

# **Further Vocational Qualification in Cleaning and Property Services**



# Further Vocational Qualification in Cleaning and Property Services

## Vocational skills and competences required for completion of the qualification

Holders of a further vocational qualification in cleaning and property services are able to work in property maintenance, domestic and cleaning services tasks at customer sites and in customer service situations as set out in the service contract applicable to the customer site. Qualification holders may specialise in property maintenance, domestic services, institutional cleaning, technical property maintenance or site facilities operation as indicated by their qualification titles.

Depending on the optional units they have chosen (in total 31 units of which students choose 90 competence points), qualification holders are able to plan and implement cleaning services at different customer sites including food industry facilities, special sites, hotel and other accommodation facilities, shopping centres and store facilities, culture historical sites, means of transport, educational institutions and day-care centres, clean spaces, construction cleaning, industrial plants, healthcare facilities or swimming pool and spa facilities.

By selecting optional units, qualification holders may additionally specialise in providing assistance and care-giving services, providing assistance for using different services, house plant care, regulation and control of building automation systems, home food services, basic cleaning services, maintenance of garden and outdoor areas, textile care, workplace instruction, servicing and maintenance of swimming pools, operating and servicing machines used for maintaining outdoor areas, as well as waste management services.

## Range of occupations accessible to the holder of the certificate

Holders of a further vocational qualification in cleaning and property services work in property maintenance, domestic services, institutional cleaning, technical property maintenance or site facilities operation tasks at customer sites where cleaning and property services are provided.

<b>Name of the qualification requirement</b>	Further Vocational Qualification in Cleaning and Property Services
<b>[en maarayksen-diaarinumero]</b>	OPH-1787-2021
<b>[en koulutukset]</b>	Further Vocational Qualification in Cleaning and Property Services (384145)
<b>[en osaamisalat]</b>	Competence area of Property Maintenance (2268) Competence area of Site Facilities Services (2270) Competence area of Domestic Services (2269)
<b>[en tutkintonimikkeet]</b>	Property Maintenance Operative (FQ) (20024) Technical Property Maintenance Operative (20025) Housekeeper (FQ) (20027) Institutional Cleaner (20028) Site Facilities Operator (FQ) (20029)
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# 1. Composition of the qualification

The further vocational qualification in cleaning and property services comprises three competence areas (the competence areas of property maintenance, domestic services and site facilities services). The qualification titles produced by the competence area of property maintenance are Property Maintenance Operative (FQ) and Technical Property Maintenance Operative. The qualification title in the competence area of domestic services is Housekeeper (FQ). The qualification titles produced by the competence area of site facilities services are Institutional Cleaner and Site Facilities Operator (FQ). The qualification is composed of one compulsory unit (15 competence points), one optional unit in the competence area (45 competence points), and optional units of which students choose a total of 90 competence points. The scope of the qualification is 150 competence points. The compulsory unit is provision of customer-oriented cleaning and property services. The qualification comprises a total of 31 optional units, which include a compulsory vocational unit of another qualification title and one or several units from a vocational upper secondary qualification, another further vocational qualification or a specialist vocational qualification.

<b>COMPETENCE AREA OF PROPERTY MAINTENANCE   150 COMPETENCE POINT</b>
<b>Property Maintenance Operative (FQ)</b>
<b>Pakolliset tutkinnon osat   60 Competence point</b>
Provision of customer-oriented cleaning and property services, 15 Competence point, <b>C</b>
Maintaining the operating condition of a property, 45 Competence point, <b>C</b>
<b>Valinnaiset tutkinnon osat   90 Competence point</b>
Assistance and care, 30 Competence point
Providing assistance and errand services, 30 Competence point
Cleaning services for food industry establishments, 30 Competence point
Cleaning services for special sites, 30 Competence point
Cleaning services for hotel and accommodation facilities, 30 Competence point
House plant care, 15 Competence point
Maintaining ventilation units in working order, 30 Competence point
Cleaning services for shopping centres and retail stores, 30 Competence point
Regulation and control of building automation, 30 Competence point
Home meal services, 30 Competence point
Cleaning services for cultural history sites, 30 Competence point
Institutional cleaning services, 30 Competence point
Cleaning services for means of transport, 30 Competence point
Maintaining heating, water and sewage systems in working order, 30 Competence point
Cleaning services for educational institutions and day-care centres, 30 Competence point
Basic cleaning services, 30 Competence point
Management of garden and outdoor areas, 30 Competence point
Repairs of surface structures, 30 Competence point
Cleaning services for cleanrooms, 30 Competence point
Construction cleaning services, 30 Competence point
Textile care, 30 Competence point
Cleaning services for industrial establishments, 30 Competence point
Cleaning services for healthcare institutions, 30 Competence point
Work induction, 30 Competence point
Working as a workplace instructor, 30 Competence point
Cleaning services for swimming pool and spa facilities, 30 Competence point
Servicing and maintaining swimming pool systems, 30 Competence point
Use and maintenance of machines for managing outdoor areas, 15 Competence point
Waste management services, 30 Competence point
<b>  30 Competence point</b>
<b>  30 Competence point</b>

<b>Technical Property Maintenance Operative</b>
<b>Pakolliset tutkinnon osat   60 Competence point</b>
Provision of customer-oriented cleaning and property services, 15 Competence point, <b>C</b>
Using and maintaining HPAC systems, 45 Competence point, <b>C</b>
<b>Valinnaiset tutkinnon osat   90 Competence point</b>
Assistance and care, 30 Competence point
Providing assistance and errand services, 30 Competence point
Cleaning services for food industry establishments, 30 Competence point
Cleaning services for special sites, 30 Competence point
Cleaning services for hotel and accommodation facilities, 30 Competence point
House plant care, 15 Competence point
Maintaining ventilation units in working order, 30 Competence point
Cleaning services for shopping centres and retail stores, 30 Competence point
Regulation and control of building automation, 30 Competence point
Home meal services, 30 Competence point
Cleaning services for cultural history sites, 30 Competence point
Institutional cleaning services, 30 Competence point
Cleaning services for means of transport, 30 Competence point
Maintaining heating, water and sewage systems in working order, 30 Competence point
Cleaning services for educational institutions and day-care centres, 30 Competence point
Basic cleaning services, 30 Competence point
Management of garden and outdoor areas, 30 Competence point
Repairs of surface structures, 30 Competence point
Cleaning services for cleanrooms, 30 Competence point
Construction cleaning services, 30 Competence point
Textile care, 30 Competence point
Cleaning services for industrial establishments, 30 Competence point
Cleaning services for healthcare institutions, 30 Competence point
Work induction, 30 Competence point
Working as a workplace instructor, 30 Competence point
Cleaning services for swimming pool and spa facilities, 30 Competence point
Servicing and maintaining swimming pool systems, 30 Competence point
Use and maintenance of machines for managing outdoor areas, 15 Competence point
Waste management services, 30 Competence point
<b>  30 Competence point</b>
<b>  30 Competence point</b>
<b>COMPETENCE AREA OF DOMESTIC SERVICES   150 COMPETENCE POINT</b>

