



JOB PROFILE

(including literacy demands on the job)

HOUSE KEEPING

EXAMPLE NAVARRA - SPAIN

Literacy and vocation

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PART I

The profile HOUSE KEEPING



General Competence

Perform the tasks of cleaning surfaces and furniture of the housing, food processing, washing and ironing, basic manual sewing and prepare beds, selecting and using the techniques, tools, products and appliances to ensure the sanitizing of the home and allow the availability of use of the beds, household linens, clothing and food consumption, complying with the regulations for the prevention of occupational risks.

Field of activity: Conditioning of beds, clothing and household linens

Apply techniques for washing and drying clothing and household linens such as linen, curtains, towels, among others, appreciating their cleaning and conservation

- Explain the associated risks, both for the professional person as for the clothing, the collection of the same of the various units of the home.
- Identify and justify the action in the sorting and preparation of the clothing, before cleaning.
- Explain the the range ofs of procedures for washing, pointing out their advantages and disadvantages, associating them with the the range ofs of clothing and the manufacturer's instructions.
- Describe the household appliances to washing and drying clothes and interpret the operation manuals, pointing to his use and conservation and indicating the products to be used.
- Explain the process of washing and laundry collection valuing the constraints which determine it.
- In a practical scenario of basic stitch manual of a garment:
 - Consider the garment recognizing the need for basic stitch manual that presents.
 - sewing home techniques according to the the range of of tissue and needs in small holes and tears, brackets and/or buttons unfastened, hems
 - Employ the tools to use justifying their choice.
 - Perform the basic stitching manual process of the clothes.
 - Save in an orderly manner, in the place provided, the sewing box or garment, the tools and materials.

Implement procedures for ironing clothes, guaranteeing the hygiene, preservation and aesthetic.

- Discuss the labelling of the clothes to select the action of ironing, depending on the manufacturer's recommendation.
- Describe the appliances, accessories and products procedures needed for the procedure of ironing, explaining their use.
- Recognize and explain the procedure of washing and ironing indicating the conditions for its use.
- In a practical scenario of ironing.
 - analyze the the range of of tissue and interpret labels, to select the ironing of clothes.
 - Do the ironing while avoiding the risks arising from the activity, verifying the expected results.
 - distribute and put clothes in the cabinets or furniture for this purpose while preserving the order of the same preventing the risks arising from the handling of weight and height.
- Identify the risks associated with the use of the washing machine, explaining its prevention.

Field of activity: Conditioning of beds, clothing and household linens

Apply techniques at home to perform a basic manual stitch of clothing and household linens, selecting the tools depending on the tissue and need of the clothing, to achieve its repair and looks right.

- Recognize and explain the aspects that allow us to extract information to check the condition of the clothing.
- Relate the useful with the domestic sewing techniques to use based on the the range ofs of clothing and household linen and of the needs of repair that can submit.
- Explain the domestic sewing techniques: baste, lunging, finishing, sewing buttons, among other, linking it with the the range of of fabric, garment or household linen, identifying and anticipating the potential difficulties that may arise from its implementation.
- Describe how to maintain a tidy sewing or similar identifying places to save the tools and materials of sewing.
- In a practical scenario of basic stitch manual of a clohtes
 - recognizing the needs for basic manual stitching
 - sewing domestic techniques according to the the range of of that presents.
 - select the tissue and needs required: small holes and tears, brackets and/or buttons. hems.
 - Employ the necessary tools justifying theirs uses.
 - Perform the basic manual stitching process to use in justifying their choice
 - Save in an orderly manner, in the place provided, the sewing of the garment. box or similar, the tools and materials

Describe and perform the task of making the bed, guaranteeing the conditions that allow for the rest, the cleanliness and order.

- Differentiate the the range ofs of bedding and accessories, analyzing advantages and disadvantages.
- Explain the procedure to be followed according to the the range of of beds and bedding to use, indicating how placement of the complements.
- In a course of practical preparation of beds:
 - Select the bedding considering the the range of of bed, the temperature and the personal preferences.
 - Establish logical sequence and the estimated time to completion of the task to facilitate
 - Run tasks prior to make the bed, carrying out the actions that enable the realization.
 - Make the bed checking the result obtained.
- Determine the times and conditions for the change of bed linen, evaluating the condition of the same.
- Recognize the time and manner of flipping and rotate the mattress, following the manufacturer's instructions.
- Identify the potential risks associated with the task of making the bed, indicating the preventive actions to carry to term

Field of activity: Domestic Cleaning.

