 <p>Education and Culture DG Lifelong Learning Programme</p>	<p>Eu Lifelong Learning Programme 2007-13 Subprogramme Leonardo da Vinci - Call for proposal DG EAC/61/06 Priority 4 "ECVET" of Action "Multilateral Projects - Transfer of Innovation" Project Code LLP-LDV/TO1/07/IT/305</p>
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Highlight


the competences

Establishment of the European correspondence for the qualification
"Site Supervisor in the Cleaning Services"
and learning results concerned by transfer, evaluation, validation processes
(units, unit parts and related credits)

Professional / vocational profile
Key activities
Activities and tasks
Units of learning outcomes
Correspondence units / credits

4 Septembre 2009
4th September 2009

APPENDIX 1
(Synthetic Presentation – FR and EN)

 <p>Lifelong Learning Programme</p>	<p>Eu Lifelong Learning Programme 2007-13 Subprogramme Leonardo da Vinci - Call for proposal DG EAC/61/06 Priority 4 "ECVET" of Action "Multilateral Projects - Transfer of Innovation" Project Code LLP-LDV/TO1/07/IT/305</p>
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Highlight
the competences

**Le Responsable du Chantier des Activités de Nettoyage
Ou
Responsable du Chantier Nettoyage**

Site Supervisor in the Cleaning Services

**Référentiel du profil professionnel
Cinq (5) activités, dix-neuf (19) tâches et quatre-vingt (90) compétences**

**Set of standards of the professional profile
Five (5) activities, nineteen (19) tasks and ninety (90) competencies**

***Présentation synthétique
Synthetic Presentation***

4 Septembre 2009
4th September 2009

La fonction de «Site Supervisor in the Cleaning Services» est décrite dans le référentiel joint par les activités et les tâches qu'il exerce en situation de travail et par les compétences requises dans un contexte professionnel donné.

Ce document constitue également une ouverture vers des possibilités de certification qui complètent logiquement la démarche européenne de professionnalisation durable.

Le référentiel des activités et des compétences est utile et nécessaire, car il est **un repère** qui permet :

- de créer des descriptifs nationaux du «Site Supervisor in the Cleaning Services», en lui donnant plus de structure et plus d'identité ;
- de mieux positionner ce métier au sein des entreprises, en encourageant une réflexion sur son rôle, les moyens qu'il nécessite et son utilité pour les performances de ces entreprises ;
- de concevoir des plans d'accompagnement et des programmes de perfectionnement professionnel des «Site Supervisor in the Cleaning Services» d'une façon plus fine et plus approfondie, en tenant mieux compte de leur profil et de l'ampleur de leurs tâches ;
- de favoriser le dialogue pédagogique entre différents acteurs de formations (Agences, centres de formation, tuteurs, etc.), grâce à une identification claire des activités et des tâches.

Le référentiel proposé constitue une base permettant de construire une formation initiale en termes de contenus et d'objectifs à atteindre pour l'exercice de la fonction.

The function of the « Site Supervisor in the Cleaning Services » is described by the attached set of standards of the activities and tasks carried out in the work situation and by the competencies required in a specific professional context.

This document constitutes also an opening to certification possibilities that complete the European process for «Sustainable Professionalisation».

The set of standards of activities and competencies is useful and necessary, because it's a **reference point** allowing: the creation of a structured and identifiable national description of the « Site Supervisor in the Cleaning Services ».

This ensures a better positioning of this profession in the enterprises, concerned thereby encouraging an evaluation of its role, and a reflection on its usefulness for the performances of these enterprises.

This will also enhance the design of accompanying plans and professional specialisation programmes for the «Site Supervisor in the Cleaning Services» in a more accurate and detailed way, taking into account their professional profile and the range of the tasks.

In addition the project should stimulate the pedagogical dialogue among different VET actors (Agencies, Training Centres, tutors, etc.), thanks to a clear identification of the activities and tasks related to this profession.

The proposed set of standards constitutes a basis for allowing the construction of an initial training programme in terms of contents and objectives to be reached by the practitioners of this profession to perform this function.

Note de méthode

Profil professionnel et référentiel de compétences sont le résultat d'une construction collective ayant réuni des professionnels du métier, des experts de référentiels et des experts issus du milieu universitaire, d'organisations professionnelles, de centres de formation et, bien entendu, d'entreprises. Ce travail intègre les exigences de chacun de manière à recouvrir toutes les activités professionnelles du «Site Supervisor in the Cleaning Services», y compris celles qui pourraient être marginales ou occasionnelles. Une telle approche facilite les nécessaires adaptations liées aux modifications de l'organisation du travail et/ou de son environnement.

La démarche collective est une démarche pas-à-pas. Chaque proposition est examinée sur la base de la grille suivante :

- Cette proposition suscite-t-elle une adhésion ?
- Est-elle pertinente et à la bonne place ?
- Sa formulation est-elle satisfaisante ou faut-il en améliorer la rédaction ?

Chaque proposition validée a été directement écrite dans le fichier de travail, ce qui a permis à chaque partenaire du groupe de réagir et de participer à la validation. Le concept même du référentiel est de nature à faciliter les échanges entre les personnes présentes et avec celles qui ne participaient pas directement aux travaux.

Le travail commun a commencé par la construction du **profil professionnel du «Site Supervisor in the Cleaning Services»** composé des activités et des tâches, situé dans une logique de métier - activité et non dans une logique emploi ou formation. En effet, c'est le point d'entrée «activité» qui a pris, progressivement, la forme d'un profil professionnel, permettant le consensus au sein du groupe.

Au profil professionnel est attaché le **référentiel des compétences** qui articule, pour chaque tâche, les *compétences professionnelles associées*, c'est-à-dire les capacités à mettre en oeuvre pour réaliser la tâche. Ces compétences, décrites sous la forme de capacités, sont articulées avec des *ressources* qui définissent soit le contexte

Methodological note

The professional profile and the set of standards for the respective competencies are the result of a collective effort by professionals of the sector, experts in the definition of sets of standards for VET, experts from Universities, social partners, VET agencies and from enterprises. This work integrates the demands of each one, in such a way that all the professional activities of the «Site Supervisor in the Cleaning Services» are covered, including marginal and potential activities. This approach also facilitates the necessary adaptations related to work organisation in its diverse environments.

The collective effort is a step-by-step process. Each proposal is examined on the basis of the following model:

- The proposal obtains the consensus of the actors?
- Is the proposal pertinent and focused?
- Is the formulation of the proposal satisfactory or does it need improvement?

Each validated proposal was directly written in the work framework, so that each partner of the team had the possibility to respond and to share in the validation process. This procedure facilitated exchanges amongst the people attending to the meetings and the others participating at a distance.

The common work began with the construction of the **professional profile of «Site Supervisor in the Cleaning Services»** composed by activities and tasks, placed in a logical framework of activities linked to the profession. Indeed, this approach gradually led to the development of a professional profile, based on a wide consensus within the team.

To the professional profile is linked the **set of standards of competencies**, articulated, for each task, under *associated professional competencies*, (that is the necessary capacities to accomplish the task). These competencies, described as capacities, are linked to *resources* defining that define the professional context observed in the enterprise (equipment, materials, methods or procedures to be utilised / respected) and the resources in terms of knowledge, know how and social skills. Finally, these competencies are

professionnel observé dans l'entreprise (outillage, matériaux, méthodes ou procédures à respecter) soit les ressources en savoirs-savoir-faire et savoir-être associés aux compétences. Enfin, ces compétences s'expriment aussi en fonction des performances attendues par l'entreprise : ce sont des *exigences professionnelles*. Celles-ci décrivent des résultats mesurables et observables qui sont autant de preuves de maîtrise des compétences.

Les séances de travail transnationales ont permis de décrire les différentes situations de travail que notre professionnel peut être appelé à rencontrer, compte tenu de son niveau de responsabilité, en additionnant les exigences des uns et des autres plutôt qu'en recherchant le plus petit dénominateur commun. Les travaux ne visaient pas une spécialisation trop poussée, mais plutôt une fonction spécifique recouvrant une certaine polyvalence et certains éléments innovants.

La démarche de description des activités et des tâches clés, ainsi que des compétences, a permis de prendre en compte les dimensions suivantes :

- le contexte et la conjoncture de l'activité du «Site Supervisor in the Cleaning Services» dans les pays du partenariat,
- l'analyse des activités clés : en détaillant pour chacune d'entre-elles un certain nombre de tâches clés de la manière la moins ambiguë mais aussi la plus synthétique possible ;
- le contenu et l'ampleur de chaque tâche clé, en l'associant à des compétences professionnelles spécifiques.

Les compétences professionnelles sont décrites selon:

- des critères communs : l'objectif (la compétence est toujours finalisée), degré d'autonomie accordé et d'initiative, responsabilités, contexte relationnel et coopérations, ressources mobilisables et effectivement mobilisées, performance attendue ;
- des règles rédactionnelles communes : verbe d'action, concision, précision, non ambiguïté.

Les compétences ont été bien distinguées des savoirs, savoir-faire et savoir-être qui leur sont associés.

expressed also in function of the performances demanded by the enterprise: these are the *expected results*, describing the measurable and observable results giving proof of the mastery of the defined competencies.

The trans-national work sessions allowed for a description of the different work situations that the professional can encounter in the execution of his duties accounting also for the level of responsibility.

The work was not focused on a strong specialisation but instead on a specific function covering a certain flexibility (to include different sizes of enterprises and kinds of cleaning services) and certain innovative elements.

The description of activities and key tasks, as well as of competencies, has allowed the project to take into account the following dimensions:

- the context of the «Site Supervisor in the Cleaning Services» activities in the Countries participating in the partnership;
- the analysis of the key activities: clearly detailing, for each key activity, a certain number of key tasks in a synthetic and unambiguous manner.
- the content and the size of each key task, linked to specific professional competencies.

The professional competencies are described according to:

- common criteria: objective, autonomy and initiative degree, responsibilities, relational context and co-operations, resources that can be mobilized and effectively mobilized, expected performance;
- common rules: conciseness, accuracy, and clarity.

The competencies were clearly differentiated from the knowledge, know how and social skills.

Profil professionnel : Cinq (5) activités, dix-neuf (19) tâches
Professional profile : Five (5) activities, nineteen (19) tasks

ACTIVITE 1: ORGANISATION ET GESTION DES SERVICES DE NETTOYAGE

- CLEANING SERVICES MANAGEMENT

Tâche 1 : A01T1	Tâche 2 : A01T02	Tâche 3 : A01T03	Tâche 4 : A01T04	Tâche 4 : A01T05
Planifier, organiser et surveiller les activités de nettoyage	Contrôler l'approvisionnement des ressources sur le site de travail	Etablir et fournir des devis pour les services de nettoyage	Mettre en oeuvre et faire le suivi des processus de gestion du risque	Mettre à jour les dispositifs de sécurité sur le lieu de travail
Plan, organise and monitor cleaning operations	Control the supply of resources to the work site	Provide quotation for cleaning services	Implement and review risk management processes	Manage workplace safety arrangements

ACTIVITE 2 : MISE EN ŒUVRE ET CONTROLE DES SYSTEMES QUALITE

- QUALITY SYSTEMS MANAGEMENT

Tâche 6 : A02T06	Tâche 7 : A02T07
Promouvoir la conformité des opérations de nettoyage avec la législation, les règles et procédures organisationnelles	Contrôler et développer la qualité des opérations de nettoyage
Promote compliance of cleaning operations with legislation, regulations, and organisational procedures	Improve the quality of cleaning operations

ACTIVITE 3: LA RELATION CLIENT

- CLIENT RELATIONS MANAGEMENT

Tâche 8 : A03T08	Tâche 9 : A03T09	Tâche 10 : A03T10	Tâche 11 : A03T11
Traiter la demande	Assurer le suivi de la clientèle et le service après-vente	Développer les actions commerciales	Démarcher les nouveaux clients

ACTIVITE 4 : GESTION DES RESSOURCES HUMAINES

HUMAN RESOURCES MANAGEMENT

Tâche 12 : A04T12	Tâche 13 : A04T13	Tâche 3 : A04T14	Tâche 4 : A04T15
Planifier les objectifs de l'équipe Plan of the team objectives	Diriger ou gérer l'équipe d'exécution Provide leadership for the team	Définir les affectations en fonction des compétences et des tâches à effectuer Allocate work in the team in function of competences and tasks to be carried out	Contrôler et suivre le travail de l'équipe, et veiller à l'efficacité Check, support and improve work in the team

ACTIVITE 5 : HYGIENE, SANTE ET SECURITE

HEALTH AND SAFETY MANAGEMENT

Tâche 16 : A05T16	Tâche 17 : A05T17	Tâche 18 : A05T18	Tâche 19 : A05T19
Promouvoir et défendre l'hygiène, la santé et la sécurité dans les opérations de nettoyage Promote and maintain health, safety, and security in cleaning operations	Surveiller l'impact environnemental des opérations de nettoyage Monitor the environmental impact of cleaning operations	Développer des plans de contingence pour les opérations de nettoyage Develop contingency plans for cleaning operations	Répondre aux contingences pendant les opérations de nettoyage Respond to contingencies during cleaning operations