<b>Housekeeper (FQ)</b>
<b>Pakolliset tutkinnon osat   60 Competence point</b>
Provision of customer-oriented cleaning and property services, 15 Competence point, <b>C</b>
Home cleaning services, 45 Competence point, <b>C</b>
<b>Valinnaiset tutkinnon osat   90 Competence point</b>
Assistance and care, 30 Competence point
Providing assistance and errand services, 30 Competence point
Cleaning services for food industry establishments, 30 Competence point
Cleaning services for special sites, 30 Competence point
Cleaning services for hotel and accommodation facilities, 30 Competence point
House plant care, 15 Competence point
Maintaining ventilation units in working order, 30 Competence point
Cleaning services for shopping centres and retail stores, 30 Competence point
Regulation and control of building automation, 30 Competence point
Home meal services, 30 Competence point
Cleaning services for cultural history sites, 30 Competence point
Institutional cleaning services, 30 Competence point
Cleaning services for means of transport, 30 Competence point
Maintaining heating, water and sewage systems in working order, 30 Competence point
Cleaning services for educational institutions and day-care centres, 30 Competence point
Basic cleaning services, 30 Competence point
Management of garden and outdoor areas, 30 Competence point
Repairs of surface structures, 30 Competence point
Cleaning services for cleanrooms, 30 Competence point
Construction cleaning services, 30 Competence point
Textile care, 30 Competence point
Cleaning services for industrial establishments, 30 Competence point
Cleaning services for healthcare institutions, 30 Competence point
Work induction, 30 Competence point
Working as a workplace instructor, 30 Competence point
Cleaning services for swimming pool and spa facilities, 30 Competence point
Servicing and maintaining swimming pool systems, 30 Competence point
Use and maintenance of machines for managing outdoor areas, 15 Competence point
Waste management services, 30 Competence point
<b>  30 Competence point</b>
<b>  30 Competence point</b>
<b>COMPETENCE AREA OF SITE FACILITIES SERVICES   150 COMPETENCE POINT</b>



<b>Institutional Cleaner</b>
<b>Pakolliset tutkinnon osat   60 Competence point</b>
Provision of customer-oriented cleaning and property services, 15 Competence point, <b>C</b>
Institutional hygiene services, 45 Competence point, <b>C</b>
<b>Valinnaiset tutkinnon osat   90 Competence point</b>
Assistance and care, 30 Competence point
Providing assistance and errand services, 30 Competence point
Cleaning services for food industry establishments, 30 Competence point
Cleaning services for special sites, 30 Competence point
Cleaning services for hotel and accommodation facilities, 30 Competence point
House plant care, 15 Competence point
Maintaining ventilation units in working order, 30 Competence point
Cleaning services for shopping centres and retail stores, 30 Competence point
Regulation and control of building automation, 30 Competence point
Home meal services, 30 Competence point
Cleaning services for cultural history sites, 30 Competence point
Institutional cleaning services, 30 Competence point
Cleaning services for means of transport, 30 Competence point
Maintaining heating, water and sewage systems in working order, 30 Competence point
Cleaning services for educational institutions and day-care centres, 30 Competence point
Basic cleaning services, 30 Competence point
Management of garden and outdoor areas, 30 Competence point
Repairs of surface structures, 30 Competence point
Cleaning services for cleanrooms, 30 Competence point
Construction cleaning services, 30 Competence point
Textile care, 30 Competence point
Cleaning services for industrial establishments, 30 Competence point
Cleaning services for healthcare institutions, 30 Competence point
Work induction, 30 Competence point
Working as a workplace instructor, 30 Competence point
Cleaning services for swimming pool and spa facilities, 30 Competence point
Servicing and maintaining swimming pool systems, 30 Competence point
Use and maintenance of machines for managing outdoor areas, 15 Competence point
Waste management services, 30 Competence point
<b>  30 Competence point</b>
<b>  30 Competence point</b>
<b>Site Facilities Operator (FQ)</b>

<b>Pakolliset tutkinnon osat   60 Competence point</b>
Provision of customer-oriented cleaning and property services, 15 Competence point, <b>C</b>
Maintenance cleaning services, 45 Competence point, <b>C</b>
<b>Valinnaiset tutkinnon osat   90 Competence point</b>
Providing assistance and errand services, 30 Competence point
Assistance and care, 30 Competence point
Cleaning services for food industry establishments, 30 Competence point
Cleaning services for special sites, 30 Competence point
Cleaning services for hotel and accommodation facilities, 30 Competence point
House plant care, 15 Competence point
Maintaining ventilation units in working order, 30 Competence point
Cleaning services for shopping centres and retail stores, 30 Competence point
Regulation and control of building automation, 30 Competence point
Home meal services, 30 Competence point
Cleaning services for cultural history sites, 30 Competence point
Institutional cleaning services, 30 Competence point
Cleaning services for means of transport, 30 Competence point
Maintaining heating, water and sewage systems in working order, 30 Competence point
Cleaning services for educational institutions and day-care centres, 30 Competence point
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Cleaning services for healthcare institutions, 30 Competence point
Work induction, 30 Competence point
Working as a workplace instructor, 30 Competence point
Cleaning services for swimming pool and spa facilities, 30 Competence point
Servicing and maintaining swimming pool systems, 30 Competence point
Use and maintenance of machines for managing outdoor areas, 15 Competence point
Waste management services, 30 Competence point
<b>  30 Competence point</b>
<b>  30 Competence point</b>

## 2. Units

### 2.1. Provision of customer-oriented cleaning and property services, 15 Competence point (200080)

#### Competence requirements

Students know how to

- find out about issues related to the service contract and service products in their area of responsibility
- provide cleaning and property services
- work in different customer service situations and as work community members
- ensure occupational and customer safety.

#### Assessment

**Students find out about issues related to the service contract and service products in their area of responsibility.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• familiarise themselves with the overall service offer and service products of their organisation</li><li>• find out about issues agreed on in the service contract of a customer site relevant to their work</li><li>• independently familiarise themselves with service descriptions or work instructions related to the service contract</li><li>• assess the suitability of the agreed services for the customer site</li><li>• assess additional service needs related to the usability of the property or working environment, cleaning, better utilisation of technology or other customer needs at the customer site</li><li>• make constructive proposals for additional services suitable for the customer site following agreed practices</li><li>• are familiar with the basics of service dimensioning</li><li>• familiarise themselves with the costs of the service they provide.</li></ul>

## Students provide cleaning and property services.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• plan service tasks based on service descriptions or work instructions</li> <li>• prepare for service tasks following service descriptions or work instructions</li> <li>• provide services flexibly as agreed with the customer</li> <li>• organise services systematically based on their order of importance and time them correctly</li> <li>• time the provision of additional services as agreed</li> <li>• complete their tasks independently as indicated by the activities of the customer site and the customer's wishes</li> <li>• assess the realisation of service quality in their work based on the agreed quality standard</li> <li>• develop the quality of their work as required</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• take ergonomics into account in their work</li> <li>• pay attention to issues important in terms of sustainable development and intervene in shortcomings if necessary</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use or other service needs of the customer</li> <li>• report any need for servicing following instructions</li> <li>• document their work as agreed.</li> </ul>

## Students work in different customer service situations and as work community members.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively and with initiative in customer service situations</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in the work community or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• report on their work as required by the situation.</li> </ul>

**Students ensure occupational and customer safety.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• responsibly observe the principles of customer safety and the secrecy obligation in their work</li><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• look after their wellbeing at work</li><li>• use the personal protective equipment required in their work professionally</li><li>• identify the hazards related to their work and report them in a responsible manner as agreed</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• use the substances they need in their work following instructions</li><li>• use labour-saving tools, machines and working methods</li><li>• use machines in their work following instructions</li><li>• report any faults in the machines and equipment as agreed</li><li>• take into account the benefits and risks of different technologies in their work</li><li>• familiarise themselves with the rescue plan of the customer site or prepare for the accident risks in their working environment</li><li>• follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical property maintenance, domestic or cleaning sector services at a customer site and in customer service situations as agreed. The unit is completed together with another unit. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.2. Maintaining the operating condition of a property, 45 Competence point (200082)

### Competence requirements

Students know how to

- plan tasks related to maintaining the operating condition of the property
- keep the indoor areas of a property in usable condition
- carry out maintenance tasks in outdoor areas
- monitor the operation of technical systems
- ensure occupational safety and ergonomics.

