

## Units of learning outcomes

Qualification: Housekeeper (“aide menagerie” Belgique)

EQF Level:

Training duration: 258heures and 40 minutes (310 periods)

Key-activities and professional competences	ECVET – points (optional)
<p><b>Key Activity 1: Contact with beneficiaries</b></p> <p>Present himself and the service To adapt to a public in difficulty Ro encourage the beneficiaries to take charge Determine the practical intervention with the beneficiary Listen to the specific requests of the beneficiary Explain what is possible within the framework of the provision. To respect the beneficiary</p>	
<p><b>Key Activity 2: perform maintenance of the housing, on the basis of labour regulations specific to each service</b></p> <p>Plan housekeeping activities Clean Put in order Make laundry Iron the Laundry Fold and put away laundry</p>	
<p><b>Key Activity 3: Respect the environment, standards of ergonomics, safety and hygiene</b></p> <p>To sort materials Apply the rules under the legislation in force Prevent accidents. Report a problem.</p>	
<p><b>Key Activity 4: Integrate into professional life, respecting the professional deontology</b></p> <p>Adapt to the demands of profession in accordance with the regulations of the institution Respect the rules of discretion Adopt a professional attitude Accept a psychological and social coaching Participate in the implementation of activities agreed in team meeting Train to the changing profession</p>	

**Key Activity 5: Fit and take his/her place in a team and in the sector of helping people**

- Take account to stakeholders of the problems in the beneficiary
- Take into account, in its work with a beneficiary, of interventions planned at team meetings and supported by others.
- Locate its position in the group
- Explain the problematic situations
- Propose thoughtful 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*

<b>Key-activity 1:</b> Contact with beneficiaries <b>Qualification :</b> Housekeeper		<b>ECVET- Points</b> <b>EQF level</b>
<b>Professional competence</b> Present himself and the service		
<b>Skills</b> - Adopt appropriate clothing suitable for work - Introduce yourself properly (including its role in service) - Present their role in the service. - Contact the person politely (including the "vouvoiment").	<b>Knowledge</b>	
<b>Professional competence</b> To adapt to a public in difficulty		
<b>Skills</b> - Specify the tasks he / she will perform and time he / she will be provided. - Be patient - Managing stress & keep calm - Accept the contact with people in difficult situations	<b>Knowledge</b> - Use and importance of non-verbal language;	
<b>Professional competence</b> To encourage the beneficiaries to take charge		
<b>Skills</b> - Suggesting the beneficiary to participate in the creation of a maintenance task. - Suggest to the beneficiary to store, organize his environment for his own safety and comfort.	<b>Knowledge</b>	
<b>Professional competence</b> Determine the practical intervention with the beneficiary		
<b>Skills</b> - Agree on means of access to the house. - Keep abreast of products and equipment available - Identify common materials and equipment needed.; - Refrain from judging the person being helped;	<b>Knowledge</b>	
<b>Professional competence</b> Listen to the specific requests of the beneficiary		
<b>Skills</b> - Understand explicit requests - Understand the implicit demands - Reformulate the request in a clear and precise	<b>Knowledge</b>	

<b>Professional competence</b> Explain what is possible within the framework of the provision	
<b>Skills</b> - Determine the limits of the planned intervention compared to what is required - Comply with the agreement established between the service and the beneficiary - In case of difficulty, call the service manager. - Be flexible and take into account the decisions of the team to accept additional specific tasks. - Manage your emotions.	<b>Knowledge</b>
<b>Professional competence</b> To respect the beneficiary	
<b>Skills</b> - Consider lifestyle - Report of the tasks performed - Respect the differences of culture, religious and philosophical convictions - Try to understand without judging	<b>Knowledge</b>
<b>Non technical competences :</b> - Work under the supervision of a social worker, within delegation - Working as part of a multidisciplinary team	

<b>Key-activity 2:</b> perform maintenance of the housing, on the basis of labour regulations specific to each service <b>Qualification :</b> Housekeeper	<b>ECVET- Points</b> <b>EQF-Level</b>
<b>Professional competence</b> Plan housekeeping activities	
<b>Skills</b> - <b>Organize work effectively</b> - <b>Adapting work to different situations.</b>	<b>Knowledge</b>
<b>Professional competence</b> Clean.	
<b>Skills</b> - Apply any instructions. - Use the right equipment - Clean soil - Clean sanitary - Dust and clean furniture - Wash and store dishes - Replace objects respecting the original order.	<b>Knowledge</b> - Identify suitable products.