Profil professionnel: Cinq (5) activités, dix-neuf (19) tâches et quatre-vingt (90) compétences
Professional profile : Five (5) activities, nineteen (19) tasks and ninety (90) competencies

ACTIVITE 1: ORGANISATION ET GESTION DES SERVICES DE NETTOYAGE

- CLEANING SERVICES MANAGEMENT

Tâche 1 : A01T1	Tâche 2 : A01T02	Tâche 3 : A01T03	Tâche 4 : A01T04	Tâche 4 : A01T05
Planifier, organiser et surveiller les activités de nettoyage	Contrôler l'approvisionnement des ressources sur le site de travail	Etablir et fournir des devis pour les services de nettoyage	Mettre en oeuvre et faire le suivi des processus de gestion du risque	Mettre Gérer les dispositifs de sécurité sur le lieu de travail
Plan, organise and monitor cleaning operations	Control the supply of resources to the work site	Provide quotation for cleaning services	Implement and review risk management processes	Manage workplace safety arrangements
C01 Analyse work order and the site to gain a comprehensive understanding of the work implications and clarify any issues with appropriate person(s), identifying special requirements arising from site characteristics or client requests in accordance with occupational health and safety (OHS) and company requirements	C01 Review work order and the work site to gain a comprehensive understanding of the work specifications in accordance with company requirements and clarify any issues with appropriate person(s)	C01 Create client record to administer the client's details and requirements, and update client record and record all details of the quotation, in accordance with company requirements and guidelines	C01 Consult with work group, stakeholders and appropriate personnel to support implementation of participative arrangements in risk management process and over existing work procedure(s) and environmental requirements, providing readily accessible information, instructing on risk management procedures, informing of company approved hazard treatments and revised work procedure(s), supervising to ensure compliance with the revised work procedure(s), in accordance with environmental and occupational health and safety (OHS) training objectives and with client, legislative and company requirements	C01 Explain clearly and accurately to the work group the relevant provisions of OHS legislation as they relate to work procedures, the organisational OHS policies, procedures and programs, and about identifying hazards and assessing risks and the process and outcomes of risk assessment and risk control, also providing and explaining the organisation's incident/accident reporting and recording process, in accordance with company requirements
C02 Clarify client needs, expectations and preferences using appropriate interpersonal skills and communication technique(s) in accordance with company requirements	C02 Determine, select and estimate types and quantities of equipment, personal protective equipment (PPE), chemicals and consumables to fulfil the work order with reliable evidence of their functionality and in accordance with occupational health and safety (OHS) and company requirements	C02 Source, select and interpret product and costing information, calculate costs, taxes and profit margin, check all calculations and keep detailed and legible records of method of calculations, ensuring that all quotations include accurate details of the cost of service and the conditions and limitations of quotation, in accordance with legislative and company requirements	C02 Identify procedures to be used for risk management, observe and review current work procedure(s) for compliance and variance against documented work procedure(s) and environmental requirements, record accepted variance in current work procedure(s) to confirm the agreed circumstances and conditions for risk analysis of work procedure(s) in accordance with client, environmental, legislative and company requirements	C02 Implement and monitor organisational procedures for participative arrangements on OHS issues with the work group and encourage contributions from all work group members, assessing and resolving issues arising through participative arrangements promptly, or refer such issues to appropriate personnel for resolution, and documenting the outcomes of participative arrangements pertaining to OHS issues and communicate these promptly to the work group, in accordance with workplace procedures for issue resolution and with company requirements
C03 Analyse the work order resource requirements and available resources, develop work schedules assigning available personnel in accordance with recognised competencies and identify any work restrictions affecting the completion of the work order, adjusting work schedules in accordance with OHS and company requirements	C03 Implement and operate a stock control/inventory system of all equipment, PPE, chemicals and consumables, acquire those and monitor their usage patterns and re-order with maximum and minimum holding levels, in accordance with legislative, manufacturers' specifications, OHS and company requirements	C03 Provide quotations to client in company format and offer options, with secondary quotations, recording all details of the quotation accurately and legibly and retaining on file in accordance with company requirements	C03 Implement processes to identify hazards that create real or potential loss events, assessing likelihood and consequence of an event happening and evaluating and determining the risk level of the event using risk analysis protocols	C03 Identify and report existing and potential hazards in the work area, conducting risk analysis using appropriate risk analysis protocols and deciding on action to control risks, monitoring work area continuously to identify new hazards, investigating incident/accident to establish cause, identifying and documenting OHS training needs accurately, specifying gaps between OHS health and safety competencies required and those held by work group members, in accordance with OHS legislation, workplace procedures and company requirements
C04 Assess and supply the type (s) and quantity of equipment, personal protective equipment (PPE), chemicals and consumables required to	C04 Organise periodic equipment maintenance and servicing to ensure availability is maintained and downtime minimised, reviewing the effectiveness and efficiency of equipment, PPE,	C04 Determine the appropriate person with authority to respond to client request for a variation, assess request against existing contract	C04 Determine acceptability of risk, seeking - when appropriate - expert advice to further clarify levels of risk, establishing the risk priority rating and	C04 Develop and implement work procedures to control risks, monitoring adherence to work procedures by the work group and effectiveness of work procedures using the hierarchy

Highlight the Competences

	fulfil the work order in accordance with manufacturers' specifications, OHS, work order and company requirements	chemicals and consumables in accordance with legislative, manufacturers' specifications, OHS and company requirements	conditions, the additional work required and the capacity to respond, and prepare accurate costing providing quotation for requested changes in accordance with company requirements	recommended timeframe for management of the risk based on the assessment and expert advice	of control and report results regularly to appropriate persons, identifying resource allocation requirements for the implementation of work procedures to control risks and report inadequacies to appropriate personnel, implementing hazardous event control procedures for dealing with hazardous events, including emergencies, implementing control measures to prevent recurrence and minimise risks of hazardous events based on the hierarchy of control, if within scope of responsibilities and competencies, or alternatively, refer to appropriate personnel for implementation, and arranging appropriate training to meet the identified needs of the work group through consultation with relevant parties, in accordance with OHS legislation and company requirements
C05	Advise work team members of work schedules and responsibilities using appropriate communication methods, confirming work team members' understanding of their tasks and responsibilities by using appropriate interpersonal skills and communication techniques in accordance with company requirements	C05	Attend industry events and review industry information to ensure currency of product knowledge, providing recommendations on future purchases of equipment, PPE, chemicals and consumables in accordance with company requirements	C05	Record risk identified in the risk register, applying the hierarchy of control to identify proposed actions for the elimination or reduction of risk, documenting the range of proposed actions for the treatment of hazards and the proposed amendments to work procedure(s), in accordance with client, legislative and company requirements
				C06	Identify resources appropriate to management of the risk, confirming acceptance by company management of the amendments to work procedure(s), nominating members of the work group responsible for implementation, reporting and monitoring of amendments to work procedure(s), allocating resources appropriate to management of risk, documenting approved amendments to work procedure(s), in accordance with client, legislative and company requirements
				C07	Implement consistently the revised work procedure(s), reviewing periodically the risk associated with the revised work procedure(s), monitoring work procedure(s), auditing risk compliance, completing and retaining all regulatory and company documentation including OHS records and reports, in accordance with client, legislative and company requirements
					Complete OHS records accurately and legibly, in accordance with legal requirements for the maintenance of records of occupational injury and disease, workplace procedures and company requirements, and use hazard analysis data and aggregate information from the OHS safety records to identify hazards and monitor <i>risk control</i> procedures within scope of responsibilities and competencies and in accordance with company requirements

ACTIVITE 2 : MISE EN ŒUVRE ET CONTROLE DES SYSTEMES QUALITE

- QUALITY SYSTEMS MANAGEMENT

Tâche 6 : A02T06		Tâche 7 : A02T07	
Promouvoir la conformité des opérations de nettoyage avec la législation, les règles et procédures organisationnelles		Contrôler Développer la qualité des opérations de nettoyage	
Promote compliance of cleaning operations with legislation, regulations, and organisational procedures		Improve the quality of cleaning operations	
C01	Obtain information from suitable sources on the current legislation and regulations that apply to the cleaning operations being undertaken, monitoring changes and developments in legislation and regulations that could have an effect on cleaning operations being undertaken, and confirming organisational procedures for the cleaning operations being undertaken	C01	Obtain valid and reliable information on the performance of cleaning operations, identifying potential areas for improvement, and agree with colleagues the need for improving them
C02	Explain to colleagues the content and meaning of current legislation and regulations in a way that they are likely to understand, and inform all relevant people of any changes to regulations and organisational procedures that could affect them	C02	Assess potential improvement methods that would be appropriate for the organisation and its cleaning operations, and select and apply the most suitable improvement methods for improving the quality of cleaning operations
C03	Monitor the work activities of colleagues and the use of equipment to ensure that regulations and organisational procedures are followed	C03	Identify the success criteria that can be used to evaluate the effect of applying the improvement methods, monitoring the effects of applying the improvement methods over a suitable period of time, evaluating the effect on quality of applying the improvement methods, identifying any problems with applying improvement methods, and taking the appropriate action to deal with them
C04	Identify any problems with compliance, and take the appropriate action to deal with them, and recommend improvements to the way the organisation complies with legislation and regulations	C04	Report work activities and record them in the appropriate information systems according to organisational procedures
C05	Report work activities and record them in the appropriate information systems according to organisational procedures	C05	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

ACTIVITE 3: LA RELATION CLIENT

- CLIENT RELATIONS MANAGEMENT

Tâche 8 : A03T08		Tâche 9 : A03T09		Tâche 10 : A03T10		Tâche 11 : A03T11	
Traiter la demande		Assurer le suivi de la clientèle et le service après-vente		Développer les actions commerciales		Démarcher les nouveaux clients	
C01	Vérifier les exigences du client, le conseiller, proposer le cas échéant des solutions et lui faire valider le ou les choix éventuels(s)	C01	Utiliser les techniques de négociation pour faire face aux diverses objections et contestations	C01	Préparer les insertions dans les revues professionnelles pour faire connaître les prestations offertes	C01	Utiliser les fichiers des prospects pour un premier contact téléphonique
C02	Confirm the cleaning operations that are required to meet the needs of customers	C02	Communiquer avec les équipes de nettoyage pour corriger immédiatement les erreurs, vérifier que tout est rentré dans l'ordre et éventuellement gérer les conflits	C02	Participer aux salons professionnels pour développer l'image de marque de la société de nettoyage	C02	Mettre en oeuvre les techniques téléphoniques pour décrocher un premier contact
C03	Agree with customers the timings and deadlines for the provision of the cleaning operations	C03	Faire renseigner une fiche de satisfaction client et recenser les besoins nouveaux	C03	Aider et/ou participer à la dynamique du site Internet pour présenter les prestations de l'entreprise	C03	Se rendre au premier rendez-vous de clientèle pour recueillir les besoins du future client et, éventuellement, pour élaborer un devis
		C04	Faire le point des prestations offertes pour proposer des offres personnalisées et adaptées aux besoins de la clientèle	C04	Préparer les mailings ciblés pour toucher des segments plus larges	C04	Intégrer les informations recueillies dans la base informatique pour améliorer les prochaines opérations commerciales
		C05	Synthétiser l'ensemble des informations pour alimenter la base de données informatiques			C05	Préparer et envoyer le devis et l'ensemble des documents d'information nécessaires afin d'instaurer un climat de confiance
		C06	Définir (ou aider à définir) une action commerciale, présenter son savoir-faire et créer un réseau relationnel				

ACTIVITE 4 : GESTION DES RESSOURCES HUMAINES

HUMAN RESOURCES MANAGEMENT


Tâche 12 : A04T12	Tâche 13 : A04T13	Tâche 3 : A04T14	Tâche 4 : A04T15
Planifier les objectifs de l'équipe	Diriger ou gérer l'équipe d'exécution	Définir les affectations en fonction des compétences et des tâches à effectuer	Contrôler et suivre le travail de l'équipe, et veiller à l'efficacité
Plan of the team objectives	Provide leadership for the team	Allocate work in the team in function of competences and tasks to be carried out	Check, support and improve work in the team
C01 Set out and positively communicate the purpose and objectives of the team to all members, involving members in planning how the team will achieve its objectives	C01 Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved, encouraging and recognising creativity and innovation within the team	C01 Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues	C01 Brief team members on the work they have been allocated and the standard or level of expected performance, encouraging team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated, supporting team members in identifying and dealing with problems and unforeseen events
C02 Ensure that each member of the team has personal work objectives and understands how achieving these (will contribute to achievement of the team's objectives)	C02 Motivate team members to present their own ideas and listing what they say, encouraging team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead, creating a sense of common purpose and seeking to understand people's needs and motivations Win, through your performance, the trust and support of the team for your leadership, taking personal responsibility for making things happen, acting within the limits of its authority, showing integrity, fairness and consistency in decision-making and modelling behaviour that shows respect, helpfulness and co-operation	C02 Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources	C02 Motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
C03	C03	C03 Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development, prioritising objectives and plan work to make best use of time and resources	C03 Recognise successful completion of significant pieces of work or work activities by team members and the overall team and advising the upper management, making time available to support others, clearly agree what is expected of others and holding them to account, stating the own position and views clearly and confidently in conflict situations, seeking to understand people's needs and motivations and encouraging and supporting others to make the best use of their abilities Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
C04	C04 Steer the team successfully through difficulties and challenges, including conflict within the team, giving team members support and advice when they need it especially during periods of setback and change, encouraging and supporting others to take decisions autonomously, and making time available to support others Monitor activities and progress across the team without interfering	C04	C04 Monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively, identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members, use information collected on the performance of team members in any formal appraisal of performance, also for training goals C05 Show integrity, fairness and consistency in decision-making, take pride in delivering high quality work and take personal responsibility for making things happen C06 Look out for possible risks and hazards C07