## Assessment

**Students plan tasks related to maintaining the operating condition of the property.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• independently plan their work based on the service contract and work instructions</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work</li><li>• prioritise their tasks.</li></ul>

**Students keep the indoor areas of a property in usable condition.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• make adjustments to the operation of doors and windows</li><li>• see to the safe use of keys to the property, ensuring that no risks are posed</li><li>• use the property's access control systems as indicated by the purpose of the facilities</li><li>• use the property's building technology and electronic control systems as indicated by the use of the premises in an energy-efficient manner to achieve good indoor air conditions</li><li>• see to the tidiness and proper functioning of waste storage facilities in compliance with local regulations</li><li>• control any pests with the frequency and in the manner required by the site using substances for which no special qualification is needed</li><li>• if necessary, call in pest control professionals who have the required qualifications for carrying out the work</li><li>• maintain civil defence shelters in compliance with regulations</li><li>• see to the appropriate general appearance, safety and accessibility of the public and technical facilities of the property</li><li>• take care of the property's signage and letter board with the residents' names appropriately</li><li>• carry out the work independently using appropriate tools and techniques</li><li>• clean and maintain the tools and machines they use</li><li>• follow the company's or organisation's reporting practices</li><li>• as necessary, write texts related to their work in Finnish or Swedish</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students carry out maintenance tasks in outdoor areas.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li> <li>• check the condition and safety of the building's outdoor areas as needed in each season</li> <li>• check the condition and safety of play equipment</li> <li>• carry out tasks related to cleaning the property's outdoor areas, achieving the quality standard agreed on in the property maintenance contract</li> <li>• hoist the flag on the premises following recommendations</li> <li>• clean and maintain the tools and machines they use</li> <li>• follow the company's or organisation's reporting practices</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students monitor the operation of technical systems.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• test the operation of smoke detectors and fire extinguishing systems following the manufacturer's instructions</li> <li>• carry out the procedures related to monitoring the property's energy and water consumption following the instructions drawn up for the property</li> <li>• use building technology systems to achieve good indoor air conditions in an energy-efficient manner</li> <li>• initiate the necessary maintenance procedures to prevent moisture damage and indoor air problems</li> <li>• ensure that the property's service log book and instructions are up to date and effective</li> <li>• carry out electrical work as allowed by their competence and indicated by their job description, including changing light bulbs and globes</li> <li>• complete the steps required to monitor the property's refrigeration equipment following instructions</li> <li>• if necessary, select a new tool or method to achieve a better end result</li> <li>• submit monitoring reports following the company's or organisation's practices</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• comply with the instructions for use of the substances they handle</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• use machines in accordance with instructions for use, ensuring the machines' electrical safety and cleanliness</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• take into account the benefits and risks of different technologies in their work</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical property maintenance tasks, technical service tasks and tasks closely associated with them at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.3. Assistance and care, 30 Competence point (200087)

### Competence requirements

Students know how to

- plan the provision of assistance and care for the customer
- carry out daily assistance and care tasks
- work in assistance and care service situations and the work community
- ensure occupational safety and ergonomics.



## Assessment

**Students plan the provision of assistance and care for the customer.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract of the customer site and its content as well as the customer's needs for assistance</li> <li>• plan assistance and care tasks based on the customer's needs in a customer-oriented manner</li> <li>• take the customer's individual needs and preferences and the employer's operating instructions into account in their planning</li> <li>• take the special requirements set by the customer's functional capacity into account in the planning</li> <li>• justify their actions professionally</li> <li>• reserve sufficient supplies used in assistance and care tasks for their use in advance</li> <li>• prepare and handle care supplies hygienically</li> <li>• wear appropriate work and protective clothing, work footwear and personal protective equipment suitable for caring tasks.</li> </ul>

**Students carry out daily assistance and care tasks.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• work flexibly in cooperation with other staff</li> <li>• when assisting a customer, take his or her functional capacity and individual needs into account</li> <li>• treat customers kindly, fairly and with empathy</li> <li>• treat customers as individuals, respecting their right to self-determination</li> <li>• when carrying out assistance tasks, actively guide the customer to be independent</li> <li>• assist the customer in dressing, taking his or her privacy and movement restrictions into account</li> <li>• assist the customer in getting washed, taking his or her privacy and aseptic washing order into account</li> <li>• assist the customer with eating, taking his or her individual needs into account</li> <li>• help customers with using assistive devices individually</li> <li>• support the customer's mobility, taking his or her functional capacity into account</li> <li>• organise recreational activities, listening to the customer's wishes</li> <li>• follow the hygiene regulations and instructions of the customer site in assistance tasks</li> <li>• work to prevent infections and to promote customer safety</li> <li>• look after their hand hygiene following instructions</li> <li>• use and maintain personal protective equipment, meeting the aseptic requirements of the work</li> <li>• remove secretion stains following instructions or find out how to remove them</li> <li>• work methodically, calmly and systematically</li> <li>• keep their working environment clean and tidy</li> <li>• clean and maintain equipment used in assistance tasks hygienically and following instructions</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in assistance and care service situations and the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• comply with the waste management instructions of the customer site and the agreed waste management practices to prevent possible infection</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• choose personal and other protective equipment suitable for their work</li><li>• carefully check the operating condition of the protective equipment</li><li>• service personal protective equipment appropriately after use</li><li>• identify the hazards related to their work and report them in a responsible manner as agreed</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• anticipate threats and behave calmly and consistently in potential threat situations</li><li>• keep the physical strain on their bodies even while working</li><li>• use labour-saving tools, machines and working methods</li><li>• use the correct technique for moving heavy loads</li><li>• when moving persons, use correct lifting technique and a patient hoist if necessary</li><li>• use assistive devices following the instructions for use</li><li>• report any faults in the machines and equipment as agreed on the workplace</li><li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical assistance and care tasks at care institutions. They assist customers with dressing, personal hygiene, washing, eating, mobility and using assistive devices. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.4. Providing assistance and errand services, 30 Competence point (200088)

### Competence requirements

Students know how to

- plan assistance and errand service tasks
- carry out assistance service tasks
- carry out errand service tasks
- manage customer service situations in the customer's home and service use environments
- ensure occupational safety and ergonomics.

## Assessment

### Students plan assistance and errand service tasks.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• master the social welfare and health care service system to the extent that they are able to find information and assist the customer in the services he or she needs</li><li>• prepare for service tasks as indicated by the customers' needs, preferences, possible self-monitoring plan and service plan</li><li>• ensure the successful completion of the errand by determining in advance the necessary documents and preparatory tasks, accessibility at the location to be visited and the time required to use the service</li><li>• cooperate with members of their work community and possibly representatives of other professional groups</li><li>• justify their choices professionally.</li></ul>