<b>Professional competence</b> Put in order	
<b>Skills</b> - Sort the room and objects - Consider the safety of the person receiving care and the accessibility of everyday objects	<b>Knowledge</b>
<b>Professional competence</b> Make laundry	
<b>Skills</b> - Identify the washing - Differentiate the washing machine to send the dry cleaning. - Sort by colour and materials - Apply appropriate laundry techniques (hand or machine laundry) - Observe drying methods and techniques. - Perform routine repairs, based on the terms used in the service - Report an issue more complex to a relay person.	<b>Knowledge</b> - Identify symbols of maintenance - Identify symbols of composition
<b>Professional competence</b> Iron the Laundry	
<b>Skills</b> - Apply appropriate ironing techniques	<b>Knowledge</b>
<b>Professional competence</b> Fold and put away laundry	
<b>Skills</b> - Apply appropriate technical - Put the machine where asked	<b>Knowledge</b>
<b>Non technical competences :</b> - Work under the supervision of a social worker, within delegation - Working as part of a multidisciplinary team	

<b>Key-activity 3 :</b> Respect the environment, standards of ergonomics, safety and hygiene <b>Qualification :</b> Housekeeper		<b>ECVET- Points</b> <b>EQF level:</b>
<b>Professional competence:</b> To sort materials		
<b>Skills</b> - Work in accordance with environmental standards from start to end of the service, according to the legislation in force	<b>Knowledge</b> - Identify the different ways to sort	
<b>Professional competence:</b> Apply the rules under the legislation in force		
<b>Skills</b> - Apply rules of prevention (infectious diseases, ...) - Apply personal hygiene and professional. - Apply safety rules - Apply the rules of ergonomics	<b>Knowledge</b> - Be aware of the norms - Decrypt pictograms	
<b>Professional competence:</b> Prevent accidents		
<b>Skills</b> - Apply the rules of prevention of domestic accidents.	<b>Knowledge</b>	
<b>Professional competence:</b> Report a problem		
<b>Skills</b> - Tell the service - Formulate the problem clearly.	<b>Knowledge</b> - Emergency call numbers	
<b>Personal competences :</b> - Work under the supervision of a social worker, within delegation - Working as part of a multidisciplinary team		

<b>Key-activity 4 :</b> Integrate into professional life, respecting the professional deontology <b>Qualification :</b> Housekeeper		<b>ECVET- Points</b> <b>EQF-Level</b>
<b>Professional competence:</b> Adapt to the demands of profession in accordance with the regulations of the institution		
<b>Skills</b> - Query responsible about the benefits he / she can not ask - Fill adequately worksheet or other document communication - Follow the schedule. - Adapt to the flexibility inherent in business	<b>Knowledge</b> -	
<b>Professional competence:</b> Respect the rules of discretion		
<b>Skills</b> - Use discretion in relation to the situations encountered - Use discretion in relation to the life and work of others and in relation to his personal life.	<b>Knowledge</b> - The implications of secrecy and the shared secret in the course of his work.	
<b>Professional competence:</b> Adopt a professional attitude		
<b>Skills</b> - Warn of a possible delay, according to the service rules - Be punctual (on). - Set boundaries in the relationship with the care recipient (do not accept gifts, ...). - Be honest. - Avoid acts of familiarity - Do not criticize colleagues	<b>Knowledge</b>	
<b>Professional competence:</b> Accept a psychological and social coaching		
<b>Skills</b>	<b>Knowledge</b> - Know how coaching can help.	

<b>Professional competence:</b> Participate in the implementation of activities agreed in team meeting	
<b>Skills</b> - Evaluate his own skills. - List the skills that you master - Search information needed to perform unusual tasks	<b>Knowledge:</b> - Knowing the main concepts in nutrition (including nutritional needs, food groups, cooking methods and preservation, the main dietary ...)
<b>Professional competence:</b> Train to the changing profession	
<b>Skills</b> - Be informed of new maintenance techniques. - Learn about emerging issues affecting the profession.	<b>Knowledge:</b>
<b>Personal competences:</b> - Work under the supervision of a social worker, within delegation - Working as part of a multidisciplinary team	

<b>Key-activity 5 :</b> Fit and take his place in a team and in the sector of helping people <b>Qualification :</b> Housekeeper	<b>ECVET- Points</b> <b>EQF-Level</b>
<b>Professional competence:</b> Take account to stakeholders of the problems in the beneficiary	
<b>Skills</b> - Observe and report the problem	<b>Knowledge</b>
<b>Professional competence:</b> Take into account, in its work with a beneficiary, of interventions planned at team meetings and supported by others	
<b>Skills</b> - Determine the role and limits of others - Perform its tasks while keeping its specificity.	<b>Knowledge</b>
<b>Professional competence:</b> Locate its position in the group	
<b>Skills</b> - Determine the roles of different stakeholders in a team - Awareness of professional identity - Express themselves, be heard.	<b>Knowledge</b> - Identify potential stakeholders of a team and situate himself among them.
<b>Professional competence:</b> Explain the problematic situations	
<b>Skills</b> - Report the problem by going to the basics. - Identify the problem.	<b>Knowledge</b> - Know the different ways to abuse and fight against



<b>Professional competence:</b> Propose thoughtful improvements and solutions	
<b>Skills</b> - Be careful / attentive to indicators of degradation and evolution of the situation of the beneficiary - Propose improvements and solutions	<b>Knowledge</b>
<b>Personal competences :</b> - Work under the supervision of a social worker, within delegation - Working as part of a multidisciplinary team	