ACTIVITE 5 : HYGIENE, SANTE ET SECURITE

HEALTH AND SAFETY MANAGEMENT

Tâche 16 : A05T16		Tâche 17 : A05T17		Tâche 18 : A05T18		Tâche 19 : A05T19	
Promouvoir et défendre l'hygiène, la santé et la sécurité dans les opérations de nettoyage		Surveiller l'impact environnemental des opérations de nettoyage		Développer des plans de contingence pour les opérations de nettoyage		Répondre aux contingences pendant les opérations de nettoyage	
Promote and maintain health, safety, and security in cleaning operations		Monitor the environmental impact of cleaning operations		Develop contingency plans for cleaning operations		Respond to contingencies during cleaning operations	
C01	Follow regulations and organisational procedures for health, safety, and security at all times, and monitor changes in health, safety, and security regulations and guidelines, implementing their requirements	C01	Implement and promote the organisation's environmental policy, also informing visitors and subcontractors of their environmental responsibilities when dealing with the organisation, and recommending ways to improve the environmental impact of cleaning operations	C01	Identify the activities and resources required to respond to the contingencies, developing procedures for identifying and resolving contingencies with cleaning operations, and developing cost-effective and practical contingency plans to deal with the contingencies	C01	Implement methods for identifying contingencies with cleaning operations, and implement responses to contingencies using the appropriate methods and resources according to organisational procedures, also ensuring the requirements of customers are met when contingencies occur
C02	Ensure that any risks to the health, safety, and security of self and others when undertaking cleaning operations are assessed according to organisational guidelines, monitoring the work of colleagues to ensure that safe working practices are followed at all times, ensuring that personal protective equipment is used correctly and that manufacturers' and other relevant instructions relating to the safe use of equipment are followed	C02	Monitor the use of energy and materials to deliver cleaning operations, assessing the environmental risks of specific cleaning operations before they are undertaken and reporting work activities and recording them in the appropriate information systems according to organisational procedures	C02	Review the contingencies that have previously occurred and the factors that have led to them, assessing the impact of the contingencies on the cleaning operations, and how people and organisations will respond to them, obtaining feedback from colleagues on the use of the contingency plans, and reviewing the effectiveness of the contingency plans at suitable opportunities	C02	Obtain relevant information on contingencies from the appropriate people as soon as they occur, ensuring that colleagues are immediately informed of any contingencies that could affect their safety or performance and informing the relevant people of the responses to the contingencies
C03	Inform visitors to the work area of health, safety, and security procedures, and prevent unauthorised access to restricted areas	C03	Identify the effects on the environment of cleaning operations, the ways to reduce any adverse effects on the environment and to use energy more effectively and efficiently	C03	Inform all relevant people of the contingency plans, and provide advice and guidance on their implementation	C03	Identify the factors causing the contingencies using the appropriate problem-solving and investigation methods, and identify any potential opportunities for the organisation arising from the contingencies
C04	Identify promptly any health and safety hazards and security issues, taking immediate action to prevent injury, theft, or damage, and giving priority to the protection of people over organisational performance, and responding to incidents affecting health, safety, and security by using the appropriate safety equipment and carrying out the safety procedures specified by the organisation	C04	Dispose of surplus materials, recycling wherever possible, according to legislation, regulations, and organisational procedures	C04	Report work activities and record them in the appropriate information systems according to organisational procedures	C04	Monitor the delivery of the responses, and ensure that they are implemented according to organisational requirement, reporting work activities and recording them in the appropriate information systems according to organisational procedures
C05	Report accidents and emergencies in the appropriate electronic or manual information systems	C05	Respond to any environmental impact with the appropriate action according to organisational procedures and comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	C05	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	C05	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

APPENDIX 1
(Complete Documentation)

 <p>Education and Culture DG Lifelong Learning Programme</p>	<p>Eu Lifelong Learning Programme 2007-13 Subprogramme Leonardo da Vinci - Call for proposal DG EAC/61/06 Priority 4 "ECVET" of Action "Multilateral Projects - Transfer of Innovation" Project Code LLP-LDV/TO1/07/IT/305</p>
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Highlight
the competences

European cooperation for a system of credit transfer for VET-ECVET, relating competence and professional needs of the cooperative enterprises working in the services sector

EU Lifelong Learning Programme 2007-13
Subprogramme Leonardo da Vinci – Call for proposal DG EAC/61/06
Priority 4 "ECVET" of the Action "Multilateral Projects – Transfer of Innovation"
Project Code *LLP-LDV/TOI/07/IT/305*

**Le Responsable du Chantier des Activités de Nettoyage
Ou
Responsable du Chantier Nettoyage**

Site Supervisor in the Cleaning Services

Maquette bloc professionnel MEPD

European Model for Sustainable Professionalisation

Travail Transnational – Transnational Work

4 Septembre 2009
4th September 2009

PROFIL PROFESSIONNEL
(5 activités, 19 tâches)

PROFESSIONAL PROFILE
(5 activities, 19 tasks)

<i>Légende :</i>		
A	Activité	Grande séquence logique et/ou chronologique de travail
T	Tâche	Le travail à faire en termes de consignes

<i>Headings :</i>		
A	Activity	Great logical and/or chronological work sequence
T	Task	The work to do, in terms of instructions/orders

(5) ACTIVITES

(5) ACTIVITIES

ACTIVITE - ACTIVITY A1	Organisation et gestion des services de nettoyage Cleaning services management
ACTIVITE - ACTIVITY A2	Mise en œuvre et conduite de la qualité Quality systems management
ACTIVITE - ACTIVITY A3	La relation client Client relations management
ACTIVITE - ACTIVITY A4	Gestion des ressources humaines Human resources management
ACTIVITE - ACTIVITY A5	Hygiène, santé et sécurité Health and safety management

(19) TACHES

(19) TASKS

ACTIVITE - ACTIVITY A1 :

A1T1	Envisager, organiser et surveiller les activités de nettoyage Plan, organise and monitor cleaning operations
A1T2	Control de l’approvisionnement des ressources au site de travail Control the supply of resources to the work site
A1T3	Fournir des devis pour les services de nettoyage Provide quotation for cleaning services
A1T4	Mettre en oeuvre et réexaminer les processus de gestion du risque Implement and review risk management processes
A1T5	Gérer les dispositions de sécurité sur le lieu de travail Manage workplace safety arrangements

ACTIVITE - ACTIVITY A2 :

A2T6	Promouvoir la conformité des opérations de nettoyage avec la législation, les règles et le procédures organisationnelles Promote compliance of cleaning operations with legislation, regulations, and organisational procedures
A2T7	Développer la qualité des opérations de nettoyage Improve the quality of cleaning operations

ACTIVITE - ACTIVITY A3 :

A3T8	Traiter la demande Treat the demand
A3T9	Assurer le suivi de la clientèle et le service après-vente Assure the client follow-up and the after sales service
A3T10	Développer les actions commerciales Develop the commercial actions
A3T11	Démarcher les nouveaux clients Vend new clients

ACTIVITE - ACTIVITY 4 :

A4T12	Planifier les objectifs de l’équipe Plan of the team objectives
A4T13	Diriger ou gérer l’équipe d’exécution Manage the cleaning team
A4T14	Définir les affectations en fonction des compétences et des tâches à effectuer Define the duties in function of the competencies and tasks to be carried out
A4T15	Contrôler et suivre le travail de l’équipe, et veiller à l’efficacité Check, survey the team work, and watch out for the efficacy

ACTIVITE - ACTIVITY A5 :

A5T16	Promouvoir et maintenir santé, sécurité et sûreté dans les opérations de nettoyage Promote and maintain health, safety, and security in cleaning operations
A5T17	Surveiller l'impact environnemental des opérations de nettoyage Monitor the environmental impact of cleaning operations
A5T18	Développer des plans de contingence pour les opérations de nettoyage Develop contingency plans for cleaning operations
A5T19	Répondre aux contingences pendant les opération de nettoyage Respond to contingencies during cleaning operations

REFERENTIEL DE COMPETENCES CORE COMPETENCES AND RESOURCES

Légende :		
A	Activité	Grande séquence logique et/ou chronologique de travail
T	Tâche	Le travail à faire en termes de consignes
C	Compétences professionnelles	Capacités à agir dans un environnement professionnel donné, selon les exigences des entreprises
R	Ressources	Ensemble des moyens, procédures, méthodes, informations et savoirs associés mobilisés par le professionnel pour mener à bien ses activités
SA	Savoirs associés	Ensemble des connaissances générales et/ou professionnelles, etc. mobilisées par le professionnel
EP	Exigences de performance	Résultats attendus par l'entreprise. Ils se déclinent en opération concrète que l'on peut observer et mesurer

Headings :		
A	Activity	Great logical and/or chronological work sequence
T	Task	The work to do, in terms of instructions/orders
C	Professional competences	Capacity to operate in a given professional environment, following the exigencies of the enterprises
R	Resources	Set of material resource, procedures, methods, information and related knowledge mobilised by the professional to realise its activities
SA	Related knowledge	Set of general and/or professional, etc., knowledge mobilised by the professional
EP	Expected results	Results expected by the enterprise, to be declined in concrete, observable and measurable operation

(90) COMPETENCES

ACTIVITE - ACTIVITY A1 : GESTION DE SERVICES DE NETTOYAGE - CLEANING SERVICES MANAGEMENT

A1T1	Envisager, organiser et surveiller les activités de nettoyage Plan, organise and monitor cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A1T1-C1	Analyse work order and the site to gain a comprehensive understanding of the work implications and clarify any issues with appropriate person(s), identifying special requirements arising from site characteristics or client requests in accordance with occupational health and safety (OHS) and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, communication and negotiation techniques, reporting procedures, OHS procedures	Computer literate; job specification requirement; client requirements; types of surface; types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; relevant industrial awards and other industrial agreements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices; OHS legislation and procedures.	Comprehension of work implications, clarification of any outstanding issues, and identification of special requirements
A1T1-C2	Clarify client needs, expectations and preferences using appropriate interpersonal skills and communication technique(s) in accordance with company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper,	Company procedures, quality assurance procedures, communication and negotiation techniques, reporting procedures	Computer literate; job specification requirement; client requirements; quality assurance procedures; communication and negotiation techniques; company procedures and practices; reporting procedures.	Clarification of client needs

		pens, pencils; collectors and ring-binders; mobile phone; staff car			
A1T1-C3	Analyse the work order resource requirements and available resources, develop work schedules assigning available personnel in accordance with recognised competencies and identify any work restrictions affecting the completion of the work order, adjusting work schedules in accordance with OHS and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, emergency response and evacuation procedures, reporting procedures, OHS procedures	Computer literate; job specification requirement; client requirements; types of surface; types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; relevant industrial awards and other industrial agreements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; company management structure and reporting procedures; company procedures and practices; emergency response and evacuation procedures; injury, dangerous occurrence and incident reporting; knowledge of biological and viral control procedures; OHS legislation and procedures; routes of entry and potential symptoms of exposure from chemicals.	Analysis of work order, work schedules and assignment of available personnel defined, work restrictions identified
A1T1-C4	Assess and supply the type (s) and quantity of equipment, personal protective equipment (PPE), chemicals and consumables required to fulfil the work order in accordance with manufacturers' specifications, OHS, work order and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car. Type (s) and quantity of equipment, personal protective equipment (PPE), chemicals and consumables required	H.R Manual, cleaning methods, company procedures, quality assurance procedures, emergency response and evacuation procedures, reporting procedures, OHS procedures	Computer literate; job specification requirement; client requirements; types of surface; types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; company management structure and reporting procedures; company procedures and practices; OHS legislation and procedures.	Equipments and consumables assessed and supplied
A1T1-C5	Advise work team members of work	Office with	H.R Manual,	Computer literate;	Work team members

	<p>schedules and responsibilities using appropriate communication methods, confirming work team members' understanding of their tasks and responsibilities by using appropriate interpersonal skills and communication techniques in accordance with company requirements</p>	<p>PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>communication and negotiation techniques, cleaning methods, company procedures, quality assurance procedures, emergency response and evacuation procedures, reporting procedures, OHS procedures</p>	<p>job specification requirement; client requirements; types of surface; types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; company procedures and practices; emergency response and evacuation procedures; injury, dangerous occurrence and incident reporting; knowledge of biological and viral control procedures; OHS legislation and procedures; routes of entry and potential symptoms of exposure from chemicals.</p>	<p>advised on work schedules and responsibilities, work team confirmation on understanding of tasks and responsibilities</p>
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ACTIVITE - ACTIVITY A1 : GESTION DE SERVICES DE NETTOYAGE - CLEANING SERVICES MANAGEMENT