### Students carry out assistance service tasks.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• assist the customer individually and professionally with daily hygiene, dressing, eating and mobility</li><li>• look after the customer's bedding according to his or her preferences</li><li>• keep the customer's home tidy</li><li>• help the customer with using assistive devices individually and based on his or her individual needs</li><li>• regularly check that the customer's assistive devices are in working order</li><li>• keep the customer's assistive devices clean and take them to a service if necessary</li><li>• work calmly and systematically</li><li>• encourage the customer to be independent, taking into account his or her alertness and state of health</li><li>• look after customer safety</li><li>• assume their share of responsible for reporting and recording customer information, taking into account the legal protection of the customer and the employee</li><li>• use aseptic work practices</li><li>• look after their hand hygiene following instructions</li><li>• wear work clothing and footwear as well as personal protective equipment required by the task</li><li>• keep their working environment clean and tidy</li><li>• comply with the waste management instructions of the customer site and the agreed waste management practices to prevent possible infection</li><li>• complete their tasks as agreed and on the agreed schedule</li><li>• if necessary, change their practices as required by the situation</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students carry out errand service tasks.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• assist the customer with shopping and using the services of the authorities or health services as needed</li> <li>• handle the customer's money carefully and following instructions</li> <li>• guide or assist the customer in accessing different services, assistive devices and benefits in a customer-oriented manner</li> <li>• encourage the customer's independence, taking into account his or her functional capacity and alertness</li> <li>• look after customer safety</li> <li>• assume their share of responsible for communication, reporting and recording customer information, taking into account the legal protection of the customer and the employee</li> <li>• complete their tasks as agreed and on the agreed schedule</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students manage customer service situations in the customer's home and service use environments.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• take into account a potential self-monitoring plan</li> <li>• by talking to the customer or their family members, familiarise themselves with the customer's individual needs, actively offering solutions that meet these needs</li> <li>• respect the customer's right to self-determination</li> <li>• work in a customer-oriented manner in situations where the customer is unable to act as a negotiating and contracting partner</li> <li>• recognise the boundaries of their tasks and professional field and behave accordingly</li> <li>• if necessary, direct the customer to another expert or service provider</li> <li>• comply with the duty of confidentiality</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use the information and communication technology required in their work</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use professional concepts of their field in discussions and explain them to the customer if necessary</li> <li>• serve customers politely, interactively and professionally, taking any cultural differences into account</li> <li>• collect customer feedback as agreed and draw on it in their work</li> <li>• find out for the customer if the service is eligible for the domestic help credit</li> <li>• work cooperatively with customers and stakeholders who represent different cultures and linguistic backgrounds</li> <li>• show appreciation for their work and work community, projecting a positive image of their professional field</li> <li>• follow the rules and practices of the working environment.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• choose personal and other protective equipment suitable for their work</li><li>• carefully check the operating condition of the protective equipment</li><li>• service personal protective equipment appropriately after use</li><li>• look after their hand hygiene following instructions</li><li>• identify the hazards related to their work and report them in a responsible manner as agreed</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• keep the physical strain on their bodies even while working</li><li>• use assistive devices following instructions and make sure they are safe</li><li>• use the correct technique for lifting</li><li>• report any faults in the equipment as agreed on the workplace</li><li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical daily assistance and errand service tasks in the customer's home and service use environment. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.5. Cleaning services for food industry establishments, 30 Competence point (200089)

### Competence requirements

Students know how to

- plan tasks related to cleaning services for food industry establishments
- carry out tasks related to cleaning services for food industry establishments
- work in customer service situations of food industry cleaning services and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan tasks related to cleaning services for food industry establishments.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan their work observing the food hygiene regulations followed at the customer site</li><li>• make a plan for carrying out the work based on the service description</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• address the cleanliness and hygiene requirements of different facilities, furniture and equipment in their plans</li><li>• pay attention to the needs of the customers at the work site and to occupational safety in their work</li><li>• take the food industry establishment's production processes into account when planning their work</li><li>• recognise the surface materials and types of dirt found at the customer site</li><li>• select methods, machines, tools and substances needed for achieving the agreed cleanliness level</li><li>• make plans for measuring cleanliness and select the measurement methods based on the production process of the customer site</li><li>• schedule their work to fit in with the activities and specific features of the customer site</li><li>• justify their choices professionally.</li></ul>

**Students carry out tasks related to cleaning services for food industry establishments.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carefully comply with the food hygiene legislation, the customer site's self-monitoring plan as well as hygiene regulations and instructions</li> <li>• carry out cleaning work as set out in the service description at the food industry establishment independently and skillfully</li> <li>• address the cleanliness and hygiene requirements of different facilities and equipment in their work</li> <li>• pay attention to the site's customer needs in their work</li> <li>• complete their tasks as required by the customer site's production process</li> <li>• clean production facilities following the customer site's work instructions</li> <li>• clean production facilities and machines following the customer site's work instructions</li> <li>• take charge of mechanical washing processes at the customer site</li> <li>• carefully comply with the instructions for dosage and use of detergents and disinfectants</li> <li>• use appropriate cleaning techniques, agents and equipment efficiently and economically</li> <li>• use methods, machines, equipment and substances needed in their work for achieving the agreed cleanliness level at the customer site</li> <li>• measure cleanliness according to the self-monitoring plan and report on it based on the results obtained</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools and machines they use</li> <li>• report on their work as required by the situation</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• if necessary, assess the performance of the team working at the site</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>



**Students work in customer service situations of food industry cleaning services and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• discuss and agree on communication related to the work and the services with the work community members</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• comply with official regulations on occupational safety and the safety of those who use the facilities in their work</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• identify hazardous situations typical of the working environment and follow the instructions given for them</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence at a customer site in practical cleaning tasks of food industry establishments and tasks closely associated with them. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.6. Cleaning services for special sites, 30 Competence point (200090)

### Competence requirements

Students know how to

- plan cleaning services for special sites
- provide cleaning services for special sites
- work in service situations of cleaning services provided for special sites and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan cleaning services for special sites.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• if necessary, familiarise themselves with official regulations related to cleaning services at the special site</li><li>• plan a special cleaning service that meets the customer's needs</li><li>• plan the tasks based on the work instructions or customer order</li><li>• fit in their tasks with the work of other professional groups in their plan</li><li>• take into account the work hygiene, occupational safety and cleanliness that are part of the customer site's special requirements in their plan</li><li>• pay attention to the requirements of the activities and conditions at special cleaning sites responsibly when planning their work</li><li>• with initiative, make sure that adequate cleaning and special cleaning agents and other accessories used in special cleaning are available, order them as needed, and receive and store them</li><li>• select cleaning methods, cleaning and special cleaning agents, cleaning equipment, machines and other supplies suitable for the facilities and surface materials</li><li>• if necessary, make plans for measuring cleanliness and select the measurement methods to suit the customer site</li><li>• schedule their work to fit in with the activities and specific features of the customer site</li><li>• justify their choices professionally.</li></ul>

## Students provide cleaning services for special sites.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• provide cleaning services for a special site independently, methodically and skillfully</li> <li>• if necessary, induct another employee to cleaning services for special sites</li> <li>• follow the hygiene regulations and instructions applicable to the customer site</li> <li>• select the appropriate protective equipment required for special cleaning and check its working condition</li> <li>• check that the respirators used for the work are appropriate</li> <li>• wear work or protective clothing required for special cleaning and suitable footwear</li> <li>• protect themselves as required by the tasks</li> <li>• complete the work carefully following the customer order and work instructions</li> <li>• complete the work in the order required at the special cleaning site</li> <li>• use the agreed cleaning methods, agents and tools as well as other supplies efficiently and economically for special cleaning</li> <li>• use cleaning machines and other equipment suitable for cleaning a special site in their work following instructions for use</li> <li>• carefully comply with the instructions for dosage and use of cleaning and special cleaning agents</li> <li>• carefully clean and service the cleaning equipment, machines and other supplies used by them and arrange them in their proper places</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• if necessary, measure cleanliness according to plan and report on it based on the results obtained</li> <li>• document the special cleaning at a customer site as agreed</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>

**Students work in service situations of cleaning services provided for special sites and in the work community**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks at special sites. A special site may involve mould cleaning, cleaning after a fire or death, allergy cleaning, pest cleaning or some other site requiring special cleaning. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.7. Cleaning services for hotel and accommodation facilities, 30 Competence point (200091)

### Competence requirements

Students know how to

- plan tasks related to cleaning services for hotel and accommodation facilities
- carry out tasks related to cleaning services for hotel and accommodation facilities
- carry out other service tasks at a customer site
- work in customer service situations of cleaning services for hotel and accommodation facilities and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan tasks related to cleaning services for hotel and accommodation facilities.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• make a plan for carrying out the work based on the service description</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• with initiative, make sure that adequate cleaning agents and other supplies used in cleaning and surface material care tasks are available, order them as needed, and receive and store them</li><li>• for their part, ensure that other supplies they need in their work are ordered</li><li>• when planning their work, address the cleanliness and hygiene requirements of different facilities, furniture and equipment</li><li>• pay attention to the needs of the customers at the work site and to occupational safety in their work</li><li>• take into account the activities at the customer site and customer comfort when planning their work</li><li>• find out about the surface materials of the site and select suitable cleaning and care methods for them</li><li>• select methods, machines, tools and substances needed for achieving the targeted cleanliness level</li><li>• make plans for measuring cleanliness and select the measurement methods as agreed</li><li>• schedule their work to fit in with the activities of the customer site, taking customer comfort into account</li><li>• plan their work around environmentally friendly operating principles</li><li>• justify their choices professionally.</li></ul>