Identify and assess the factors that influence the development of the cleaning of private houses

- Recognize and value the influence of the presence of people in the space to clean, indicating the action to be followed.
- Describe how to use responsibly the water and energy during the cleaning of private houses, explaining the implications of the balanced consumption.
- Describe the labor risks associated to the cleaning of private houses, as well as the time and space where usually occur, indicating how to prevent them.

Apply cleaning techniques of furniture and objects located inside of houses, and to establish procedures, tools and products needed.

- Explain how to carry out the ventilation of spaces, considering the time required and the time needed to carry it out.
- Describe how to perform the selective removal of waste in private houses, valuing and arguing its need and environmental benefits.
- Identify the materials that make up the furniture and objects of private houses, associating them with their cleaning procedures.
- Justify the use of tools, products and cleaning procedure, depending on the the range of of furniture and objects to be cleaned, to avoid disrupting and affect the qualities of these.
- Set the way to inspect after the place on the intervention, to detect traces of dirt removal.
- In a practical scenario of cleaning of the furniture and objects in a house:
 - Open the windows to ventilate stays during the time required.
 - Remove the information useful or relevant to carry out the cleaning, valuing previously the identity, the the range of of material from which the furniture and objects.
 - Identify the range of materials of the furniture selecting the appropriate cleaning procedure.
 - Determine the logical sequence of the task and the estimated time of execution to achieve the expected results.
 - Perform the tasks prior to cleaning preparing the necessary conditions for the implementation.
 - Choose the tool and necessary conditions for making the product according to the instructions for use and dosage.
 - Apply procedure, tool and product to achieve the desired results checking its achievement.
 - Keep on using the tools used ensuring their conservation.

Field of activity: Domestic Cleaning.

Apply the procedures for cleaning walls, doors, floors, baseboards and carpets of houses, selecting tools and products for domestic use chords to context and action.

- Explain how to examine the performance space to organize the cleaning of floors and carpets, guaranteeing the conservation of the same, depending on their materials, and in anticipation of the risks associated with the tasks.
- Recognize the characteristics to be considered in order to carry out the cleaning of walls, doors, floors, baseboards and carpets, appreciating the various constituent materials.
- Identify the form of carry out the cleaning of walls, doors, floors, baseboards and carpets, determining actions, selecting and applying useful and specific products, and preventing the risks arising from the action.
- Explain and practice the techniques of clean, sweep, aspiring, mopping and scrubbing, correlating with the the range of of material to which they apply.
- Justify the selection of useful, electro-mechanic devices easy to use and household products depending on the the range of of material to be cleaned.
- Relate the cleaning procedure of spots with the surfaces where it is not rare to find, putting into practice its cleaning.
- Make a frequency table to clean up a dwelling the range of, appreciating the times.

Apply cleaning techniques of window glazing and elements of the surrounding environment (frames, blinds and fences), selecting tools and products tailored to the task, checking its usefulness and effectiveness, and avoiding the risks of the same.

- Identify and explain the special conditions of risk, from the point of view of the height, identifying the actions for their prevention.
- Describe the features of the windows and of the elements of the surrounding environment (frames, shutters and railings), its location and the the range of of existing dirt in the same, linking it to the cleaning procedure.
- Explain the procedure for cleaning according to the characteristics of the glass in the windows and the elements of the surrounding environment (frames, shutters and railings), describing useful and household cleaners.
- In a practical scenario of cleaning of windows and elements of the surrounding environment (frames, shutters and railings):
 - extract the relevant information to accomplish it, and organise their own work, specifying the task sequence and the estimated time to completion, as well as the measures of prevention, to avoid possible accidents.
 - Choose the tool and the correct product justifying the choice.
 - Implement the procedure, using the tools and the products selected.
- Describe how to check the windows and the elements of the surrounding environment (frames, shutters and railings), detecting traces of dirt that have been left after cleaning, and explaining the procedure to follow to correct errors.

Field of activity: Domestic Cleaning.