A1T2	Control de l'approvisionnement des ressources au site de travail Control the supply of resources to the work site
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A1T2-C1	Review work order and the work site to gain a comprehensive understanding of the work specifications in accordance with company requirements and clarify any issues with appropriate person(s)	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, cleaning methods, quality assurance procedures, communication and negotiation techniques, reporting procedures,	Job specification requirements; types of surface types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices.	Work order and work site reviewed
A1T2-C2	Determine, select and estimate types and quantities of equipment, personal protective equipment (PPE), chemicals and consumables to fulfil the work order with reliable evidence of their functionality and in accordance with occupational health and safety (OHS) and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone.	H.R Manual, cleaning methods, company procedures, quality assurance procedures, emergency reporting procedures, OHS procedures	Job specification requirements; types of surface types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; company management structure and reporting procedures; company procedures and practices. OHS legislation and procedures.	Types and quantities of equipment, personal protective equipment (PPE), chemicals and consumables to fulfil the work order, determined, selected and estimated

A1T2-C3	Implement and operate a stock control/inventory system of all equipment, PPE, chemicals and consumables, acquire those and monitor their usage patterns and re-order with maximum and minimum holding levels, in accordance with legislative, manufacturers' specifications, OHS and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car. Type (s) and quantity of equipment, personal protective equipment (PPE), chemicals and consumables required	H.R Manual, cleaning methods, company procedures, quality assurance procedures, communication and negotiation techniques; stock control procedures and methods, purchasing policy and processes, reporting procedures, OHS procedures	Computer literate; stock control procedures and methods; stock control procedures and methods; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices. OHS legislation and procedures.	Stock control/inventory system of all equipment, PPE, chemicals and consumables implemented and operating; equipment, PPE, chemicals and consumables acquired and monitored during their usage
A1T2-C4	Organise periodic equipment maintenance and servicing to ensure availability is maintained and downtime minimised, reviewing the effectiveness and efficiency of equipment, PPE, chemicals and consumables in accordance with legislative, manufacturers' specifications, OHS and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car. Type (s) and quantity of equipment, personal protective equipment (PPE),	H.R Manual, cleaning methods, company procedures, quality assurance procedures, communication and negotiation techniques; stock control procedures and methods, purchasing policy and processes, reporting procedures, OHS procedures	Computer literate; job specification requirements; types of surface types and effective and compatible cleaning methods; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; stock control procedures and methods; purchasing policy and processes; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; company management structure and reporting procedures; company procedures and practices. OHS legislation and procedures.	Equipment periodically maintained and serviced; effectiveness and efficiency of equipment, PPE, chemicals and consumables periodically reviewed

		chemicals and consumables required			
A1T2-C5	Attend industry events and review industry information to ensure currency of product knowledge, providing recommendations on future purchases of equipment, PPE, chemicals and consumables in accordance with company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car. Type (s) and quantity of equipment, personal protective equipment (PPE), chemicals and consumables required	H.R Manual, , company procedures, quality assurance procedures, communication and negotiation techniques; purchasing policy and processes, reporting procedures	Computer literate; Purchasing policy and processes; quality assurance procedures; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices.	Industry events attended; Industry information, ensured

ACTIVITE - ACTIVITY A1 : GESTION DE SERVICES DE NETTOYAGE - CLEANING SERVICES MANAGEMENT

A1T3	Fournir des devis pour les services de nettoyage Provide quotation for cleaning services
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A1T3-C1	Create client record to administer the client's details and requirements, and update client record and record all details of the quotation, in accordance with company requirements and guidelines	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone.	H.R Manual, company procedures, quality assurance procedures, reporting procedures	Computer literate; client specifications; quality assurance procedures; company management structure and reporting procedures; company procedures and practices.	Client record created and updated
A1T3-C2	Source, select and interpret product and costing information, calculate costs, taxes and profit margin, check all calculations and keep detailed and legible records of method of calculations, ensuring that all quotations include accurate details of the cost of service and the conditions and limitations of quotation, in accordance with legislative and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, cleaning methods, company procedures, communication and negotiation techniques, quality assurance procedures, reporting procedures	Computer literate; effective and compatible cleaning methods for various surface types; types of cleaning equipment and their appropriate uses; types of chemicals and their appropriate uses; product knowledge; knowledge of job specification for variation requests; contractual requirements for variation requests; relevant industrial awards and other industrial agreements; relevant consumer protection issues and fair trading and trade practices requirements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; quality assurance procedures; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices.	Product and costing information sourced, selected and interpreted; costs, taxes and profit margin calculated

A1T3-C3	Provide quotations to client in company format and offer options, with secondary quotations, recording all details of the quotation accurately and legibly and retaining on file in accordance with company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, communication and negotiation techniques, quality assurance procedures, reporting procedures	Computer literate; client specifications; knowledge of job specification for variation requests; contractual requirements for variation requests; relevant consumer protection issues and fair trading and trade practices requirements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; quality assurance procedures; company management structure and reporting procedures; company procedures and practices.	Quotations and secondary quotations provided to client
A1T3-C4	Determine the appropriate person with authority to respond to client request for a variation, assess request against existing contract conditions, the additional work required and the capacity to respond, and prepare accurate costing providing quotation for requested changes in accordance with company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, company procedures, communication and negotiation techniques, quality assurance procedures, reporting procedures	Computer literate; knowledge of job specification for variation requests; contractual requirements for variation requests; relevant consumer protection issues and fair trading and trade practices requirements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; quality assurance procedures; communication and negotiation techniques; company management structure and reporting procedures; company procedures and practices.	Appropriate person with authority to respond to client request for a variation determined; request against existing contract conditions, additional work required and capacity to respond assessed; accurate costing providing quotation for requested changes prepared

ACTIVITE - ACTIVITY A1 : GESTION DE SERVICES DE NETTOYAGE - CLEANING SERVICES MANAGEMENT

A1T4	Mettre en oeuvre et réexaminer les processus de gestion du risque Implement and review risk management processes
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A1T4-C1	Consult with work group, stakeholders and appropriate personnel to support implementation of participative arrangements in risk management process and over existing work procedure(s) and environmental requirements, providing readily accessible information, instructing on risk management procedures, informing of company approved hazard treatments and revised work procedure(s), supervising to ensure compliance with the revised work procedure(s), in accordance with environmental and occupational health and safety (OHS) training objectives and with client, legislative and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, procedures for identifying hazards, assessing risks, treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, communication and negotiation techniques, quality assurance procedures, reporting procedures, OHS procedures	Computer literate; quality assurance procedures; provisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers, employees, contractors and other parties with legal responsibilities including all stakeholders; principles and practices of effective OHS and environmental risk management systems; procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment; organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management; the interrelationship of risk management and OHS systems to other organisational systems; policies and procedures related to risk management; communication and negotiation techniques.	Consultation, information, instruction of work group, stakeholders and appropriate personnel on risk management process, existing work procedure(s) and environmental requirements, supported
A1T4-C2	Identify procedures to be used for risk management, observe and review current work procedure(s) for	Office with PC or Notebook equipped with	H.R Manual, procedures for identifying hazards,	Computer literate; quality assurance procedures; provisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers,	Procedures to be used for risk management identified, observed and reviewed

	<p>compliance and variance against documented work procedure(s) and environmental requirements, record accepted variance in current work procedure(s) to confirm the agreed circumstances and conditions for risk analysis of work procedure(s) in accordance with client, environmental, legislative and company requirements</p>	<p>Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone</p>	<p>assessing risks, treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, quality assurance procedures, reporting procedures, OHS procedures</p>	<p>employees, contractors and other parties with legal responsibilities including all stakeholders; principles and practices of effective OHS and environmental risk management systems; procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment; organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management; the interrelationship of risk management and OHS systems to other organisational systems; policies and procedures related to risk management.</p>	
A1T4-C3	<p>Implement processes to identify hazards that create real or potential loss events, assessing likelihood and consequence of an event happening and evaluating and determining the risk level of the event using risk analysis protocols, determining acceptability of risk, seeking - when appropriate - expert advice to further clarify levels of risk, establishing the risk priority rating and recommended timeframe for management of the risk based on the assessment and expert advice, recording risk identified in the risk register, applying the hierarchy of control to identify proposed actions for the elimination or reduction of risk, documenting the range of proposed actions for the treatment of hazards and the proposed amendments to work procedure(s), in accordance with client, legislative and company requirements</p>	<p>Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, quality assurance procedures, reporting procedures, OHS procedures</p>	<p>Computer literate; quality assurance procedures; Pprovisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers, employees, contractors and other parties with legal responsibilities including all stakeholders; principles and practices of effective OHS and environmental risk management systems; procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment; organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management; the interrelationship of risk management and OHS systems to other organisational systems; policies and procedures related to risk management.</p>	<p>Processes to identify hazards that create real or potential loss events, implemented (consequence of events assessed, risk level of the events evaluated and determined, expert advice sought, priority rating and recommended timeframe for management of the risk established, identified risk recorded in the risk register, hierarchy of control to identify proposed actions for the elimination or reduction of risk applied, range of proposed actions for the treatment of hazards and proposed amendments to work procedure(s), documented</p>

<p>A1T4-C4</p>	<p>Identify resources appropriate to management of the risk, confirming acceptance by company management of the amendments to work procedure(s), nominating members of the work group responsible for implementation, reporting and monitoring of amendments to work procedure(s), allocating resources appropriate to management of risk, documenting approved amendments to work procedure(s), in accordance with client, legislative and company requirements</p>	<p>Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, procedures for identifying hazards, assessing risks and treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, quality assurance procedures, communication and negotiation techniques reporting procedures, OHS procedures</p>	<p>Computer literate; quality assurance procedures; provisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers, employees, contractors and other parties with legal responsibilities including all stakeholders; principles and practices of effective OHS and environmental risk management systems; procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment; organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management; the interrelationship of risk management and OHS systems to other organisational systems; policies and procedures related to risk management; communication and negotiation techniques access and equity principles in order to accept and respect individual differences within the composition of the work group.</p>	<p>Resources appropriate to management of the risk identified; acceptance by company management of the amendments to work procedure(s) confirmed; amendments to work procedure(s) reported and monitored; approved amendments to work procedure(s) documented</p>
<p>A1T4-C5</p>	<p>Implement consistently the revised work procedure(s), reviewing periodically the risk associated with the revised work procedure(s), monitoring work procedure(s), auditing risk compliance, completing and retaining all regulatory and company documentation including OHS records and reports, in accordance with client, legislative and company requirements</p>	<p>Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, procedures for identifying hazards, assessing risks and treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures,</p>	<p>Computer literate; quality assurance procedures; Provisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers, employees, contractors and other parties with legal responsibilities including all stakeholders; principles and practices of effective OHS and environmental risk management systems; procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment; organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management; the interrelationship of risk management and OHS systems to other organisational systems; policies and procedures related to risk management.</p>	<p>Revised work procedure(s) consistently implemented (risk associated with the revised work procedure/s periodically reviewed, risk compliance audited, regulatory and company documentation completed and retained)</p>

			quality assurance procedures, reporting procedures, OHS procedures		
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ACTIVITE - ACTIVITY A1 : GESTION DE SERVICES DE NETTOYAGE - CLEANING SERVICES MANAGEMENT

A1T5	Gérer les dispositions de sécurité sur le lieu de travail Manage workplace safety arrangements
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A1T5-C1	Explain clearly and accurately to the work group the relevant provisions of OHS legislation as they relate to work procedures, the organisational OHS policies, procedures and programs, and about identifying hazards and assessing risks and the process and outcomes of risk assessment and risk control, also providing and explaining the organisation's incident/accident reporting and recording process, in accordance with company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, procedures for identifying hazards, assessing risks, treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, communication techniques, quality assurance procedures, reporting procedures, OHS procedures	Computer literate; quality assurance procedures; provisions of OHS Acts, regulations, codes of practice and standards relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities; principles and practices of effective OHS management systems including risk management; procedures for identifying hazards, assessing risks and controlling risks in the work environment; organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how it impacts on OHS management; the interrelationship of OHS systems to other organisation systems; procedures and policies related to hazard management; communication techniques; access and equity principles in order to accept and respect individual differences within the composition of the work group.	Relevant provisions of OHS legislation relating to work procedures, organisational OHS policies, procedures and programs, and about identifying hazards and assessing risks and the process and outcomes of risk assessment and risk control, as well as about the organisation's incident/accident reporting and recording process, clearly and accurately explained to the work group
A1T5-C2	Implement and monitor organisational procedures for participative arrangements on OHS issues with the work group and encourage contributions	Office with PC or Notebook equipped with Internet and	H.R Manual, procedures for identifying hazards, assessing,	Computer literate; quality assurance procedures; provisions of OHS Acts, regulations, codes of practice and standards relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities;	Organisational procedures for participative arrangements on OHS issues with the work

	from all work group members, assessing and resolving issues arising through participative arrangements promptly, or refer such issues to appropriate personnel for resolution, and documenting the outcomes of participative arrangements pertaining to OHS issues and communicate these promptly to the work group, in accordance with workplace procedures for issue resolution and with company requirements	printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	treating, and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, communication and negotiation techniques, company procedures, quality assurance and reporting procedures, OHS procedures	principles and practices of effective OHS management systems including risk management; procedures for identifying hazards, assessing risks and controlling risks in the work environment; organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how it impacts on OHS management; the interrelationship of OHS systems to other organisation systems; procedures and policies related to hazard management; communication and negotiation techniques; access and equity principles in order to accept and respect individual differences within the composition of the work group.	group implemented and monitored; issues arising through participative arrangements promptly assessed and resolved or referred to appropriate personnel for resolution; outcomes of participative arrangements pertaining to OHS issues documented and communicated promptly to the work group
A1T5-C3	Identify and report existing and potential hazards in the work area, conducting risk analysis using appropriate risk analysis protocols and deciding on action to control risks, monitoring work area continuously to identify new hazards, investigating incident/accident to establish cause, identifying and documenting OHS training needs accurately, specifying gaps between OHS health and safety competencies required and those held by work group members, in accordance with OHS legislation, workplace procedures and company requirements	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, procedures for identifying hazards, assessing, treating, and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company procedures, quality assurance and reporting procedures, OHS procedures	Computer literate; quality assurance procedures; provisions of OHS Acts, regulations, codes of practice and standards relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities; principles and practices of effective OHS management systems including risk management; procedures for identifying hazards, assessing risks and controlling risks in the work environment; organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how it impacts on OHS management; the interrelationship of OHS systems to other organisation systems; procedures and policies related to hazard management. access and equity principles in order to accept and respect individual differences within the composition of the work group.	Existing and potential hazards in the work area identified and reported (risk analysis using appropriate risk analysis protocols conducted and action to control risks decided; work area monitoring to identify new hazards realised; investigation on incident/accident to establish cause realised; OHS training needs identified and documented
A1T5-C4	Develop and implement work procedures to control risks, monitoring adherence to work procedures by the	Office with PC or Notebook	H.R Manual, procedures for identifying	Computer literate; quality assurance procedures; provisions of OHS Acts, regulations, codes of practice and standards relevant to the	Work procedures to control risks developed and