**Students carry out tasks related to cleaning services for hotel and accommodation facilities.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out cleaning work as set out in the service description at the hotel or accommodation facility independently, systematically and skillfully</li> <li>• complete the tasks as set out in the work instructions or service description, adapting them to changing situations</li> <li>• pay attention to the cleanliness and hygiene requirements of different facilities, furniture and equipment in their work</li> <li>• time the cleaning tasks flexibly, taking into account the comfort of customers</li> <li>• pay attention in their work to seasonal factors that affect soiling and the possibilities of cleaning</li> <li>• prepare, handle, wash and store cleaning textiles hygienically</li> <li>• get the cleaning trolley, cleaning tools and machines ready for use</li> <li>• complete the tasks in the order of the site's aseptic requirements</li> <li>• carefully follow the operating instructions of cleaning machines</li> <li>• use cleaning methods and detergents that are less harmful for the environment where possible</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use the agreed techniques, machines, tools and substances efficiently and economically</li> <li>• comply with the customer site's self-monitoring plan</li> <li>• measure cleanliness using the agreed methods and report based on the results obtained</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• know how secretions affect the spread of infections</li> <li>• remove secretion stains following work instructions</li> <li>• hygienically clean, service and store the equipment and machines they use in their work</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students carry out other service tasks at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• make beds for customers who are checking out or staying on following the instructions of the customer site</li> <li>• change towels following instructions</li> <li>• if necessary, care for a customer's clothing as agreed</li> <li>• if necessary, stock the minibar of a hotel room appropriately</li> <li>• make sure that the other supplies and accessories in the hotel room are available in sufficient quantities and laid out as required by the customer site</li> <li>• report on completed tasks as agreed.</li> </ul>



**Students work in customer service situations of cleaning services for hotel and accommodation facilities and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning tasks in hotel and accommodation facilities and tasks closely associated with them at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.8. House plant care, 15 Competence point (200092)

### Competence requirements

Students know how to

- plan house plant care tasks at a customer site
- carry out house plant care tasks at a customer site
- work in customer service situations of house plant care and in the work community
- ensure occupational safety and ergonomics.

## Assessment

### Students plan house plant care tasks at a customer site.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• independently plan house plant care tasks, meeting the customer's needs based on the work instructions or service description</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• find out about the house plants at the customer site and the growth conditions they require</li><li>• familiarise themselves with pests in house plants and their control</li><li>• for their part, make sure there is an adequate supply of accessories and substances used in house plant care</li><li>• prepare the tools and accessories needed in house plant care and get them ready for use</li><li>• justify their choices professionally.</li></ul>

### Students carry out house plant care tasks at a customer site.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• carry out house plant care tasks at the customer site independently, methodically and skillfully</li><li>• assess the suitability of house plants for the customer site</li><li>• assess the growth conditions for house plants at the customer site, proposing improvements</li><li>• monitor house plants to detect changes in their condition</li><li>• water house plants as needed, taking into account different growth media and irrigation systems</li><li>• apply fertiliser to house plants as required by the season and species</li><li>• if necessary, change or add growth media</li><li>• remove and clean leaves and prune plants as necessary</li><li>• control pests in house plants following instructions</li><li>• look after cut flowers if necessary</li><li>• keep the working environment tidy and in order responsibly</li><li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students work in customer service situations of house plant care and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• choose personal and other protective equipment suitable for their work</li><li>• carefully check the operating condition of the protective equipment</li><li>• service personal protective equipment appropriately after use</li><li>• identify the hazards related to their work and report them in a responsible manner as agreed</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li><li>• follow the instructions for use of the substances they handle in their work</li><li>• keep the physical strain on their bodies even while working</li><li>• use labour-saving tools, machines and working methods</li><li>• use the correct technique for moving heavy loads</li><li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical house plant care tasks at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.9. Maintaining ventilation units in working order, 30 Competence point (200093)

### Competence requirements

Students know how to

- plan tasks related to maintaining ventilation units in working order
- carry out checks related to maintaining ventilation units in working order
- locate the most common faults in ventilation units and evaluate the need for repairs and the urgency of the work
- replace filters, belts and gauges in ventilation units
- ensure occupational safety and ergonomics.

## Assessment

**Students plan tasks related to maintaining ventilation units in working order.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• draw up a consistent plan for diagnostics which makes it possible to exclude possible causes of faults one by one rationally in each situation</li> <li>• plan an appropriate work order for maintenance repairs that is suitable for the site</li> <li>• plan machinery maintenance tasks based on the service book.</li> </ul>

**Students carry out checks related to maintaining ventilation units in working order.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• test air lock operation as specified in the service contract</li> <li>• test frost protection thermostat operation as specified in the service contract</li> <li>• check filter housing tightness as set out in the service contract</li> <li>• check the operation of differential pressure gauges as set out in the service contract</li> <li>• check the operation of the thermometers as set out in the service contract</li> <li>• check the condition of pressure gauge hoses and the sealing of penetrations as set out in the service contract</li> <li>• check the fan rotation direction as set out in the service contract</li> <li>• check the condition and tightness of fan belts as set out in the service contract</li> <li>• check the condition of flexible joints between machine parts as set out in the service contract</li> <li>• check the operation of automatic supply air temperature regulation as set out in the service contract</li> <li>• calculate the efficiency of the heat recovery system as set out in the service contract</li> <li>• clean the internal surfaces of the ventilation unit and the plate fins of the radiators and heat recovery unit as set out in the service contract</li> <li>• replace damaged service door seals with appropriate new once as set out in the service contract</li> <li>• if necessary, repair service door latches and other mechanisms that secure the door as set out in the service contract</li> <li>• stop the ventilation unit using the control switch</li> <li>• disconnect the unit from the mains using the safety switch</li> <li>• lock the safety switch</li> <li>• post a notice of the work in progress and prohibition of switching on the unit in a visible location.</li> </ul>

**Students locate the most common faults in ventilation units and evaluate the need for repairs and the urgency of the work.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• progress systematically and following a plan when working to locate a fault</li> <li>• recognise causes of faults</li> <li>• know how each fault can be eliminated</li> <li>• assess the need for repairs and their urgency based on the activities of the customer site</li> <li>• independently acquire information needed to diagnose and repair a fault</li> <li>• repair a fault they have detected</li> <li>• if necessary, call in experts of different fields to help repair the fault</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students replace filters, belts and gauges in ventilation units.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• familiarise themselves with the operating processes of ventilation systems at the customer site</li> <li>• interpret ventilation system drawings professionally</li> <li>• monitor the operation of the property's ventilation system and ventilation units with the help of a centralised building automation and monitoring system</li> <li>• change the filters and belts of ventilation units on the schedule agreed in the service contract</li> <li>• carry out minor maintenance repairs professionally</li> <li>• if necessary, call in a building technology professional to carry out a service</li> <li>• work systematically, ensuring that the work stages add up to a smoothly running process completed as rapidly as possible in the prevailing circumstances</li> <li>• assess the progress of the repair work in proportion to the circumstances and the service contract</li> <li>• anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the repair work</li> <li>• inform building users promptly of temporary arrangements</li> <li>• guide building users while temporary arrangements are in place</li> <li>• select suitable tools, materials and working methods for the repair work and, if necessary, justify their choices</li> <li>• carry out the repair work independently using appropriate tools and techniques</li> <li>• clean and maintain the tools they use as agreed</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks related to maintaining ventilation units in working order at customer sites. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.10. Cleaning services for shopping centres and retail stores, 30 Competence point (200094)

### Competence requirements

Students know how to

- plan tasks related to cleaning services for shopping centres and retail stores
- carry out tasks related to cleaning services for shopping centres and retail stores
- work in customer service situations of cleaning services for shopping centres and retail stores and in the work community
- ensure occupational safety and ergonomics.