- In a practical scenario of cleaning of walls, doors, floors, baseboards and carpets:
 - Remove the information useful or relevant to carry out the cleaning, noting the context of performance.
 - Organise your own work and define the task sequence and the estimated time of execution to achieve the expected results.
 - Identify the the range of of constituent material selecting and adjusting the cleaning technique to the same.
 - Move the objects within the space of intervention and that interferes with the cleaning action.
 - Select the tool and product, if necessary, and carry out the dosage of the cleaning product in accordance with their applications.
 - Applying the technique, tools and product checking the achievement of the expected results.
 - Place the furniture that has been moved to comply with the initial distribution and order.
 - Use water and energy in a responsible manner throughout the process.
 - Prevent the risks derived from the intervention

Field of activity: Domestic cooking

Implement procedures for purchase according to the needs of a home and an established budget

- Indicate the process to follow for the observation and verification of the lack of food and products needed in the pantry.
- Select the the range of of establishment to purchase according to the given list, valuing the existing and checking compliance with the regulations in force as a security measure.
- Determine the next steps to take to complete the purchase of food and products provided, indicating the potential for transporting the same in terms of security.
- Interpret the information of labels according to the rules established for the conservation and handling of food.
- Recognize and list the aspects of the regulations on occupational risks relating to the handling of loads and ergonomic risks

Implement procedures for storing of food, utensils and other products for home use while ensuring the preservation and conservation of the same in terms of hygiene.

- Review and differentiate products based on the the range of its storage and conservation.
- Identify and justify the spaces for the placement and storage of the products, considering the characteristics of the same, the conditions of preservation and accessibility.
- In a practical scenario storage and preservation of food and household products:
 - prioritize the urgency of the food and products for storage according to its foods that require them to allow their characteristics and needs.
 - Manipulate the food in order to enable its storage and conservation straining the hygiene measures.
 - Determine the storage and conservation measures for hygien of the products in the appropriate places for its conservation and later use, identifying potential risks in terms of weight handling and ergonomic risks.

Field of activity: Domestic cooking

Apply techniques of home cooking for the preparation of menus depending on the characteristics and needs of diners, respecting the times of preparation and the conservation rules.

- Interpret recipes, adapting quantities and time to use, depending on the number and the needs of the guests.
- Describe the cutlery, utensils and appliances that are used in the preparation of menus and their risks.
- Describe the procedures pre-cooked: thawed, washed, cut or other, of the ingredients.
- Explain the techniques of home cooking (grilling, baking, frying, peeling, chopping, among others), noting in each case, the phases of implementation, the procedures, the times, the useful, the conditions of security and the expected results.
- Describe the techniques of home food preservation: cooling, freezing, dehydration, among others.
- In a practical scenario of development and preparation of a menu based on the characteristics and needs of the guests:
 - Ensure the safety and hygiene conditions.
 - Define the task sequence and estimated time of execution to achieve the desired result.
 - Select the tools and appliances.
 - Select food whose treatment ensure safety (trying to clean the fruit, vegetables or cans before opening them).
 - Carry out the machining to the cooked: thawed, washed, cut or other
 - Prepare the products according to the technique of cooking required, depending on the characteristics of the food and needs of the guests.
 - Identify occupational hazards in procedures to perform and avoid them.
 - Prepare in case the food necessary for their conservation.
- Recognize the current regulations related to the handling, processing and food preservation to allow security conditions at all times.

Apply cleaning procedures and subsequent rearrangement of spaces, tools and materials used in the cooking process.

- Select and explain the procedure to perform the cleaning of the crockery and utensils used in the conservation, cooked and food consumption.
- Explain the hand wash and the manner of use of a dishwasher to ensure rational use of water.
- Explain the classification process and withdrawal of the waste generated during the cooking and consumption, in response to the current regulations.
- Describe the way to clean the space and the appliances used in the preparation of menus, considering the safety standards.
- In a practical scenario of cleaning utensils, accessories and household appliances:
 - Select and justify the cleaning procedure depending on the characteristics of the same.
 - Fit tools, accessories and clean household appliances in the spaces to them justifying the action.
- Establish the procedure for cleaning the surfaces and spaces used in anticipation of the subsequent relocation of the elements to ensure the initial order.

PART II

The European profile HOUSE KEEPING

is based on the

NATIONAL SYSTEM FOR QUALIFICATIONS AND VOCATIONAL EDUCATION AND TRAINING (SNCFP) and
NATIONAL CATALOGUE OF PROFESSIONAL QUALIFICATIONS (CNCP)

The **National System for Qualifications and Vocational Educational and Training (SNCFP)** consists of instruments and actions which are necessary to promote and develop the integration of vocational education and training through the National Catalogue of Professional Qualifications. Besides, it aims at promoting and developing the assessment and accreditation of professional competences in order to encourage the professional and social development of the people and to meet the needs of the productive system. Procedures of collaboration and consultation with the different productive sectors and the social partners have been established in order to identify and update the needs for qualifications, as well as their definition and the definition of the associated learning.