	<p>work group and effectiveness of work procedures using the hierarchy of control and report results regularly to appropriate persons, identifying resource allocation requirements for the implementation of work procedures to control risks and report inadequacies to appropriate personnel, implementing hazardous event control procedures for dealing with hazardous events, including emergencies, implementing control measures to prevent recurrence and minimise risks of hazardous events based on the hierarchy of control, if within scope of responsibilities and competencies, or alternatively, refer to appropriate personnel for implementation, and arranging appropriate training to meet the identified needs of the work group through consultation with relevant parties, in accordance with OHS legislation and company requirements</p>	<p>equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>hazards, assessing risks, treating risks and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, communication and negotiation techniques, company procedures, quality assurance procedures, reporting procedures, OHS procedures</p>	<p>workplace including legal responsibilities of employers, employees and other parties with legal responsibilities; principles and practices of effective OHS management systems including risk management; procedures for identifying hazards, assessing risks and controlling risks in the work environment; organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how it impacts on OHS management; the interrelationship of OHS systems to other organisation systems; procedures and policies related to hazard management. access and equity principles in order to accept and respect individual differences within the composition of the work group.</p>	<p>implemented (adherence to work procedures by work group and effectiveness of work procedures monitored and reported; resource allocation requirements for implementation of work procedures to control risks identified; inadequacies reported to appropriate personnel; hazardous event control procedures for dealing with hazardous events, including emergencies, implemented; control measures to prevent recurrence and minimise risks of hazardous events based on hierarchy of control implemented; training to meet the identified needs of work group arranged</p>
A1T5-C5	<p>Complete OHS records accurately and legibly, in accordance with legal requirements for the maintenance of records of occupational injury and disease, workplace procedures and company requirements, and use hazard analysis data and aggregate information from the OHS safety records to identify hazards and monitor risk control procedures within scope of responsibilities and competencies and in accordance with company requirements</p>	<p>Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, procedures for identifying hazards, assessing, treating, and monitoring risks in work environment, procedures necessary to support organisational compliance with legal requirements, procedures related to risk management, company</p>	<p>Computer literate; quality assurance procedures; provisions of OHS Acts, regulations, codes of practice and standards relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities; principles and practices of effective OHS management systems including risk management; procedures for identifying hazards, assessing risks and controlling risks in the work environment; organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements; characteristics and composition of the workforce and how it impacts on OHS management; the interrelationship of OHS systems to other organisation systems; procedures and policies related to hazard management.</p>	<p>OHS records completed; hazard analysis data and aggregate information from the OHS safety records used to identify hazards and monitor risk control procedures</p>

			procedures, quality assurance and reporting procedures, OHS procedures		
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ACTIVITE - ACTIVITY A2 : GESTION DES SYSTEMES DE QUALITE - QUALITY SYSTEMS MANAGEMENT

A2T6	Promouvoir la conformité des opérations de nettoyage avec la législation, les règles et le procédures organisationnelles Promote compliance of cleaning operations with legislation, regulations, and organisational procedures
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A2T6-C1	Obtain information from suitable sources on the current legislation and regulations that apply to the cleaning operations being undertaken, monitoring changes and developments in legislation and regulations that could have an effect on cleaning operations being undertaken, and confirming organisational procedures for the cleaning operations being undertaken	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone;	H.R Manual, methods of monitoring developments in legislation and regulations, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; methods of monitoring developments in legislation and regulations; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Information from suitable sources on the current legislation and regulations, obtained; changes and developments in legislation and regulations, monitored; organisational procedures confirmed
A2T6-C2	Explain to colleagues the content and meaning of current legislation and regulations in a way that they are likely to understand, and inform all relevant people of any changes to regulations and organisational procedures that could affect them	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; implications of not complying with legislation and regulations; legislation and regulations relating to health, safety, and cleaning operations; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Content and meaning of current legislation and regulations explained to colleagues; relevant people informed of any changes to regulations and organisational procedures

A2T6-C3	Monitor the work activities of colleagues and the use of equipment to ensure that regulations and organisational procedures are followed	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Work activities of colleagues and the use of equipment, monitored
A2T6-C4	Identify any problems with compliance, and take the appropriate action to deal with them, and recommend improvements to the way the organisation complies with legislation and regulations	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, methods to identify non-compliance, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; implications of not complying with legislation and regulations; ways of identifying non-compliance; people responsible for complying with legislation and regulations; legislation and regulations relating to health, safety, and cleaning operations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Any problems identified with compliance, appropriate action to deal with them taken, improvements recommended
A2T6-C5	Report work activities and record them in the appropriate information systems according to organisational procedures	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Work activities reported and recorded

ACTIVITE - ACTIVITY A2 : GESTION DES SYSTEMES DE QUALITE - QUALITY SYSTEMS MANAGEMENT

A2T7	Développer la qualité des opérations de nettoyage Improve the quality of cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A2T7-C1	Obtain valid and reliable information on the performance of cleaning operations, identifying potential areas for improvement, and agree with colleagues the need for improving them	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, improvement approaches and methods that are used in industry, improvement methods used in the organisation, methods for evaluating improvement methods, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; sources of information on improvement methods; improvement approaches and methods that are used in industry; improvement methods used in the organisation; methods for evaluating improvement methods; advantages and disadvantages of different methods roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Valid and reliable information on the performance of cleaning operations, obtained; potential areas for improvement identified; need for improvement agreed with colleagues
A2T7-C2	Assess potential improvement methods that would be appropriate for the organisation and its cleaning operations, and select and apply the most suitable improvement methods for improving the quality of cleaning operations	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and	H.R Manual, company procedures, improvement approaches and methods that are used in industry, improvement methods used in the organisation, methods for evaluating improvement	Computer literate; quality assurance procedures; improvement approaches and methods that are used in industry; improvement methods used in the organisation; methods for evaluating improvement methods; advantages and disadvantages of different methods roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice.	Potential improvement methods assessed; most suitable improvement methods selected and applied

		ring-binders; mobile phone; staff car	methods, quality assurance procedures		
A2T7-C3	Identify the success criteria that can be used to evaluate the effect of applying the improvement methods, monitoring the effects of applying the improvement methods over a suitable period of time, evaluating the effect on quality of applying the improvement methods, identifying any problems with applying improvement methods, and taking the appropriate action to deal with them	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, improvement approaches and methods that are used in industry, improvement methods used in the organisation, methods for evaluating improvement methods, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; improvement approaches and methods that are used in industry; improvement methods used in the organisation; methods for evaluating improvement methods; advantages and disadvantages of different methods roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Success criteria that can be used to evaluate the effect of applying the improvement methods, identified; effects of applying the improvement methods, monitored; effect on quality of applying the improvement methods, evaluated; any problems with applying improvement methods, identified; appropriate action to deal with improvement methods, token
A2T7-C4	Report work activities and record them in the appropriate information systems according to organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Work activities reported and recorded
A2T7-C5	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils;	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Relevant work and safety legislation, regulations, standards, and organisational procedures, complied

		collectors and ring-binders; mobile phone; staff car			
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ACTIVITE - ACTIVITY A3 : GESTION DES RELATIONS AVEC LE CLIENT - CLIENT RELATIONS MANAGEMENT

A3T8	Traiter la demande Treat the demand
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Codes des compétences - Competences codes	Description des compétences - Competences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A3T8-C1	Vérifier les exigences du client, le conseiller, proposer le cas échéant des solutions et lui faire valider le ou les choix éventuels(s)	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; information and communication methods used by the organisation.	Exigences du client vérifiées; client conseillé ; solutions proposées le cas échéant ; choix validée(s) par le client
A3T8-C2	Confirm the cleaning operations that are required to meet the needs of customers	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods used for scheduling, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; methods and tools used for scheduling; factors that need to be taken into account when scheduling; activities that need to be undertaken; quality assurance procedures; information systems and communication methods used by the organisation.	Opérations de nettoyage nécessaires pour répondre aux exigences de la clientèle, confirmées

A3T8-C3	Agree with customers the timings and deadlines for the provision of the cleaning operations	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods used for scheduling, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; methods and tools used for scheduling; factors that need to be taken into account when scheduling; activities that need to be undertaken; quality assurance procedures; information systems and communication methods used by the organisation.	Minutage et délais pour la prestation des opérations de nettoyage, concordés avec les clients
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ACTIVITE - ACTIVITY A3 : GESTION DES RELATIONS AVEC LE CLIENT - CLIENT RELATIONS MANAGEMENT

A3T9	Assurer le suivi de la clientèle et le service après-vente Assure the client follow-up and the after sales service
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A3T9-C1	Utiliser les techniques de négociation pour faire face aux diverses objections et contestations	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, communication and negotiation techniques, quality assurance procedures	Computer literate; relevant consumer protection issues and fair trading and trade practices requirements; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication and negotiation techniques; quality assurance procedures; company management structure and reporting procedures; company procedures and practices.	Techniques de négociation pour faire face aux diverses objections et contestations, utilisées
A3T9-C2	Communiquer avec les équipes de nettoyage pour corriger immédiatement les erreurs, vérifier que tout est rentré dans l'ordre et éventuellement gérer les conflits	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to communicate, methods to check progress and quality of the work, methods to provide feedback to team members, methods to identify the cause(s) of conflict and deal with it, methods to identify	Computer literate; different ways of communicating effectively with members of a team; how to provide prompt and constructive feedback to team members; why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively; why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members; how to log information on the ongoing performance of team members and use this information for performance appraisal purposes and understanding; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team; work required of the team;	Communication avec les équipes de nettoyage efficacement réalisée ; erreurs de l'équipe immédiatement corrigés ; vérification que tout est rentré dans l'ordre, effectuée ; conflits au sein de l'équipe efficacement gérés

			unacceptable or poor performance and to discuss cause(s) and agree ways of improving performance, company procedures, quality assurance procedures, methods to log and use information on the ongoing performance for performance appraisal purposes and understanding, organisation's procedures in terms of personal development, disciplinary procedures	available resources for undertaking the required work; team's plan for undertaking the required work skills, knowledge and understanding, experience and workloads of team members; organisation's policy and procedures in terms of personal development; reporting lines in the organisation and the limits of the personal authority; organisational standards or levels of expected performance; quality assurance procedures; organisational grievance and disciplinary policies and procedures. organisational performance appraisal systems.	
A3T9-C3	Faire renseigner une fiche de satisfaction client et recenser les besoins nouveaux	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, customer satisfaction verification methods, communication techniques, reporting procedures	Computer literate; customer satisfaction verification methods; awareness of applicable legislation, regulations, codes of practice and industry advisory standards; communication techniques; company management structure and reporting procedures; company procedures and practices;	Fiche de satisfaction client faite renseigner ; besoins nouveaux recensés
A3T9-C4	Faire le point des prestations offertes pour proposer des offres personnalisées et adaptées aux besoins de la clientèle	Office with PC or Notebook equipped with Internet and printer, telephone and	Company procedures, quality assurance procedures, communication and negotiation techniques,	Computer literate; job specification requirement; client requirements; quality assurance procedures; communication and negotiation techniques; company procedures and practices; reporting procedures.	Point des prestations offertes au client effectivement et clairement fait ; offres

		Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	reporting procedures		personnalisées et adaptées aux besoins de la clientèle effectivement proposées au client
A3T9-C5	Synthétiser l'ensemble des informations pour alimenter la base de données informatiques	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Ensemble des informations pour alimenter la base de données informatiques effectivement synthétisé ; base de données informatiques effectivement alimentée
A3T9-C6	Définir (ou aider à définir) une action commerciale, présenter son savoir-faire et créer un réseau relationnel	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, communication and negotiation techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication and negotiation techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Action commerciale définie / aide à la définition prêté ; savoir-faire personnel présenté ; réseau relationnel créé

ACTIVITE - ACTIVITY A3 : GESTION DES RELATIONS AVEC LE CLIENT - CLIENT RELATIONS MANAGEMENT

A3T10	Développer les actions commerciales Develop the commercial actions
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A3T10-C1	Préparer les insertions dans les revues professionnelles pour faire connaître les prestations offertes	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, communication techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Insertions à publier dans les revues professionnelles pour faire connaître les prestations offertes, effectivement préparées
A3T10-C2	Participer aux salons professionnels pour développer l'image de marque de la société de nettoyage	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, communication techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Image de marque de la société de nettoyage effectivement développée à travers la participation aux salons professionnels
A3T10-C3	Aider et/ou participer à la dynamique du site Internet pour présenter les prestations de l'entreprise	Office with PC or Notebook with Internet and printer, telephone and Fax, office	H.R Manual, communication techniques; company procedures, quality assurance	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Action commerciale définie / aide à la définition prêtée ; savoir-faire personnel présenté ;

		furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	procedures, information and communication methods		réseau relationnel crée
A3T10-C4	Préparer les mailings ciblés pour toucher des segments plus larges	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, communication techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Mailings ciblés pour toucher des segments plus larges, effectivement préparé

ACTIVITE - ACTIVITY A3 : GESTION DES RELATIONS AVEC LE CLIENT - CLIENT RELATIONS MANAGEMENT

A3T11	Démarcher les nouveaux clients Vend new clients
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	<i>R</i> Moyens matériels - Material resources	<i>MP</i> Méthodes et procédures - Methods and procedures	<i>SA</i> Savoirs associés - Related knowledge	<i>EP</i> Exigences professionnelles - Expected results
A3T11-C1	Utiliser les fichiers des prospects pour un premier contact téléphonique	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, communication techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Fichiers des prospects effectivement utilisés pour un premier contact téléphonique
A3T11-C2	Mettre en oeuvre les techniques téléphoniques pour décrocher un premier contact	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone	H.R Manual, communication techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Premier contact effectivement décroché en mettant en œuvre les techniques téléphoniques
A3T11-C3	Se rendre au premier rendez-vous de clientèle pour recueillir les besoins du	Office with PC or Notebook	H.R Manual, communication and negotiation	Computer literate; communication and negotiation techniques; roles, responsibilities, and management systems;	Premier rendez-vous de clientèle et

	future client et, éventuellement, pour élaborer un devis	with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	techniques; company procedures, quality assurance procedures, information and communication methods	working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	récolte des besoins du future client, effectivement réalisés
A3T11-C4	Intégrer les informations recueillies dans la base informatique pour améliorer les prochaines opérations commerciales	Office with PC or Notebook equipped with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders	H.R Manual, company procedures, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Informations recueillies pour améliorer les prochaines opérations commerciales, effectivement intégrées dans la base informatique
A3T11-C6	Préparer et envoyer le devis et l'ensemble des documents d'information nécessaires afin d'instaurer un climat de confiance	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, communication and negotiation techniques; company procedures, quality assurance procedures, information and communication methods	Computer literate; communication techniques; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Devis et documents d'information nécessaires afin d'instaurer un climat de confiance, effectivement préparés et envoyés

ACTIVITE - ACTIVITY A4 : GESTION DES RESSOURCES HUMAINES - HUMAN RESOURCES MANAGEMENT

A4T12	Planifier les objectifs de l'équipe Plan of the team objectives
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A4T12-C1	Set out and positively communicate the purpose and objectives of the team to all members, involving members in planning how the team will achieve its objectives	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, methods to set SMART objectives, methods to plan the achievement of team objectives, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Timebound); how to plan the achievement of team objectives and the importance of involving team members in this process; the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives; information systems and communication methods used by the organisation the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; standards of performance for the work of the team.	Purpose and objectives of the team set out and positively communicated to all members
A4T12-C2	Ensure that each member of the team has personal work objectives and understands how achieving these (will contribute to achievement of the team's objectives)	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, methods to set SMART objectives, methods to plan the achievement of team objectives, quality assurance procedures, information and communication methods used by the organisation	Computer literate; quality assurance procedures; how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Timebound); how to plan the achievement of team objectives and the importance of involving team members in this process; the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives; information systems and communication methods used by the organisation the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; standards of performance for the work of the team.	Each member of the team has personal work objectives and understands how achieving these

ACTIVITE - ACTIVITY A4 : GESTION DES RESSOURCES HUMAINES - HUMAN RESOURCES MANAGEMENT

A4T13	Diriger ou gérer l'équipe d'exécution Manage the cleaning team
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A4T13-C1	Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved, encouraging and recognising creativity and innovation within the team	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, methods to select and successfully apply a limited range of different methods to motivate, support and encourage team members and recognise their achievements, quality assurance procedures, information and communication methods used by the organisation	How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements; the importance of encouraging others to take the lead and ways in which this can be achieved; the benefits of and how to encourage and recognise creativity and innovation within a team; legal, regulatory and ethical requirements in the sector; the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; the types of support and advice that team members are likely to need and how to respond to these; quality assurance procedures; information and communication methods used by the organisation; standards of performance for the work of the team.	Team members encouraged and supported to achieve their personal work objectives and those of the team; recognition on objective achievement provided; creativity and innovation within team encouraged and recognised;
A4T13-C2	Motivate team members to present their own ideas and listing what they say, encouraging team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead, creating a sense of common purpose and seeking to understand people's needs and motivations	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and	H.R Manual, company procedures, methods to select and successfully apply a limited range of different methods to motivate, support and encourage team members and recognise their	How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements; the importance of encouraging others to take the lead and ways in which this can be achieved; the benefits of and how to encourage and recognise creativity and innovation within a team; legal, regulatory and ethical requirements in the sector; the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; the types of support and advice that team members are likely to need and how to respond to these; quality assurance procedures; information and communication methods used by the organisation; standards of performance for the work of the team.	Team members motivated to present their own ideas and to take lead when they have knowledge and expertise and show willingness to follow this lead; sense of common purpose created; understanding of people's needs and motivations sought

		ring-binders; mobile phone; staff car	achievements, quality assurance procedures, information and communication methods used by the organisation		
A4T13-C3	Win, through your performance, the trust and support of the team for your leadership, taking personal responsibility for making things happen, acting within the limits of its authority, showing integrity, fairness and consistency in decision-making and modelling behaviour that shows respect, helpfulness and co-operation	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures	That different styles of leadership exist; legal, regulatory and ethical requirements in the sector; the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; quality assurance procedures; standards of performance for the work of the team.	Trust and support of the team for leadership, won (personal responsibility for making things happen token, limits of authority respected, integrity, fairness and consistency in decision-making showed, behaviour modelled showing respect, helpfulness and co-operation)
A4T13-C4	Steer the team successfully through difficulties and challenges, including conflict within the team, giving team members support and advice when they need it especially during periods of setback and change, encouraging and supporting others to take decisions autonomously, and making time available to support others	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures	Types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them; the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; the types of support and advice that team members are likely to need and how to respond to these; quality assurance procedures; standards of performance for the work of the team.	Team successfully steered through difficulties and challenges (support and advice to team members ensured when needed, autonomous decision taking encouraged and supported, time to support others made available
A4T13-C5	Monitor activities and progress across the team without interfering	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils;	H.R Manual, company procedures, quality assurance procedures	Computer literate; the members, purpose, objectives and plans of the team; the personal work objectives of members of the team; quality assurance procedures; standards of performance for the work of the team.	Activities and progress monitored across the team without interfering

		collectors and ring-binders; mobile phone; staff car			
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ACTIVITE - ACTIVITY A4 : GESTION DES RESSOURCES HUMAINES - HUMAN RESOURCES MANAGEMENT

A4T14	Définir les affectations en fonction des compétences et des tâches à effectuer Define the duties in function of the competencies and tasks to be carried out
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Codes des compétences - Competences codes	Description des compétences - Competences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A4T14-C1	Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, planning methods, company procedures, quality assurance procedures	Computer literate; the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively; how to plan the work of a team, including how to identify any priorities or critical activities and the available resources; how to identify and take due account of health and safety issues in the planning and allocation of work; why it is important to allocate work across the team on a fair basis and how to do so; members, purpose and objectives of the team; work required of the team; available resources for undertaking the required work; skills, knowledge and understanding, experience and workloads of team members; sector requirements for the development or maintenance of knowledge, understanding and skills; organisational standards or levels of expected performance; quality assurance procedures; organisational performance appraisal systems.	Work required of the team confirmed with the manager
A4T14-C2	Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, planning methods, company procedures, quality assurance procedures	Computer literate; the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively; how to plan the work of a team, including how to identify any priorities or critical activities and the available resources; how to identify and take due account of health and safety issues in the planning and allocation of work; why it is important to allocate work across the team on a fair basis and how to do so; members, purpose and objectives of the team; work required of the team; available resources for undertaking the required work; skills, knowledge and understanding, experience and workloads of team members; sector requirements for the development or maintenance of knowledge, understanding and skills; organisational standards or levels of expected performance; quality assurance procedures;	Team work planned (any priorities or critical activities and making best use of the available resources, identified

<p>A4T14-C3</p>	<p>Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development, prioritising objectives and plan work to make best use of time and resources</p>	<p>Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, planning methods, company procedures, quality assurance procedures</p>	<p>organisational performance appraisal systems. Computer literate; the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively; how to plan the work of a team, including how to identify any priorities or critical activities and the available resources; how to identify and take due account of health and safety issues in the planning and allocation of work; why it is important to allocate work across the team on a fair basis and how to do so; members, purpose and objectives of the team; work required of the team; available resources for undertaking the required work; skills, knowledge and understanding, experience and workloads of team members; sector requirements for the development or maintenance of knowledge, understanding and skills; organisational standards or levels of expected performance; quality assurance procedures; organisational performance appraisal systems.</p>	<p>Work allocated to team members; objectives and plan work prioritised</p>
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ACTIVITE - ACTIVITY A4 : GESTION DES RESSOURCES HUMAINES - HUMAN RESOURCES MANAGEMENT

A4T15	Contrôler et suivre le travail de l'équipe, et veiller à l'efficacité Check, survey the team work, and watch out for the efficacy
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A4T15-C1	Brief team members on the work they have been allocated and the standard or level of expected performance, encouraging team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated, supporting team members in identifying and dealing with problems and unforeseen events	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to communicate, motivate, support and encourage, company procedures, quality assurance procedures	Computer literate; different ways of communicating effectively with members of a team; ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated; type of problems and unforeseen events that may occur and how to support team members in dealing with them; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team; work required of the team; available resources for undertaking the required work; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work organisational standards or levels of expected performance; quality assurance procedures; organisational performance appraisal systems.	Team members briefed on the work they have been allocated and the standard or level of expected performance team members encouraged to ask questions, make suggestions and seek clarification in relation to the work; team members supported in identifying and dealing with problems and unforeseen events;
A4T15-C2	Motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders;	H.R Manual, methods to communicate, motivate, support and encourage, company procedures,	Computer literate; different ways of communicating effectively with members of a team; how to select and apply a limited range of different methods for motivating and supporting team members to complete the work they have been allocated, improve their performance and for recognising their achievements; the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this; type of problems and unforeseen events that may occur and how to support team members in dealing with them; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team;	Team members motivated to complete the work they have been allocated

		mobile phone; staff car	quality assurance procedures	work required of the team; available resources for undertaking the required work; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work organisational standards or levels of expected performance; quality assurance procedures; organisational performance appraisal systems.	
A4T15-C3	Recognise successful completion of significant pieces of work or work activities by team members and the overall team and advising the upper management, making time available to support others, clearly agree what is expected of others and holding them to account, stating the own position and views clearly and confidently in conflict situations, seeking to understand people's needs and motivations and encouraging and supporting others to make the best use of their abilities	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to communicate, motivate, support and encourage, company procedures, quality assurance procedures	Computer literate; different ways of communicating effectively with members of a team; how to select and apply a limited range of different methods for supporting and encouraging team members to complete the work they have been allocated, improve their performance and for recognising their achievements; the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this; type of problems and unforeseen events that may occur and how to support team members in dealing with them; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team; work required of the team; available resources for undertaking the required work; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work organisational standards or levels of expected performance; quality assurance procedures; organisational performance appraisal systems.	Successful completion of significant pieces of work or work activities by team members and the overall team, recognised, and upper management advised on this; time to support other made available; what is expected of others clearly agreed; own position and views clearly and confidently in conflict situations stated; seeking to people's needs and motivations understood sought; others encouraged and supported to make best use of their abilities
A4T15-C4	Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to communicate, methods to identify and take account of health and safety issues in the checking of work, methods to check progress and quality of the work, methods to provide feedback to team members, methods to identify the cause(s) of conflict and deal	Computer literate; different ways of communicating effectively with members of a team; how to identify and take due account of health and safety issues in the checking of work; effective ways of regularly and fairly checking the progress and quality of the work of team members; how to provide prompt and constructive feedback to team members; why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively; why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members; type of problems and unforeseen events that may occur and how to support team members in dealing with them; how to log information on the ongoing performance of team members and use this information for performance appraisal purposes and understanding; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team;	Progress and quality of the work of team members checked on a regular and fair basis against the standard or level of expected performance; prompt and constructive feedback provided