## Assessment

**Students plan tasks related to cleaning services for shopping centres and retail stores.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• plan the work together with the customer's representatives based on the service description</li> <li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li> <li>• address the cleanliness and hygiene requirements of different facilities, furniture and equipment in their plans</li> <li>• find out about the surface materials and types of dirt found at the site</li> <li>• select methods, machines, tools and substances needed for achieving the agreed cleanliness level</li> <li>• make plans for measuring cleanliness and select measurement methods based on the customer site's instructions</li> <li>• schedule their work to fit in with the activities and specific features of the customer site</li> <li>• justify their choices professionally.</li> </ul>

**Students carry out tasks related to cleaning services for shopping centres and retail stores.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out cleaning work as set out in the service description at the shopping centre or retail store</li> <li>• address the cleanliness and hygiene requirements of different facilities and equipment in their work</li> <li>• pay attention to the site's customer needs in their work</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• complete the tasks following the customer site's work order</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use appropriate cleaning techniques, agents and tools efficiently and economically</li> <li>• use machines, equipment and substances suitable for the customer site as needed for achieving the agreed cleanliness level</li> <li>• measure cleanliness using the methods agreed in a self-monitoring plan and report on it based on the results obtained</li> <li>• pace their work according to the activities at the customer site and its special features</li> <li>• comply with the customer site's self-monitoring plan</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools and machines they use</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• if necessary, assess the performance of the team working at the site</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>

**Students work in customer service situations of cleaning services for shopping centres and retail stores and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks at a customer site by providing cleaning services at shopping centres or retail stores and in tasks closely associated with them. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.11. Regulation and control of building automation, 30 Competence point (200095)

### Competence requirements

Students know how to

- plan regulation and control procedures of a building's automation system
- carry out the necessary regulation and control procedures in a building's automation system
- ensure occupational safety and ergonomics.

## Assessment

**Students plan regulation and control procedures of a building's automation system.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan regulation and control procedures professionally, following work instructions</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work</li><li>• plan the tasks in an order of urgency.</li></ul>

**Students carry out the necessary regulation and control procedures in a building's automation system.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out how procedures related to operating the building's automation system are carried out</li><li>• recognise the types of alarms given by the system and their order of urgency</li><li>• adjust the control characteristic of the radiator network in the direction indicated by the conditions</li><li>• adjust the setting values for domestic hot water and supply air temperature for ventilation</li><li>• set and adjust time programmes related to the use of the property</li><li>• assess the impact of changes made on indoor air quality and energy consumption</li><li>• assess the accuracy of the measurement results obtained from the regulation systems</li><li>• select suitable methods for the work and, if necessary, justify their choices</li><li>• carry out the work independently using appropriate techniques</li><li>• report on their work following the company's or organisation's practices</li><li>• as necessary, write texts related to their work in Finnish or Swedish</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical technical service tasks of regulating and controlling automation systems at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.12. Home meal services, 30 Competence point (200096)

### Competence requirements

Students know how to

- plan home cooking and baking
- make home-cooked meals and baked goods
- manage customer service situations in the customer's home
- ensure occupational safety and ergonomics.

## Assessment

### Students plan home cooking and baking.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• plan home-cooked meals and baking based on Finnish nutrition recommendations, taking into account the customer's needs and wishes and the available budget</li> <li>• plan dishes and baked goods for a special diet, meeting the customer's needs</li> <li>• plan the presentation of the dishes and table setting, paying attention to the customer's wishes</li> <li>• plan the tasks economically from the perspective of the customer and the service provider</li> <li>• justify their choices professionally.</li> </ul>

### Students make home-cooked meals and baked goods.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• agree on purchasing the ingredients and supplies with the customer</li> <li>• cook and bake independently, methodically and in a customer-oriented manner</li> <li>• make dishes and baked goods for a special diet, meeting the customer's needs</li> <li>• handle and store foods appropriately in different stages of food preparation</li> <li>• time cooking and baking tasks, achieving a flexible work process</li> <li>• set the table and serve the dishes, listening to the customer's wishes</li> <li>• follow the self-monitoring and hygiene instructions of the company or organisation in a responsible manner</li> <li>• protect their working environment and keep it clean and tidy</li> <li>• clean and maintain the tools and machines they use following instructions</li> <li>• follow environmentally friendly operating principles in their work</li> <li>• sort and recycle wastes generated in their work, following waste management instructions and the possibilities for sorting and recycling available at the customer site</li> <li>• complete their tasks as agreed and on the agreed schedule, achieving the agreed quality</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

### Students manage customer service situations in the customer's home.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li><li>• take into account a potential self-monitoring plan</li><li>• if necessary, direct the customer to another service provider</li><li>• comply with the duty of confidentiality</li><li>• as necessary, write texts related to their work in Finnish or Swedish</li><li>• use the information and communication technology required in their work</li><li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li><li>• use professional concepts of their field in discussions and explain them to the customer if necessary</li><li>• serve customers politely, interactively and professionally, taking any cultural differences into account</li><li>• find out for the customer if the service is eligible for the domestic help credit</li><li>• collect customer feedback as agreed and draw on it in their work</li><li>• work cooperatively with customers and stakeholders who represent different cultures and linguistic backgrounds</li><li>• show appreciation for their work and work community, projecting a positive image of their professional field</li><li>• follow the rules and practices of the working environment.</li></ul>

### Students ensure occupational safety and ergonomics.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• wear work clothing and footwear as well as personal protective equipment required by the task</li><li>• use kitchen appliances following instructions for use</li><li>• keep the physical strain on their bodies even while working</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical food service tasks in the customer's home, preparing a wide variety of home-cooked meals and baked goods. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.13. Cleaning services for cultural history sites, 30 Competence point (200097)

### Competence requirements

Students know how to

- plan cleaning services for cultural history sites
- provide cleaning services for cultural history sites
- work in customer service situations of cleaning services for cultural history sites and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan cleaning services for cultural history sites.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• independently plan cleaning services for cultural history sites based on the customer's needs, service contract and work instructions</li> <li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li> <li>• take the special requirements of the site into account in the planning</li> <li>• ensure that the cleaning substances and supplies they use are available in sufficient quantities and stored appropriately</li> <li>• find out about the surface materials of the site and select suitable cleaning and care methods for them</li> <li>• assess the dirt found in the rooms and on the surfaces, selecting appropriate cleaning methods, agents, tools, machines and other supplies accordingly</li> <li>• make up an appropriate plan for the work order</li> <li>• plan their work around environmentally friendly operating principles</li> <li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li> <li>• justify their choices professionally.</li> </ul>



**Students provide cleaning services for cultural history sites.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• carry out maintenance and periodical cleaning at the customer site independently, methodically and skillfully</li> <li>• complete the tasks as set out in the work instructions or service description, adapting them to changing situations</li> <li>• take the customer's activities into account in the timing of their cleaning work</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• use the agreed cleaning and care techniques as well as agents and tools efficiently and economically</li> <li>• take the special features of the customer site into consideration</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use the cleaning machines of the customer site diversely in their work</li> <li>• carefully follow the operating instructions of cleaning machines</li> <li>• follow environmentally friendly operating principles in their work</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of cleaning services for cultural history sites and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks at cultural history sites. These sites include old churches, museums and other similar buildings. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.14. Institutional cleaning services, 30 Competence point (200098)

### Competence requirements

Students know how to

- plan institutional cleaning services at a customer site
- carry out food service tasks
- carry out bed care tasks
- work in a customer-oriented manner in service situations and in the work community
- ensure occupational safety and ergonomics in their work.