The **National Catalogue of Professional Qualifications (CNCP)** is an instrument of the National System for Qualifications and Vocational Education and Training (SNCFP), which lists the professional qualifications according to the appropriate competences for the professional exercise. The Spanish National Catalogue of Professional Qualifications (CNCP) consists of professional qualifications arranged in level of qualification and professional family. The 26 professional families which make up the National Catalogue of Professional Qualifications (CNCP) have been created according to affinity criteria among the different professional competencies.

PART 3

HOUSE KEEPING

Overview Literacy on the job



Literacy on the job: READING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Recognise and interpret pictures, symbols, abbreviations and codes in the housing.</p> <p>Short notes and instructions written to supplement Technical specifications in different chemicals and machinery used in the house.</p> <p>Choosing the proper cleaning products.</p> <p>Understand the risks of different chemicals and machinery used in the house.</p> <p>Know safety signs</p>	<p>Read and understand very short documents health and safety information</p> <p>texts that contain more detailed instructions or information that can be complex to read e.g.</p> <ul style="list-style-type: none"> - Duty description sheets - Food safety rules - Hand washing instructions - Meal ingredient sheet - Equipment operating manuals - Cleaning instructions - Dress, hygiene and special catering requirements for patients <p>Training materials when they attend courses on new or improved products, first aid, health and safety, regulations and standards.</p> <p>Apprenticeship training materials when going through training.</p>	<p>excerpts from legislation and regulations</p> <p>company health and safety manual</p> <p>employment related information e.g. leave forms, employment agreement pay slips</p>

Literacy on the job: WRITING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Complete simple documentation</p> <p>keep a diary of work completed</p> <p>write to explain what have been done, leave instructions</p> <p>Fill out timesheets and leave forms.</p>	<p>Write a brief factual statement</p> <p>fill in forms e.g. hazard identification, incident report</p> <p>write brief reports e.g. accident report</p> <p>write notes to help them remember training or explanations</p> <p>in vocation training: write answers to formal assessment questions</p>	<p>Resume:</p> <ul style="list-style-type: none"> - excerpts from legislation and regulations - company health and safety manual - employment related information e.g. leave forms, employment agreement pay slips

Literacy on the job: SPEAKING AND LISTENING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Listening to the clients in a sympathetic manner</p> <p>talk to other colleagues to co-ordinate the work</p> <p>communicate on work issues to co-workers</p> <p>listen and respond to verbal instructions and explanations from the supervisor</p> <p>ask clarifying questions to check the information given</p> <p>report the progress made on the work</p> <p>Communicate and co-ordinate with other trades people working on the same site.</p>	<p>order supplies or equipment from suppliers (face-to-face and over the phone)</p> <p>listen to verbal explanations from people giving training or updates</p> <p>participate in team meetings</p> <p>report to manager about anything affecting the job process</p> <p>request assistance from others</p> <p>give information to co-workers</p>	<p>discuss problems with a working plan with supervisor or other co-workers</p> <p>discuss issues with supervisor if there are problems with the job</p> <p>answer verbal questions during training assessments</p> <p>listen to presentations by trainers or product suppliers</p>

Literacy on the job: NUMERACY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Calculate weights and proportions. Understand % and dosages. take accurate measurements record how much time was spent on specific jobs Check the temperatures in foods and environment. measure rooms count supplies and products calculate quantities of products needed for the task</p>	<p>estimate the time needed to carry out a job Calculate costs of products. calculate volume</p>	<p>measure spacings and cut outs</p>

Literacy on the job: CRITICAL THINKING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>the best and most efficient order to complete a job to do a job by yourself or need help from others check if your work meets with the standards</p>	<p>Work out when to make an appointment for a doctor or supervisor. deal with changes to work plans discuss and agree on changes to the plan identify if changes need to be referred to co-workers and supervisors identify problems and develop solutions</p>	<p>deal with unexpected issues and emergency situations Deal with contingencies e.g. problems with tools or equipment, injury or accident.</p>

Literacy on the job: INFORMATION COMMUNICATION TECHNOLOGY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
--	use domestic electronic devices	Program different domestic devices.

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Further information:

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