			<p>with it, methods to identify unacceptable or poor performance and to discuss cause(s) and agree ways of improving performance, methods to support team members in dealing with problems and unforeseen events, company procedures, quality assurance procedures, methods to log and use information on the ongoing performance for performance appraisal purposes and understanding, organisation's procedures in terms of personal development, disciplinary procedures</p>	<p>work required of the team; available resources for undertaking the required work; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work skills, knowledge and understanding, experience and workloads of team members; organisation's policy and procedures in terms of personal development; reporting lines in the organisation and the limits of the personal authority; organisational standards or levels of expected performance; quality assurance procedures; organisational grievance and disciplinary policies and procedures. organisational performance appraisal systems.</p>	
A4T15-C5	<p>Monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively, identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members, use information collected on the performance of team members in any formal appraisal of performance, also for training goals</p>	<p>Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car</p>	<p>H.R Manual, methods to communicate, methods to identify the cause(s) of conflict and deal with it, methods to identify unacceptable or poor performance and to discuss cause(s) and agree ways of improving</p>	<p>Computer literate; different ways of communicating effectively with members of a team; why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively; why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members; type of problems and unforeseen events that may occur and how to support team members in dealing with them; how to log information on the ongoing performance of team members and use this information for performance appraisal purposes and understanding; sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team;</p>	<p>Team monitored for conflict; unacceptable or poor performance identified (cause/s discussed; ways of improving performance agreed with team members); information collected on the performance of team members used in any formal appraisal of performance; definition of training goals</p>

			<p>performance, methods to support team members in dealing with problems and unforeseen events, company procedures, quality assurance procedures, methods to log and use information on the ongoing performance for performance appraisal purposes and understanding, organisation's procedures in terms of personal development, disciplinary procedures</p>	<p>work required of the team; available resources for undertaking the required work; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work skills, knowledge and understanding, experience and workloads of team members; organisation's policy and procedures in terms of personal development; reporting lines in the organisation and the limits of the personal authority; organisational standards or levels of expected performance; quality assurance procedures; organisational grievance and disciplinary policies and procedures. organisational performance appraisal systems.</p>	
A4T15-C6	<p>Show integrity, fairness and consistency in decision-making, take pride in delivering high quality work and take personal responsibility for making things happen</p>	<p>Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone</p>	<p>H.R Manual, methods to communicate, methods to check progress and quality of work in a fairly way, company procedures, quality assurance procedures, disciplinary procedures</p>	<p>Different ways of communicating effectively with members of a team; effective ways of regularly and fairly checking the progress and quality of the work of team members; reporting lines in the organisation and the limits of the personal authority; quality assurance procedures; disciplinary procedures.</p>	<p>Integrity, fairness and consistency in decision-making showed; delivering high quality work token pride; personal responsibility for making things happen token</p>
A4T15-C7	<p>Look out for possible risks and hazards</p>	<p>Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs,</p>	<p>H.R Manual, methods to identify and take due account of health and safety issues in the planning, allocation and checking of work, company</p>	<p>How to identify and take due account of health and safety issues in the planning, allocation and checking of work; sector requirements for the development or maintenance of knowledge, understanding and skills; members, purpose and objectives of the team; organisation's written health and safety policy statement and associated information and requirements; team's plan for undertaking the required work skills, knowledge and understanding, experience and workloads of team members; organisation's policy and procedures in terms of personal development;</p>	<p>Possible risks and hazards looked out</p>

		closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	procedures, quality assurance procedures, organisation's procedures for personal development, disciplinary procedures	quality assurance procedures; organisational grievance and disciplinary policies and procedures.	
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ACTIVITE - ACTIVITY A5 : GESTION DE LA SANTE ET DE LA SECURITE - HEALTH AND SAFETY MANAGEMENT

A5T16	Promouvoir et maintenir santé, sécurité et sûreté dans les opérations de nettoyage Promote and maintain health, safety, and security in cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A5T16-C1	Follow regulations and organisational procedures for health, safety, and security at all times, and monitor changes in health, safety, and security regulations and guidelines, implementing their requirements	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; quality assurance procedures; legislation, regulations, and organisational procedures that apply to health and safety in the workplace; sources of information on changes to health, safety, and security legislation and regulations; legislation and regulations relating to different types of cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; information systems and communication methods used by the organisation.	Regulations and organisational procedures for health, safety, and security at all times, followed; changes in health, safety, and security regulations and guidelines, monitored; requirements of changes in health, safety, and security regulations and guidelines, implemented
A5T16-C2	Ensure that any risks to the health, safety, and security of self and others when undertaking cleaning operations are assessed according to organisational guidelines, monitoring the work of colleagues to ensure that safe working practices are followed at all times, ensuring that personal protective equipment is used correctly and that manufacturers' and other relevant instructions relating to the safe use of equipment are followed	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, risk assessment methods, equipment and personal protective equipment utilisation procedures, procedures that should be used with different types of accident or emergency, accident and emergency procedures of the	Computer literate; legislation, regulations, and organisational procedures that apply to health and safety in the workplace; responsibilities of all workers for health, safety, and security; specific role responsibilities of colleagues for health, safety, and security; risk assessment methods; personal protective equipment that should be used for different cleaning activities, and how to use it correctly; instructions for safely using different types of equipment, and who should issue them; types of health, safety, and security incident that could occur; safety equipment and procedures that should be used with different types of accident or emergency; accident and emergency procedures of the organisation, including individual roles and responsibilities; location of the approved escape routes; alarm systems and procedures for contacting the emergency services; legal responsibilities for reporting accidents and emergencies;	Assessment of any risks to health, safety, and security of self and others when undertaking cleaning operations, ensured (organisational guidelines accorded, work of colleagues monitored, correct use of personal protective equipment ensured, manufacturers' and other relevant instructions relating to safe use of equipment followed)

			organisation, procedures for contacting the emergency services, company procedures, quality assurance procedures, information and communication methods	legislation and regulations relating to different types of cleaning operations; regulatory bodies and their compliance requirements roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	
A5T16-C3	Inform visitors to the work area of health, safety, and security procedures, and prevent unauthorised access to restricted areas	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, procedures on safety measures to undertake for visitors attending the workplace, safety procedures that should be used with different types of accident or emergency, accident and emergency procedures of the organisation, procedures for contacting the emergency services, company procedures, quality assurance procedures, information and communication methods	Computer literate; safety measures that should be undertaken for visitors attending the workplace; types of health, safety, and security incident that could occur; safety equipment and procedures that should be used with different types of accident or emergency; accident and emergency procedures of the organisation, including individual roles and responsibilities; location of the approved escape routes; alarm systems and procedures for contacting the emergency services; legal responsibilities for reporting accidents and emergencies; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Visitors to the work area informed of health, safety, and security procedures; unauthorised access to restricted areas, prevented
A5T16-C4	Identify promptly any health and safety hazards and security issues, taking immediate action to prevent injury, theft, or damage, and giving priority to the protection of people over organisational performance, and responding to incidents affecting health, safety, and security by using the appropriate safety equipment and carrying out the safety procedures specified by the organisation	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils;	H.R Manual, procedures that should be used with different types of accident or emergency, accident and emergency procedures of the organisation, procedures for contacting the	Computer literate; types of health, safety, and security incident that could occur; safety equipment and procedures that should be used with different types of accident or emergency; accident and emergency procedures of the organisation, including individual roles and responsibilities; location of the approved escape routes; alarm systems and procedures for contacting the emergency services; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Any health and safety hazards and security issues promptly identified (immediate action to prevent injury, token; priority to protection of people over organisational performance, given; answer to incidents affecting health, safety, and security by

		collectors and ring-binders; mobile phone; staff car	emergency services, company procedures, quality assurance procedures, information and communication methods		using appropriate safety equipment, given; safety procedures specified by the organisation, carried out)
A5T16-C5	Report accidents and emergencies in the appropriate electronic or manual information systems	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; legal responsibilities for reporting accidents and emergencies; reporting of accidents and emergencies; quality assurance procedures; information systems and communication methods used by the organisation.	Accidents and emergencies reported in the appropriate electronic or manual information systems

ACTIVITE - ACTIVITY A5 : GESTION DE LA SANTE ET DE LA SECURITE - HEALTH AND SAFETY MANAGEMENT

A5T17	Surveiller l'impact environnemental des opérations de nettoyage Monitor the environmental impact of cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A5T17-C1	Implement and promote the organisation's environmental policy, also informing visitors and subcontractors of their environmental responsibilities when dealing with the organisation, and recommending ways to improve the environmental impact of cleaning operations	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, environmental protection procedures, company procedures, quality assurance procedures, information and communication methods	Computer literate; environmental protection measures used in organisations; environmental issues affecting the cleaning sector; organisation's environmental policy; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Organisation's environmental policy implemented and promoted (visitors and subcontractors informed of their environmental responsibilities when dealing with the organisation; ways to improve the environmental impact of cleaning operations, recommended)
A5T17-C2	Monitor the use of energy and materials to deliver cleaning operations, assessing the environmental risks of specific cleaning operations before they are undertaken and reporting work activities and recording them in the appropriate information systems according to organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods and procedures for environmental impact assessment, company procedures, quality assurance procedures, information and communication methods	Computer literate; systems to assess environmental impact; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Use of energy and materials to deliver cleaning operations, monitored (environmental risks of specific cleaning operations assessed before they are undertaken; work activities reported and recorded in the appropriate information systems according to organisational procedures)

A5T17-C3	Identify the effects on the environment of cleaning operations, the ways to reduce any adverse effects on the environment and to use energy more effectively and efficiently	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, environmental protection procedures, company procedures, quality assurance procedures	Computer literate; environmental protection measures used in organisations; environmental issues affecting the cleaning sector; roles, responsibilities, and management systems; quality assurance procedures; working practices, operating procedures, guidelines, and codes of practice.	Effects on the environment of cleaning operations, ways to reduce any adverse effects on the environment and to use energy more effectively and efficiently, identified
A5T17-C4	Dispose of surplus materials, recycling wherever possible, according to legislation, regulations, and organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, environmental protection procedures, company procedures, quality assurance procedures, information and communication methods	Computer literate; environmental protection measures used in organisations; recycling and disposal of surplus materials; legislation and regulations applying to the disposal of surplus materials; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Surplus materials, recycling wherever possible, disposed
A5T17-C5	Respond to any environmental impact with the appropriate action according to organisational procedures and comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, environmental protection procedures, methods and procedures for environmental impact assessment, company procedures, quality assurance procedures, information and communication methods	Computer literate; environmental protection measures used in organisations; systems to assess environmental impact; environmental issues affecting the cleaning sector; organisation's environmental policy; recycling and disposal of surplus materials; legislation and regulations applying to the disposal of surplus materials; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Answer to environmental impact with the appropriate action, given

ACTIVITE - ACTIVITY A5 : GESTION DE LA SANTE ET DE LA SECURITE - HEALTH AND SAFETY MANAGEMENT

A5T18	Développer des plans de contingence pour les opérations de nettoyage Develop contingency plans for cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A5T18-C1	Identify the activities and resources required to respond to the contingencies, developing procedures for identifying and resolving contingencies with cleaning operations, and developing cost-effective and practical contingency plans to deal with the contingencies	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, contingency planning methods, risk assessment methods, methods to resolve typical contingencies, company procedures, quality assurance procedures, information and communication methods	Computer literate; types of contingency that can occur with different cleaning operations; factors that could lead to contingencies; contingency planning methods; risk assessment methods that are used; how to resolve typical contingencies; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Activities and resources required to respond to the contingencies, identified (procedures for identifying and resolving contingencies with cleaning operations, developed; cost-effective and practical contingency plans to deal with the contingencies, developed)
A5T18-C2	Review the contingencies that have previously occurred and the factors that have led to them, assessing the impact of the contingencies on the cleaning operations, and how people and organisations will respond to them, obtaining feedback from colleagues on the use of the contingency plans, and reviewing the effectiveness of the contingency plans at suitable opportunities	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, contingency planning methods, risk assessment methods, methods to resolve typical contingencies, company procedures, quality assurance procedures, information and communication methods	Computer literate; types of contingency that can occur with different cleaning operations; factors that could lead to contingencies; contingency planning methods; risk assessment methods that are used; how to resolve typical contingencies; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Contingencies that have previously occurred and the factors that have led to them, reviewed (impact of the contingencies on the cleaning operations and how people and organisations will respond to them, assessed; feedback from colleagues on the use of the contingency plans obtained; effectiveness of the contingency plans at suitable opportunities reviewed)