## Assessment

**Students plan institutional cleaning services at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• familiarise themselves with the standard of cleanliness required at the customer site and the work instructions</li><li>• independently plan food service and bed care tasks of their shift based on the service contract contents or work instructions</li><li>• plan their working day, taking the activities of the customer unit and those related to patient care into account</li><li>• for their part, ensure the sufficiency of the supplies used in food service and bed care tasks and order, report on, receive and store them</li><li>• take the hygiene and cleanliness level requirements of their tasks into account in the plans</li><li>• make up an appropriate plan for the work order</li><li>• take standard precautions and the special features of an infection-safe care environment into account in their plans</li><li>• plan their work around environmentally friendly operating principles</li><li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li><li>• justify their choices professionally.</li></ul>

**Students carry out food service tasks.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out the food service tasks of their shift independently, systematically, flexibly and professionally</li> <li>• carry out the required preparatory tasks and get ready to hand out meals</li> <li>• carefully find out about any special diets of the customers and choose the foods they serve accordingly</li> <li>• follow the preparation and distribution operating model of the customer site's central kitchen when receiving foods</li> <li>• receive the food trolley and stock it up for serving the meals as agreed</li> <li>• receive, handle and store the products arriving from the central kitchen hygienically and safely</li> <li>• use working methods that comply with food legislation and good food hygiene in all of their tasks</li> <li>• comply with the site's self-monitoring plan</li> <li>• carry out temperature measurements following workplace instructions</li> <li>• handle and store the meal of a customer who is temporarily absent hygienically and correctly</li> <li>• carry out the tasks related to dishing out and serving meals at the customer site hygienically and in a customer-oriented manner</li> <li>• monitor the customer's eating responsibly and report to the care staff of any needs of assistance with eating or malnutrition he or she may have</li> <li>• order meals or products from the central kitchen following the practices of the customer site</li> <li>• promptly collect the trays or dishes after a meal</li> <li>• complete the agreed tasks after a meal flexibly and efficiently</li> <li>• carefully clean the utensils, appliances and machines they use</li> <li>• keep the ward kitchen clean and tidy with initiative</li> <li>• justify their work professionally</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students carry out bed care tasks.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out bed care tasks flexibly, taking into account the unit's activities</li> <li>• carry out different types of bed care tasks methodically and skillfully, taking into account different infection risks</li> <li>• remove secretion stains following instructions where necessary</li> <li>• carry out maintenance cleaning and clean the bed of a discharged patient and its surroundings</li> <li>• handle and package dirty bed linen appropriately and send it to the laundry as agreed</li> <li>• pay attention to different operating mechanisms of patient beds when cleaning and making beds</li> <li>• carefully clean different beds following instructions, taking into account their standard equipment and removable components</li> <li>• clean special mattresses following instructions</li> <li>• handle clean bedding hygienically</li> <li>• make up a bed after cleaning and protect it following the customer unit's instructions</li> <li>• use appropriate detergents and cleaning methods efficiently and economically</li> <li>• carefully comply with the instructions for dosage and use</li> <li>• work hygienically, carefully and promptly</li> <li>• with initiative, keep service areas tidy and in order</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in a customer-oriented manner in service situations and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics in their work.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical food service and bed care tasks at a social or healthcare institution. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.15. Cleaning services for means of transport, 30 Competence point (200099)

### Competence requirements

Students know how to

- plan cleaning services for means of transport
- provide cleaning services for means of transport
- work in customer service situations of cleaning services for means of transport and in the work community
- ensure occupational safety and ergonomics.



## Assessment

### Students plan cleaning services for means of transport.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• plan their work at the customer site based on the service contract and work instructions</li> <li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li> <li>• schedule their work to coincide with the times when the means of transport are at the depo and their other special features</li> <li>• address the cleanliness and hygiene requirements of the customer site's facilities and equipment in their plans</li> <li>• pay attention to the needs of the customers at the work site and to occupational safety in their work</li> <li>• recognise the surface materials and types of dirt found at the customer site</li> <li>• select methods, machines, tools and substances needed for achieving the agreed cleanliness level</li> <li>• make plans for measuring cleanliness and select the measurement methods as agreed at the customer site</li> <li>• justify their choices professionally.</li> </ul>

### Students provide cleaning services for means of transport.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• carry out cleaning work in means of transport as set out in the service description independently and professionally</li> <li>• pay attention to the cleanliness and hygiene requirements of means of transport, furniture and equipment in their work</li> <li>• complete the tasks following the customer site's work order</li> <li>• use machines, tools and substances suitable for the customer site in their work</li> <li>• remove secretion stains according to instructions</li> <li>• measure cleanliness as required by the customer site and report on it based on the results obtained</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools and machines they use</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• report on their work as required by the situation</li> <li>• attain the quality requirements set for their work</li> <li>• if necessary, assess the performance of the team working at the site</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of cleaning services for means of transport and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks of cleaning services for means of transport at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.16. Maintaining heating, water and sewage systems in working order, 30 Competence point (200100)

### Competence requirements

Students know how to

- plan tasks related to maintaining heating, water and sewage systems in working order
- locate faults in heating, water and sewage systems and assess their repair needs
- carry out servicing of fittings and equipment in water and sewage systems
- open and clean sewers
- replace the thermostat component of a radiator valve and check the preset value
- locate a leak in a heat distribution network
- leak test a heat exchanger to detect an internal leak

- ensure occupational safety and ergonomics.

## Assessment

**Students plan tasks related to maintaining heating, water and sewage systems in working order.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the customer site's service contract and its content</li> <li>• make a logical plan for locating a fault</li> <li>• exclude possible causes of faults one by one rationally in each situation</li> <li>• plan an appropriate work order suitable for the site</li> <li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work.</li> </ul>

**Students locate faults in heating, water and sewage systems and assess their repair needs.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• recognise causes of faults</li> <li>• repair faults, progressing logically in their work</li> <li>• know how each fault can be eliminated</li> <li>• if necessary, independently acquire information about diagnostics which helps them locate the fault</li> <li>• if necessary, call in experts of different fields</li> <li>• report on their work as agreed</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students carry out servicing of fittings and equipment in water and sewage systems.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• familiarise themselves with the operating processes of water and sewage systems at the customer site</li> <li>• interpret heating and water system drawings professionally</li> <li>• select suitable tools, materials and working methods for the repair work and, if necessary, justify their choices</li> <li>• work systematically, ensuring that the work stages add up to a smoothly running process completed as rapidly as possible in the prevailing circumstances</li> <li>• carry out the repair work independently using appropriate tools and techniques</li> <li>• assess the progress of the repair work in proportion to the circumstances and the service contract</li> <li>• anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the repair work</li> <li>• guide users regarding temporary arrangements</li> <li>• clean and maintain the tools and machines they use</li> <li>• report on their work as agreed</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

### Students open and clean sewers.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• interpret heating and water system drawings professionally</li><li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li><li>• open and clean sewers, ensuring that the work stages add up to a smoothly running process that is completed as rapidly as possible in the prevailing circumstances</li><li>• carry out the work independently using appropriate tools and techniques</li><li>• assess the progress of the work in proportion to the circumstances and the service contract</li><li>• anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the work</li><li>• guide users regarding temporary arrangements</li><li>• clean and maintain the tools they use.</li></ul>

### Students replace the thermostat component of a radiator valve and check the preset value.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• familiarise themselves with the operating processes of the heating system at a customer site</li><li>• interpret heating and water system drawings professionally</li><li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li><li>• change the thermostat component of a radiator valve and regulate its preset value, ensuring that the work stages add up to a smoothly running process that is completed as rapidly as possible in the prevailing circumstances</li><li>• carry out the work independently using appropriate tools and techniques</li><li>• assess the progress of the work in proportion to the circumstances and the service contract</li><li>• anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the work</li><li>• guide users regarding temporary arrangements</li><li>• clean and maintain the tools they use.</li></ul>

