hand wash only.

Total no of items: 33

SPECIFICATION FOR LAUNDRY BUNDLES/ LOADS

IMPORTANT:

1. The Assessment Centre must ensure that all the required laundry items are available. Particular attention should be paid to the specified types, quantities, and requirements, as well as the care labels on each item.
2. Laundry bundles must be placed in the designated work/ assessment areas before the assessment begins.
3. Each bundle must be clearly labelled (e.g., "Laundry Bundle A").

Laundry Bundle	Condition	Work / assessment area	Description	Quantity	Requirements
A	Soiled laundry items to be inspected, sorted and washed.	Receiving and inspection	A laundry bundle containing a <u>m</u> ix of fibre/ textile types, care labels/ symbols and some items containing <u>stain</u> .	15	1 x T-shirt – white cotton/ polycotton 2 x Pillowcases - white cotton/ polycotton 1 x Bed sheet - white cotton/ polycotton 1 x Shirt - dark cotton/ polycotton 1 x Pants - dark cotton/ polycotton 1 x T-shirt - dark cotton/ polycotton 1 x Tablecloth – light polyester / blend 5 x Napkin – light polyester/ blend 1 x Napkin – light polyester/ blend with <u>stain</u> 1 x Scarf – silk/ rayon/ viscose/ chiffon/ organza/ satin blends. Care label indicates <u>hand wash only</u> .

Laundry Bundle	Condition	Work / assessment area	Description	Quantity	Requirements
B	Sorted bundle of laundry ready for washing / drying.	Washing / drying	A laundry bundle containing <u>similar</u> fibre/ textile types, care labels/ symbols.	4	1 x T-shirt – white cotton/ polycotton 2 x Pillowcases - white cotton/ polycotton 1 x Bed sheet - white cotton/ poly cotton
C	Sorted bundle load in the tumble dryer, already dried, requires ironing.	Drying / flatwork and finishing	A laundry bundle containing <u>similar</u> fibre/textile types, care labels/ symbols.	6	1 x Tablecloth – light polyester / blend 6 x Napkin – light polyester/ blend
D	Cleaned and finished laundry items ready for packaging.	Wrapping and packaging	Cleaned and finished textiles, containing items <u>not meeting specifications.</u>	6	1 x ironed formal shirt 1 x ironed pants 1 x ironed t-shirt 1 x t-shirt, <u>not ironed and visibly creased</u> 2 x bath towels

ASSESSMENT GUIDELINES

TASK 1: SORT AND CLASSIFY SOILED LAUNDRY AND PREPARE FOR WASHING

Below is a guideline only. Assessor to use discretion.

1.1 You are given Laundry Bundle A with a mix of fibre types, delivered by Mrs Dlamini. Your task is to inspect the textiles, identify stains and sort into different loads ready for washing.

1.1.1 Inspect at each laundry item to check for stains, dirt, or damage.

1 x Stained napkin identified and separated from the rest of the laundry bundle.

1.1.2 Sort them into groups of similar items for washing. You need NOT consider the weight of the loads.

Below is a guideline only. Assessor to use discretion.

Candidate is required to sort the laundry items into 5 washing loads as indicated below.

<u>Washing Load 1</u> 1 x T-shirt – white cotton/ polycotton 2 x Pillowcases - white cotton/ polycotton 1 x Bed sheet - white cotton/ polycotton	<u>Washing Load 2</u> 1 x Shirt - dark cotton/ polycotton 1 x Pants - dark cotton/ polycotton 1 x T-shirt - dark cotton/ polycotton
<u>Washing Load 3</u> 1 x Tablecloth – light polyester/ blend 5 x Napkin – light polyester/ blend	<u>Washing Load 4</u> 1 x Napkin – light polyester/ blend with <u>stain</u>
<u>Washing Load 5</u> 1 x Scarf – rayon/ viscose/ chiffon, organza, satin blends. Care label indicates <u>hand wash only</u> .	

If the care label of the laundry indicates a different wash programme, this must be accepted.

In the case that washing loads 3 and 4 are combined, the candidate must indicate the need for stain removal of the napkin prior to washing.

Verbal Questioning

1. Why did you separate the stained napkin from the rest of laundry bundle?

The napkin is stained and must be pre-treated with a suitable stain removal chemical before being added to washing load 3.

2. Why did you separate the scarf from the rest of the laundry bundle?

The scarf is made from synthetic/ semi synthetic textiles OR the scarf is a delicate garment **OR** care label indicates hand wash only.

3. What rules did you follow when sorting the laundry?

I separated the items as follows:

- Delicate items
 - Stained items
 - By colour: dark/ light/ white items
 - By fabric/ textile type: cotton/ polycotton and polyester/ blend
 - By type / level of soiling: tablecloth and napkins washed separately
4. What would you do if you counted one less t-shirt compared to the number of t-shirts indicated by the client on the laundry docket?
- I would clearly indicate on the laundry docket the actual number of t-shirts I have counted.
 - I will also make a note of this discrepancy on the laundry docket.
 - I will inform the supervisor that there is one t-shirt less.

