

Overview on Units of Learning Outcomes

Key Activities and Professional Competences

Qualification: **Housekeeper (Belgian “aide menagerie”)**

EQF Level: **3¹**

Key activities and professional skills
<p>Key activity 1: Contact with care recipients</p> <p>Introduce themselves and the department</p> <p>Adapt behaviour to suit the needs of a vulnerable care recipient</p> <p>Encourage the care recipients to assume responsibility</p> <p>Agree the practical aspects of the service with the care recipient</p> <p>Listen to the specific requests of the care recipient</p> <p>Explain what is possible within the framework of the service</p> <p>Respect the care recipient</p>
<p>Key activity 2: Perform housekeeping tasks, on the basis of labour regulations specific to each service</p> <p>Planning housekeeping activities</p> <p>Cleaning</p> <p>Tidying</p> <p>Washing laundry</p> <p>Ironing</p> <p>Folding and putting away laundry</p>
<p>Key activity 3: Respect the environment, and ergonomics and health & safety standards</p> <p>Sort cleaning products and tools</p> <p>Observe the rules under existing legislation</p> <p>Prevent accidents</p> <p>Report a problem</p>
<p>Key activity 4: Integrate into professional life, respecting professional ethics</p> <p>Adapt to the demands of the profession in accordance with the institution’s regulations</p> <p>Adopt a professional attitude</p> <p>Accept psychological and social mentoring</p> <p>Help implement activities agreed in team meetings</p> <p>Undergo training so as to keep pace with the changing profession</p>

¹ In Belgium, the Qualification Framework hasn’t been effectively transposed. It is not the competence of this project’s leaders to decide the EQF level. Meanwhile, taking into account the competences, the European definition and the evolution in Belgium and in the member states, the written level is the most likely.

Key activities and professional skills

Key activity 5: Work as a team player in the care sector

Report any problems experienced by the care recipient to stakeholders

When working with care recipients, take into account interventions planned at team meetings and supported by others

Assume a position within the group

Explain problematic situations

Propose well-considered improvements and solutions

Legal sources:

Dossier pédagogique inter-réseau section aide-ménagère de l'enseignement de promotion sociale secondaire inférieur, code 81 00 00 S10 S2

Course duration:

258 hours and 40 minutes (310 periods)

Key activity 1 Contact with care recipients	
Qualification Housekeeper	EQF Level: 3
Assessment Instruments: Oral examination, practical examination, written examination	
Professional Competence Introduce themself and the department.	
Skills <ul style="list-style-type: none"> Wear appropriate work attire Introduce themself properly (including their role in the department) Explain their role in the department Address the person politely (formal 'vous' form) 	Knowledge² <ul style="list-style-type: none"> Use a correct basic French
Professional Competence Adapt behaviour to suit the needs of a vulnerable care recipient	
Skills <ul style="list-style-type: none"> Specify the tasks he/she will perform and the time they can allocate Be patient Manage stress & keep calm Accept the contact with people in difficult situations 	Knowledge <ul style="list-style-type: none"> Use and importance of non-verbal language Use a correct basic French
Professional Competence Encourage the care recipients to assume responsibility	
Skills <ul style="list-style-type: none"> Suggest that the care recipient helps with a housekeeping task Suggest to the care recipient that they sort/organize their environment for their own safety and comfort 	Knowledge <ul style="list-style-type: none"> Use a correct basic French
Professional Competence Agree the practical aspects of the service with the care recipient	
Skills <ul style="list-style-type: none"> Agree on means of access to the residence Keep abreast of products and equipment available Identify common materials and equipment needed Refrain from judging the person being assisted 	Knowledge <ul style="list-style-type: none"> Use a correct basic French

² The Belgian authority for standards (SFMQ) decided that there should be no verbs for knowledge. Since the decision among the project partners was to keep them these learning outcome description include verbs.

Professional Competence Listen to the specific requests of the care recipient	
Skills <ul style="list-style-type: none"> • Understand explicit requests • Understand the implicit demands • Reformulate the request in a clear and precise manner 	Knowledge <ul style="list-style-type: none"> • Use a correct basic French
Professional Competence Explain what is possible within the framework of the service	
Skills <ul style="list-style-type: none"> • Establish the limits of the planned intervention compared to what is required • Comply with the agreement drawn up between the service and the care recipient • In case of difficulty, refer to the department manager • Be flexible and take into account decisions made by the team regarding accepting additional specific tasks • Control their emotions 	Knowledge <ul style="list-style-type: none"> • Use a correct basic French • Specify the limits of the function of housekeeper
Professional Competence Respect the care recipient	
Skills <ul style="list-style-type: none"> • Consider lifestyle • Report on the tasks performed • Respect differing cultural, religious and philosophical convictions • Try to understand without judging 	Knowledge <ul style="list-style-type: none"> • Specify the limits of the function of housekeeper
Personal Competences <ul style="list-style-type: none"> • Working under the supervision of a social worker, within delegation • Working as part of a multidisciplinary team 	

Key activity 2 Perform housekeeping tasks, on the basis of labour regulations specific to each service	
Qualification Housekeeper	EQF Level: 3
Assessment Instruments: Oral examination, practical examination, written examination	
Professional Competence Planning housekeeping activities	
Skills <ul style="list-style-type: none"> Organise work efficiently Adapt work to suit different situations 	Knowledge³
Professional Competence Cleaning	
Skills <ul style="list-style-type: none"> Follow any instructions Use the correct equipment Clean the floor Clean sanitary installation Dust and clean furniture Wash and put away dishes Replace items in their original location 	Knowledge <ul style="list-style-type: none"> Identify suitable products
Professional Competence Tidying	
Skills <ul style="list-style-type: none"> Tidy the room and objects Consider the safety of the person receiving care and the accessibility of everyday objects 	Knowledge
Professional Competence Washing laundry	
Skills <ul style="list-style-type: none"> Identify the washing Separate out items that are dry-clean only Sort by colour and fabric Apply appropriate laundry techniques (hand or machine wash) Observe drying methods and techniques Perform routine repairs, based on the terms used in the department Report more complex issues to a superior 	Knowledge <ul style="list-style-type: none"> Identify care symbols Identify fabric symbols

³ The fact of involving of knowledge aside skills is not pertinent for every competence.

