

## 1. Title of the certificate (NL)

**Ervaringsbewijs: poetshulp (m/v)**

In the original language

## 2. Translated title of the certificate

**Certificate of professional competence: domestic help (m/f) (EN)**

**Titre de compétence professionnelle: aide ménager (-ère) (h/f) (FR)**

This translation has no legal status.

## 3. Profile of skills and competences

***The occupational standard was developed and approved by the sectoral social partners.***

***The holder of the certificate of professional competence can:***

***clean the interior of the house and the sanitary facilities:***

- choose dry, damp or wet cleaning technique according to the surface that needs cleaning;
- start with dry cleaning activities;
- dust from top to bottom;
- clean electronic equipment and *sockets* with a damp cloth;
- after cleaning, put all accessories back in place;
- clean doors and walls without causing driplings;
- work from clean to dirty;
- use separate material for toilet, other sanitary fittings and interior.

***clean the floor:***

- choose vacuum cleaner, dust mop and/or floorcloth according to floor type;
- install proper nozzle, set correct suction power on the vacuum cleaner and check whether the dust container needs emptying;
- always keep the dust mop in contact with floor surface, applying the S technique;
- clean skirting boards with a damp cloth;
- work with clean water;
- dry with a damp floorcloth.

***iron:***

- sort the laundry according to type;
- set the temperature according to laundry type;
- start with the lowest temperature;
- remove creases from laundry;
- create or keep laundry shape;
- follow customer's instructions for folding and storing the laundry.

***use cleaning equipment and products:***

- choose proper material for every task;
- choose proper cleaning product for every task;

### **Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EG of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu>

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- use a proper quantity of cleaning product;
- clean the equipment before storing it;
- perform all tasks in the most efficient order according to given circumstances.

**work safely and environmentally conscious:**

- sort litter;
- empty dustbins;
- have a *safe working attitude*;
- use cleaning and ironing equipment and cleaning products according to instructions;
- store material safely;
- use gloves if necessary;
- wear *proper shoes* and clothes.

**deal with customers:**

- follow customer's orders;
- keep a professional relationship with the customer;
- treat customer information with discretion;
- inform the customer about a lack of cleaning products or materials.

**4. Range of sectors and occupations relevant to the holder of the certificate**

*The holder of the certificate of professional competence may work as a domestic help in social profit and 'dienstencheques' (service vouchers) companies.*

**5. Official basis of the certificate**

<b>Name and status of the body awarding the certificate</b> <i>Test centre recognized by the Flemish government</i>	<b>Name and legal status of the national/regional authority providing accreditation/recognition of the certificate</b> <b>Flemish Ministry of Employment and Social Economy</b> <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
<b>Level of the certificate (national or international)</b> <i>Flemish level</i> <i>RAC (Recognition of Acquired Competences)</i>	<b>Grading scale / Minimum requirements</b> <i>All competences as described under point 3 must be proved.</i>
<b>International or European regulation</b>	
<b>Legal basis</b> <ul style="list-style-type: none"> <li>• <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 20004 on obtaining a certificate of occupational competence</i></li> <li>• <i>Ministerial Order of 27 April 2009 determining recognition as awarding instance within the framework of the recognition and assessment procedure to obtain the certificate of professional competence</i></li> <li>• <i>Ministerial Order of 5 October 2010 determining the standard for the title of domestic help (= certificate of professional competence)</i></li> </ul>	

**6. Officially recognized ways of acquiring the certificate**

<b>Description of followed pathways</b>	<b>Percentage of the total programme (%)</b>	<b>Duration (hours/weeks/months/years)</b>
Recognition of Acquired Competences (RAC)	100	Max. 3 hours 15 minutes
<b>Total duration of the assessment leading to the certificate</b>		Max. 3 hours 15 minutes

**Additional information**

*The assessment was developed according to the domestic help standard, as established and approved by worker and employer representatives from the social profit sector. The assessment consists of a criterion oriented interview and direct observation of the process in an occupationally relevant context. The actual assessment is done by 2 evaluators according to the domestic help standard.*

**More information is available at:**

[www.ervaringsbewijs.be](http://www.ervaringsbewijs.be)

**Flemish overview of Europass Certificate supplements**

*You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:*

[www.europass-vlaanderen.be/cs](http://www.europass-vlaanderen.be/cs)