11.3 Complete the laundry docket below with the required information and note any anomalies/ defects.

LAUNDRY DOCKET		
Customer Name: <i>Mrs Amanda Dlamini</i>		
Laundry item	No of items submitted by client	No of items received by laundry
Shirts/Blouses	3	3
Pants/Trousers	2	2
Skirts/Dresses	1	1
Jackets/Coats		-
Overalls/Uniforms	2	2
T-shirts	4	4
Bed linen (sheets, pillowcases, duvet covers)		-
Towels (bath, hand, kitchen)	2	2
Table linen (tablecloths, napkins)	7	7
Blankets/Curtain		-

Other items (special fabrics, delicate garments)	1	1
TOTAL NO OF ITEMS	15	15
Anomalies/ Defects/ Special Instructions: <i>Delicate scarf included. One napkin has stains.</i>		
This section reserved for staff use only: Anomalies/ Defects: Special Comments: Received By: Signature:		

**Before starting the next task, notify the Assessor that you are ready to be assessed.
The Assessor will take a photograph of this page.**

TASK 2: USE MACHINES AND CHEMICALS TO CLEAN SOILED LAUNDRY

Below is a guideline only. Assessor to use discretion.

2.1 You are given Laundry Bundle B which is ready for washing, a washing machine and tumble dryer.

2.1.1 Choose the correct washing cycle/ programme for the laundry load. You need NOT consider the weight of the load.

Warm wash at 40 °C with medium spin.

2.1.2 Choose the correct drying cycle for the laundry load.

Low/ medium heat tumble dry.

Before starting the next task, notify the Assessor that you are ready to be assessed.

Verbal Questioning

1. Why did you choose this wash programme/ cycle?

The load consists of cotton/ polycotton textiles. The best washing programme would be a warm wash at 40 °C with medium spin **OR** cotton/ mixed fibre cycle **OR** for hygiene reasons, the pillowcases and bedsheet may be washed at temperatures up to 60 °C, if the care labels allow. The T-shirt would be washed separately at 40 °C.

As equipment varies, the assessor may be required to mediate between the settings available on the machine and the response from the student.

If the care label of the laundry indicates a different wash programme, this must be accepted.

2. Why did you choose this drying programme/ cycle?

The load consists of cotton/ polycotton textiles. Low or medium heat is best suited for cotton/ polycotton as this prevents fibre damage and shrinkage.

TASK3: CONDUCT FINISHING FUNCTIONS FOR LAUNDRY OPERATIONS

TASK 3.1: Check finishing equipment

Below is a guideline only. Assessor to use discretion.

3.1 You are given Laundry Bundle C and ironing and finishing equipment including tumble dryers, garment pressers or steam pressers, and interlock switches.

3.1.1 Inspect finishing equipment to ensure they are safe for use.

Damaged or unsafe equipment identified.

3.1.2 Remove the dried items from the tumble dryer and check the items for damage or poor quality.

No damaged or poor quality items.

3.1.3 Choose the correct settings for the ironer according to the requirements of the items.

Low heat OR 110–150°C OR synthetic setting.

Before starting the next task, notify the Assessor that you are ready to be assessed.

Verbal Questioning

1. What are some of the things you checked to ensure the ironing equipment is safe to use?

Any two of the following:

- **Check the equipment for cracks, exposed wires, or damaged plugs.**
- **Ensure the soleplate is clean and free of burnt residue.**
- **Ensure the soleplate is clean and free of burnt residue.**
- **Confirm the power cord is intact, with no fraying or loose connections.**
- **Always use the handle; avoid touching the hot soleplate (ironing surface).**
- **Ensure interlock system (safety guards) are engaged**
- **Check where the emergency stop button is located.**

2. Why did you choose this heat setting?

A low heat is best for polyester/ synthetic textiles OR polyester/ synthetic textiles can soften and melt at higher temperatures.

3. What would you do if the tablecloth is torn?

I will make a note on the laundry docket and inform the supervisor.

TASK 3.2: Check items, package and dispatch finished clean laundry

Below is a guideline only. Assessor to use discretion.

3.2 You are given Laundry Bundle D and packaging materials.

3.2.1 Inspect the items for stains, cleanliness, and finishing quality.

1 un-ironed t-shirt identified.

3.2.2 Pack the finished items with appropriate materials.

- Formal shirt: clothes hanger and plastic cover
- Pants: clothes hanger and plastic cover
- Ironed t-shirt: hanger and plastic cover
- Bath towels: stack and plastic wrap
- Un-ironed t-shirt: keep on clothes hanger, mark as unpressed and return for ironing
- Laundry docket attached.

OR

- Formal shirt, pants, t-shirt kept on individual clothes hangers with a single plastic cover. Hangers kept together with elastic band.
- Bath towels: stack and plastic wrap
- Un-ironed t-shirt: keep on clothes hanger, mark as unpressed and return for ironing.

3.2.3 Assemble and prepare the finished goods for dispatch.

- Prepare clean finished goods/laundry for dispatch
- Check each item for stains, damage, or missed creases
- Prepare dispatch documents (laundry docket attached).
- Place in designated area for dispatch

Verbal Questioning

1. What would you do with un-ironed t-shirt?

I will mark the item as not ironed/ pressed and return to the ironing section.

2. What are some of the general rules when preparing or sending out the finished goods?

Any 3 of the following:

- Check each item for stains, damage, or missed creases.
- Ensure pressing quality (collars, cuffs, seams) meets standards.

- Use clean, dust-free covers or wrapping.
- Avoid over-packing to prevent creasing.
- Group items by customer order.
- Ensure garments look crisp and professional.

Notify the Assessor that you have completed this task and you are ready to be assessed.