



Title of the qualification (FI)
Title of the qualification (SV)

Siivousty

Translated title of the qualification (EN)

Specialist Qualification for Cleaning Supervisors (EN)

This translation has no legal status.

Profile of skills and competences

Composition of the qualification
The common modules of the qualification are **supervision of cleaning work and organisation of cleaning services**. In addition, one of the following modules must be chosen: **language skills in supervision situations, multiculturalism in cleaning services, guidance and advice in environmental management services, entrepreneurship in cleaning services and a module of some other specialist qualification**.

Vocational skills and competences required for completion of the qualification
Those who have completed the qualification shall:
- have diverse command of practical cleaning work and occupational technology in cleaning;
- know how to provide employees with orientation in new or altered tasks within their organisation or business enterprise and at customer sites;
- be able to plan and carry out task-specific guidance at customer sites;
- guide employees to work in a customer-focused manner, in compliance with different standards of cleanliness, hygienically, ergonomically, efficiently and economically;
- know how to plan and organise practical cleaning and other service work at a customer site in a customer-focused and high-quality manner, also participating in the work themselves;
- know how to order supplies within their area of responsibility and attend to storage of supplies;
- be familiar with the basics and significance of estimating the scope of work in terms of service planning and practical work;
- know how to plan and organise work areas and service assignments at a site on the basis of completed workload estimates, service descriptions or work instructions;
- also manage various customer service situations and staff orientation in a language other than their own mother tongue;
- deal naturally with people from different cultures and take different cultures and resulting differences into account in communication and interactive situations;
- actively aim to eliminate prejudices towards people from different cultures;
- know how to supervise and provide orientation for people from different cultures as required by their vocational and language skills;
- contribute to development of a good atmosphere within the working community;
- be aware of and comply with the principles of the environmental system used in their organisation or business enterprise and at their worksite;
- be familiar with key acts and other statutes related to waste management, assessing waste management issues at customer sites on the basis of these;
- know how to provide employees and customers with guidance and advice on environmental management issues;
- be aware of the opportunities provided by the cleaning services sector to launch business operations;
- be familiar with the basic concepts of business operations and different forms of enterprise and with the factors that need to be considered when planning business operations;
- act in a customer-focused, quality-conscious and co-operative manner;
- be capable of assessing their own work and language skills in customer service and co-operation situations and in staff orientation and supervision;
- be familiar with the cost control system used in their organisation or business enterprise and control costs within their own area of responsibility;
- have had the opportunity to complete a module of another specialist qualification closely related to their work assignments (not from the Specialist Qualification for Cleaning Technicians).

Range of occupations accessible to the holder of the certificate

Those who have completed the qualification may work in the cleaning services sector in positions such as service supervisors, cleaning supervisors, team leaders, team seniors or team supervisors. They may also function as entrepreneurs or independent self-employed people.

(*) 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/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC 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 on transparency is available by going to: www.cedefop.eu.int/transparency
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Official basis of the certificate	
<p>Name and status of the body awarding the certificate</p> <p><i>The qualification certificate is awarded by the Qualification Committee appointed by the National Board of Education.</i></p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p><i>Ministry of Education National Board of Education, a central administrative board operating under the auspices of the Ministry of Education</i></p>
<p>Level of the certificate (national or international)</p> <p><i>Post-secondary non-university level, ISCED 4C</i></p>	<p>Grading scale/pass requirements</p> <p><i>Pass/fail</i></p>
<p>Access to the next level of education/training</p>	<p>International agreements</p>
<p>Legal base</p> <p><i>Vocational Adult Education Act (631/1998); Vocational Adult Education Decree (812/1998)</i></p>	

Officially recognised ways of obtaining the certificate
<p><i>The qualification is obtained by demonstrating vocational skills in competence tests. National qualification requirements have been defined in core curricula drawn up by the National Board of Education. Education and training leading to the qualification is arranged when necessary. This involves drawing up an individual study plan which includes a learning plan and a competence test plan.</i></p>
<p>Entry requirements</p> <p><i>Qualifications may be completed irrespective of how the vocational skills and competences have been obtained.</i></p> <p>Additional information</p> <p><i>The organisation and supervision of competence tests is the responsibility of Qualification Committees. The Qualification Committees represent employers, employees, teachers and, when necessary, entrepreneurs in the field.</i></p> <p>National reference point (NRP) National Board of Education P.O. Box 380 FI-00531 Helsinki, Finland recognition@oph.fi More information (including a description of the national qualifications system) is available by going to: www.oph.fi/info/recognition</p>