A5T18-C3	Inform all relevant people of the contingency plans, and provide advice and guidance on their implementation	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; types of contingency that can occur with different cleaning operations; factors that could lead to contingencies; contingency planning methods; risk assessment methods that are used; how to resolve typical contingencies; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	All relevant people informed of the contingency plans; advice and guidance on their implementation, provided
A5T18-C4	Report work activities and record them in the appropriate information systems according to organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Work activities reported and recorded
A5T18-C5	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Relevant work and safety legislation, regulations, standards, and organisational procedures, complied

ACTIVITE - ACTIVITY A5 : GESTION DE LA SANTE ET DE LA SECURITE - HEALTH AND SAFETY MANAGEMENT

A5T19	Répondre aux contingences pendant les opération de nettoyage Respond to contingencies during cleaning operations
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Codes des compétences - Compétences codes	Description des compétences - Compétences description	R Moyens matériels - Material resources	MP Méthodes et procédures - Methods and procedures	SA Savoirs associés - Related knowledge	EP Exigences professionnelles - Expected results
A5T19-C1	Implement methods for identifying contingencies with cleaning operations, and implement responses to contingencies using the appropriate methods and resources according to organisational procedures, also ensuring the requirements of customers are met when contingencies occur	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, problem solving and investigation methods, methods to respond to different types of contingency, company procedures, quality assurance procedures, information and communication methods	Computer literate; types of contingency that can occur with different cleaning operations; typical signs and indications of emerging contingencies; factors that could lead to contingencies; problem solving and investigation methods; how to respond to different types of contingency; who should be informed when contingencies occur; types of opportunity that can arise from contingencies; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Methods for identifying contingencies with cleaning operations, implemented; responses to contingencies using the appropriate methods and resources according to organisational procedures, implemented; meeting of requirements of customers when contingencies occur, ensured
A5T19-C2	Obtain relevant information on contingencies from the appropriate people as soon as they occur, ensuring that colleagues are immediately informed of any contingencies that could affect their safety or performance and informing the relevant people of the responses to the contingencies	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to respond to different types of contingency, company procedures, quality assurance procedures, information and communication methods	Computer literate; types of contingency that can occur with different cleaning operations; typical signs and indications of emerging contingencies; factors that could lead to contingencies; how to respond to different types of contingency; who should be informed when contingencies occur; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Relevant information on contingencies from the appropriate people as soon as they occur, obtained; colleagues immediately informed of any contingencies that could affect their safety or performance; relevant people informed of the responses to the contingencies

A5T19-C3	Identify the factors causing the contingencies using the appropriate problem-solving and investigation methods, and identify any potential opportunities for the organisation arising from the contingencies	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, problem solving and investigation methods, methods to respond to different types of contingency, company procedures, quality assurance procedures	Computer literate; types of contingency that can occur with different cleaning operations; typical signs and indications of emerging contingencies; factors that could lead to contingencies; problem solving and investigation methods; how to respond to different types of contingency; types of opportunity that can arise from contingencies; roles, responsibilities, and management systems; quality assurance procedures; working practices, operating procedures, guidelines, and codes of practice.	Factors causing the contingencies using the appropriate problem-solving and investigation methods, identified; any potential opportunities for the organisation arising from contingencies, identified
A5T19-C4	Monitor the delivery of the responses, and ensure that they are implemented according to organisational requirement, reporting work activities and recording them in the appropriate information systems according to organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, methods to respond to different types of contingency, company procedures, quality assurance procedures, information and communication methods	Computer literate; how to respond to different types of contingency; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Delivery of responses monitored; implementing of delivery of responses, ensured; work activities reported and recorded in the appropriate information systems according to organisational procedures
A5T19-C5	Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures	Office with PC or Notebook with Internet and printer, telephone and Fax, office furniture (desk, table, chairs, closet); paper, pens, pencils; collectors and ring-binders; mobile phone; staff car	H.R Manual, company procedures, quality assurance procedures, information and communication methods	Computer literate; legislation and regulations relating to health, safety, and cleaning operations; sources of information on legislation and regulations; regulatory bodies and their compliance requirements; roles, responsibilities, and management systems; working practices, operating procedures, guidelines, and codes of practice; quality assurance procedures; information systems and communication methods used by the organisation.	Relevant work and safety legislation, regulations, standards, and organisational procedures, complied

APPENDIX 1
(Axes de Diplôme - Areas of Certification*)

- 1) **Techniques et méthodologies de l'organisation et gestion de l'équipe – Team management**
- 2) **Santé, sécurité et environnement – Health, safety and environmental management**
- 3) **Techniques de nettoyage et organisation du travail – Cleaning techniques and work organisation**
- 4) Cadre normatif – Rules and regulations
- 5) **Techniques et méthodologies pour la relation client – Client Relations Management**
- 6) Techniques de communication et négociation – Communication and negotiation skills
- 7) **Procédures d'assurance qualité – Quality assurance procedures**
- 8) Technologies de l'information et de la communication (TIC) – Information and communication technologies (ICT)
- 9) **Gestion des ressources humaines – Human Resources Development**
- 10) **Traitement des incidents – Dealing with emergencies**

* Les Axes de Diplôme qui constituent le "Coeur du métier" sont marqués en **gras** et en couleur.

The Areas of Certification characterising the professional profile are marked in **bold font** and in colour.

**(Objectifs de certification et correspondance avec les crédits ECVET –
Certification objectives and correspondence with the ECVET credits)**

Axes de Diplôme Areas of Certification	Poids en % Weight in %	Objectifs de certification Certification objectives	Poids en % Weight in %	Points crédits ECVET ECVET credit points
Techniques et méthodologies de l'organisation et gestion de l'équipe – Team management	20	Superviser et développer la performance de l'équipe et des ses membres en les motivant, en contrôlant l'avancement et la qualité du travail sur des bases claires et des critères de performance bien définis, en corrigeant promptement et de manière constructive les erreurs, en reconnaissant leurs succès et en encourageant l'initiative et la créativité Supervise and develop the performance of the team motivating them, controlling the progress and the quality of the work and with well defined performance criteria, correcting the errors promptly and in a constructive manner, recognising their success and encouraging initiative and creativity	20	80
Santé, sécurité et environnement – Health, safety and environmental management	15	Recueillir, traiter et analyser les données provenant de l'équipe de nettoyage ou d'experts pour développer et améliorer les procédures de travail et de gestion des risques Collect, deal with and analyse data coming from the team or from experts, with the aim of developing and improving the risk management process	5	20
		S'assurer du contrôle des risques liés aux opérations de nettoyage, ainsi que de leur impact sur l'environnement, en surveillant leurs effets sur la santé et la sécurité, et en informer les usagers Ensure the assessment of risks during the cleaning operations, as well as of their impact on the environment, and their effects on the health and safety of the operators and general public	5	20
		Développer les procédures de contrôle et de gestion des risques et des problèmes de santé et de sécurité, en mettant en oeuvre, par des techniques appropriées, les ressources nécessaires ; en expliquant à l'équipe de nettoyage les normes et procédures en matière de santé et de sécurité, et en cherchant à minimiser les gênes occasionnés par chacun Develop work procedures for the management and control of risks as well as health and safety issues. Explain to the team the rules and procedures relevant to these issues	5	20
Techniques de nettoyage et organisation du travail – Cleaning techniques and work organisation	20	Réviser le cas échéant, en tenant compte des propositions d'amélioration énoncées par le client, le / les objets techniques et le contexte spécifique du chantier, choisir et préparer les moyens nécessaires (produits, matériels, machines), confirmer les opérations de nettoyage et définir le calendrier de réalisation avec le client Revise the technical issues and define timing, procedures and deadlines with the client	10	40

		<p>Clarifier le travail à réaliser et la qualité attendue (de la prestation dont il/elle est responsable), communiquer les fiches de travail à l'équipe de nettoyage, s'assurer que les consignes sont bien comprises, contrôler l'avancement et la qualité du travail, gérer les conflits et faire face le cas échéant aux baisses de performance en prenant les mesures adéquates pour une exécution de qualité et les formations à envisager, enfin reconnaître les succès</p> <p>Clarify the work to be done, communicate the job cards to the team, check the progress and quality of the work, deal with conflicts and poor performances, take suitable measures to assure quality</p>	5	20
		<p>Etablir des devis clairs et détaillés tenant compte des performances des opérations de nettoyage, choisir et appliquer les moyens d'améliorer la qualité de ces opérations, assurer le suivi et le compte rendu des activités de travail et mettre en place un système d'information, identifier et régler les aléas par des procédures spécifiques et conformes aux normes en vigueur en matière de travail et de sécurité</p> <p>Draw up detailed budgets for the cleaning services requested</p>	5	20
Techniques et méthodologies pour la relation client – Client Relations Management	15	<p>Clarifier les exigences du client et proposer des offres adaptées, fournir un devis détaillé et ses variantes, contrôler et s'assurer des conditions et/ou moyens nécessaires pour satisfaire la demande, dans le respect des règles et procédures, en développant la relation clients par des techniques appropriées (téléphone, contact, devis, bases de données, etc.) et constituer une base de données, avec un système de suivi – information sur les incidents</p> <p>Clarify client demand and propose offers adapted to the client needs. Ensure that client satisfaction is assured and maintain close relationship with the client</p>	15	60
Procédures d'assurance qualité – Quality assurance procedures	10	<p>Suivre les stocks de «produits, matériels, machines» et leur utilisation, chercher et mettre en place les outils de veille et d'innovation techniques, juridiques et réglementaires (revues spécialisées, salons, adhésion à des associations professionnelles, développement d'un réseau, etc.), faire des recommandations et informer sur les modifications affectant les opérations de nettoyage, dans le respect des règles et des procédures</p> <p>Provide recommendations on changes and developments which are possible or necessary concerning cleaning operations. Observe rules and procedures relating to quality assurance</p>	5	20
		<p>Assister le client, clarifier ses exigences et finaliser le cahier des charges, le conseiller sur les prestations offertes et négocier des offres personnalisées, puis établir un devis conforme aux règles de l'entreprise, analyser ensuite et prendre en compte les consignes du cahier des charges et le contexte spécifique du chantier pour choisir et préparer les moyens (produits, matériels, machines) à utiliser pour la prestation dans le respect des règles de sécurité définies et assurer régulièrement la maintenance (entretiens journaliers ou périodiques) des éléments</p> <p>Assist the client, in all matters. Clarify demands and advise the client on the procedures to be followed. Negotiate personalised offers</p>	5	20
Gestion des ressources humaines – Human Resources Development	10	<p>Contrôler l'avancement et la qualité du travail de l'équipe sur des bases claires et des critères de performance bien définis, évaluer les écarts, identifier les problèmes, corriger immédiatement les erreurs ou les dysfonctionnements et gérer les actions (de formation notamment) visant à les surmonter et/ou éventuellement les conflits</p> <p>Check on the progress and quality of the work carried out according to well defined performance criteria. Identify the problems, correct errors, and manage the training actions aimed at overcome potential conflicts</p>	2,5	10

		<p>Respecter et faire respecter la réglementation concernant le personnel, la santé et la sécurité au travail, l'environnement et la gestion des risques, par un usage approprié des techniques de communication et de négociation ; faire face aux incidents, aux différentes objections et contestations</p> <p>Observe and enforce the regulations concerning the employee's, health and safety, environment and risk management</p>	2,5	10
		<p>Se conformer aux normes et règles en matière de travail et de sécurité, faire l'évaluation, le suivi et le compte rendu des activités de travail (impacts des actions d'amélioration de la qualité, étude des produits et des coûts, identification et gestion des incidents et des actions correctives, etc.) dans les formes appropriées, dans le respect des procédures et de la réglementation, et en accord avec l'équipe</p> <p>Comply with rules and regulations in matters of work and safety, and assess, monitor the work activities performed by the team</p>	2,5	10
		<p>Organiser et répartir les tâches dans l'équipe selon les besoins (exigences du client et exigences du travail à réaliser), la compétence des hommes et les ressources mises à disposition, dans le respect des règles définies, suivre et contrôler l'avancement et la qualité du travail de l'équipe de nettoyage sur des bases claires et des critères de performance bien définis, en améliorer la performance, en corrigeant immédiatement les erreurs et en gérant éventuellement les conflits et les aléas</p> <p>Organise and allocate tasks within the team according to the client's needs requirements. Check on the quality of the work performed and implement remedial action when necessary</p>	2,5	10
Traitement des incidents – Dealing with emergencies	10	<p>Mettre en place des outils d'identification des incidents, de leurs causes, des solutions apportées et des moyens utilisés (dans le respect du client et de la réglementation), des enseignements tirés de ces incidents en terme d'organisation et une information dédiée, en utilisant les techniques de négociation appropriées pour faire face aux diverses objections et contestations</p> <p>Put in place tools for the identification of emergencies, of their causes and relevant solutions. Take note of the lessons learned in organisational terms from the incidents</p>	5	20
		<p>Développer une procédure de traitement des incidents, de suivi / évaluation de leurs effets sur les opérations de nettoyage et des réponses faites à ces événements (dans le cadre du travail et le respect de la réglementation) et inscrire l'ensemble dans une base de données</p> <p>Develop a procedure for the handling of emergencies. Monitor and asses their effect on cleaning operations and note the results in a data base</p>	5	20
TOTAL	100		100	400

Note: The credit points may change subject to European or national/regional regulations.