Professional Competence Ironing	
Skills <ul style="list-style-type: none"> • Apply appropriate ironing techniques 	Knowledge <ul style="list-style-type: none"> • Identify care symbols • Identify fabric symbols
Professional Competence Folding and putting away laundry	
Skills <ul style="list-style-type: none"> • Apply appropriate techniques • Put the machine where requested 	Knowledge
Personal Competences <ul style="list-style-type: none"> • Working under the supervision of a social worker, within delegation • Working as part of a multidisciplinary team 	

Key activity 3 Respect the environment and ergonomics and health & safety standards	
Qualification Housekeeper	EQF Level: 3
Assessment Instruments: Oral examination, practical examination, written examination	
Professional Competence Sort cleaning products and tools	
Skills <ul style="list-style-type: none"> • Work in accordance with environmental standards throughout the assignment, according to existing legislation 	Knowledge <ul style="list-style-type: none"> • Identify the different ways to sort
Professional Competence Observe the rules under existing legislation	
Skills <ul style="list-style-type: none"> • Apply rules of prevention (infectious diseases, etc.) • Ensure personal and professional hygiene • Apply safety rules • Apply ergonomics standards 	Knowledge <ul style="list-style-type: none"> • Be informed of the principal regulations • Decrypt pictograms
Professional Competence Prevent accidents	
Skills <ul style="list-style-type: none"> • Apply the rules for the prevention of domestic accidents 	Knowledge
Professional Competence Report a problem	
Skills <ul style="list-style-type: none"> • Inform the department • Formulate the problem clearly 	Knowledge <ul style="list-style-type: none"> • Emergency phone numbers
Personal Competences <ul style="list-style-type: none"> • Working under the supervision of a social worker, within delegation • Working as part of a multidisciplinary team 	

Key activity 4 Integrate into professional life, respecting professional ethics	
Qualification Housekeeper	EQF Level: 3
Assessment Instruments: Oral examination, practical examination, written examination	
Professional Competence Adapt to the demands of the profession in accordance with the institution's regulations	
Skills <ul style="list-style-type: none"> • Ask the responsible person about the services he / she can not perform • Complete worksheet or other tool of communication • Monitor progress • Respect time-schedule • Adapt to the flexibility inherent in business 	Knowledge <ul style="list-style-type: none"> • Specify the minimal content of a labour contract
Professional Competence Maintain discretion	
Skills <ul style="list-style-type: none"> • Use discretion in relation to the situations encountered • Use discretion in relation to the life and work of others and in relation to their personal life 	Knowledge <ul style="list-style-type: none"> • The implications of secrecy and the shared secret in the course of their work
Professional Competence Adopt a professional attitude.	
Skills <ul style="list-style-type: none"> • Warn of any delay, according to department guidelines • Be punctual • Set boundaries in the relationship with the care recipient (do not accept gifts, etc.). • Be honest • Avoid acts of familiarity • Do not criticise colleagues 	Knowledge
Professional Competence Accept psychological and social mentoring	
Skills	Knowledge <ul style="list-style-type: none"> • Be informed about the ways mentoring can help
Professional Competence Help implement activities agreed in team meetings	
Skills <ul style="list-style-type: none"> • Assess their own skills • Be able to list skills they have mastered • Research information needed to perform unusual tasks 	Knowledge:

Professional Competence Undergo training so as to keep pace with the changing profession	
Skills <ul style="list-style-type: none"> • Stay abreast of new housekeeping techniques • Learn about emerging issues affecting the profession 	Knowledge:
Personal Competences <ul style="list-style-type: none"> • Working under the supervision of a social worker, within delegation • Working as part of a multidisciplinary team 	

Key activity 5 Work as a team player in the care sector	
Qualification Housekeeper	EQF Level: 3
Assessment Instruments: Oral examination, practical examination, written examination	
Professional Competence Report any problems experienced by the care recipient to stakeholders	
Skills <ul style="list-style-type: none"> Identify and report the problem 	Knowledge <ul style="list-style-type: none"> Use a correct basic French
Professional Competence When working with care recipients, take into account interventions planned at team meetings and supported by others	
Skills <ul style="list-style-type: none"> Determine the role and limits of others Perform his tasks while keeping the specificity of his function 	Knowledge <ul style="list-style-type: none"> Know the limits of the role and function of housekeeper Identify the most common other functions in health and social care
Professional Competence Assume a position within the group	
Skills <ul style="list-style-type: none"> Determine the roles of different stakeholders in a team Awareness of professional identity Express themselves, be heard 	Knowledge <ul style="list-style-type: none"> Identify potential stakeholders of a team and position themselves among them.
Professional Competence Explain problematic situations	
Skills <ul style="list-style-type: none"> Report the problem by going to the basics Identify the problem 	Knowledge <ul style="list-style-type: none"> Be familiar with and tackle the different types of abuse
Professional Competence Propose well-considered improvements and solutions	
Skills <ul style="list-style-type: none"> Be alert to signs of deterioration or change in the care recipient's situation Propose improvements and solutions 	Knowledge <ul style="list-style-type: none"> Use a correct basic French
Personal Competences <ul style="list-style-type: none"> Working under the supervision of a social worker, within delegation Working as part of a multidisciplinary team 	