### Students locate a leak in a heat distribution network.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>familiarise themselves with the operating processes of the heating systems at a customer site</li> <li>interpret heating and water system drawings professionally</li> <li>select suitable methods for the work and, if necessary, justify their choices</li> <li>locate a leak in a heating distribution network, ensuring that the work stages add up to a smoothly running process that is completed as rapidly as possible in the prevailing circumstances</li> <li>calculate the static pressure required by the network and set the expansion vessel air bump</li> <li>carry out the work independently using appropriate techniques</li> <li>assess the progress of the work in proportion to the circumstances and the service contract</li> <li>anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the work</li> <li>guide users regarding temporary arrangements</li> <li>clean and maintain the tools they use.</li> </ul>

### Students leak test a heat exchanger to detect an internal leak.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>familiarise themselves with the operating processes of the heating system at a customer site</li> <li>interpret heating and water system drawings professionally</li> <li>select suitable methods for the work and, if necessary, justify their choices</li> <li>carry out a heat exchanger leak test, ensuring that the work stages add up to a smoothly running process that is completed as rapidly as possible in the prevailing circumstances</li> <li>carry out the work independently using appropriate tools and techniques</li> <li>assess the progress of the work in proportion to the circumstances and the service contract</li> <li>anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the work</li> <li>guide users regarding temporary arrangements</li> <li>clean and maintain the tools they use.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks related to maintaining heating, water and sewage systems in working order at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.17. Cleaning services for educational institutions and day-care centres, 30 Competence point (200101)

### Competence requirements

Students know how to

- plan cleaning services for educational institutions and day-care centres
- provide cleaning services for educational institutions and day-care centres at a customer site
- work in customer service situations of cleaning services for educational institutions and day-care centres and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan cleaning services for educational institutions and day-care centres.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• independently plan the maintenance cleaning and periodic cleaning tasks in their work area based on the customer's needs, service contract and work instructions</li><li>• plan the work together with the customer's representatives based on the service description</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• when planning their work, address the cleanliness and hygiene requirements of different facilities, furniture and equipment</li><li>• find out about the surface materials of the site and select suitable cleaning and care methods for them</li><li>• with initiative, make sure that adequate cleaning agents and other supplies used in cleaning and surface material care tasks are available, order them as needed, and receive and store them</li><li>• assess the dirt found in the facilities and on the surfaces, selecting appropriate cleaning methods, agents, tools, machines and other supplies on this basis</li><li>• make up an appropriate plan for the work order as indicated by the activities of the customer site</li><li>• make plans for measuring cleanliness and select the measurement methods as agreed</li><li>• plan their work around environmentally friendly operating principles</li><li>• justify their choices professionally.</li></ul>



**Students provide cleaning services for educational institutions and day-care centres.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• carry out cleaning work as set out in the service description independently, systematically and professionally</li> <li>• pay attention to the cleanliness and hygiene requirements of different facilities, furniture and equipment in their work</li> <li>• identify infection risks at the customer site and take them into account in their work</li> <li>• carry out special cleaning, for example to deal with flea and pinworm epidemics</li> <li>• time the cleaning work flexibly, taking into account the customers' activities</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• complete the tasks in the order of the site's aseptic requirements</li> <li>• comply with the hygiene instructions and hygiene regulations applicable to the customer site</li> <li>• carefully comply with the instructions for use of the cleaning machines they operate</li> <li>• use cleaning methods and detergents that are less harmful for the environment where possible</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use the agreed techniques, machines, tools and substances efficiently and economically</li> <li>• comply with the customer site's self-monitoring plan</li> <li>• measure cleanliness using the agreed methods and report based on the results obtained</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools and machines they use</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of cleaning services for educational institutions and day-care centres and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks at educational institutions or day-care centres and tasks closely associated with them. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.18. Basic cleaning services, 30 Competence point (200102)

### Competence requirements

Students know how to

- plan the basic cleaning of facilities at a customer site
- carry out the basic cleaning of facilities at a customer site
- work in customer service situations of basic cleaning services and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan the basic cleaning of facilities.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan basic cleaning tasks based on the customer order, the contract or service description</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work</li><li>• familiarise themselves with the customer site's hygiene instructions and comply with them in their work</li><li>• responsibly make sure that adequate cleaning agents and other supplies used in basic cleaning are available, order them as needed, and receive and store them</li><li>• recognise the surface materials in facilities in which they carry out basic cleaning and select suitable cleaning and protection methods for them</li><li>• assess the dirt found in the facilities and on the surfaces</li><li>• based on the dirt and soiling, select appropriate basic cleaning methods, cleaning and protection agents, cleaning equipment and machines and other supplies</li><li>• make up an appropriate plan for the work order</li><li>• make sure that personal protective equipment they use are suitable for basic cleaning</li><li>• plan their work around environmentally friendly operating principles</li><li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li><li>• justify their choices professionally.</li></ul>

**Students carry out the basic cleaning of facilities.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out basic cleaning in dry and wet facilities independently, methodically and skillfully</li> <li>• carry out their tasks based on the customer order, contract or service description</li> <li>• comply with the customer site's hygiene instructions</li> <li>• time basic cleaning work flexibly, taking into account the customer's activities</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• use the agreed cleaning and protection methods, cleaning equipment as well as cleaning and protection agents in their work efficiently and economically</li> <li>• prepare the cleaning cloths, equipment and machines as well as other supplies as required by the site or the facilities</li> <li>• comply with the instructions for dosage and use of cleaning agents</li> <li>• use a slow-speed floor care machine, a water and vacuum cleaner, a combination machine, fast-speed floor care machine and spray extraction machine diversely and safely in their work</li> <li>• carefully follow the operating instructions of cleaning machines</li> <li>• work systematically and briskly</li> <li>• carefully clean and service the cleaning textiles and equipment, cleaning machines and other supplies used by them and arrange them in their proper places</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• report on the work stages, cleaning agents used and any incidents as agreed</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of basic cleaning services and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• choose personal and other protective equipment suitable for their work and carefully check its operating condition</li><li>• service personal protective equipment appropriately after use</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• responsibly and with foresight, warn a customer or an employee of potential hazardous situations</li><li>• familiarise themselves with the labels, instructions for use and safety instructions of cleaning agents and other substances they handle</li><li>• dose and handle cleaning and other agents following the instructions for use</li><li>• keep the physical strain on their bodies even while working</li><li>• use labour-saving tools, machines and working methods</li><li>• use the correct technique for moving heavy loads</li><li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li><li>• report any faults in the machines and equipment as agreed on the workplace</li><li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical basic cleaning service tasks at customer sites. They carry out basic cleaning of furniture, floor and other surfaces and protect surface materials. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.19. Management of garden and outdoor areas, 30 Competence point (200103)

### Competence requirements

Students know how to

- plan garden and outdoor area management tasks
- carry out garden and outdoor area management tasks
- ensure occupational safety and ergonomics.

## Assessment

Students plan garden and outdoor area management tasks.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• independently plan the tasks related to managing garden and outdoor areas based on the service contract and work instructions</li><li>• pay attention to seasonal variations in their plans</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work.</li></ul>



**Students carry out garden and outdoor area management tasks.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• keep garden and outdoor areas clean round the year as set out in the customer site's service contract</li> <li>• take seasonal requirements into account in garden and outdoor area management tasks</li> <li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li> <li>• get the required tools ready for use</li> <li>• carry out the work independently using appropriate tools and techniques</li> <li>• use suitable small machines for managing garden and outdoor areas appropriately</li> <li>• service the machines they use following the manufacturer's instructions</li> <li>• care for and mow lawns to a high standard and as required by the site and requirements of different species</li> <li>• carry out tasks related to seasonal care of plantings based on care instructions as well as the requirements of the site and different species</li> <li>• if necessary, care for potted plants in the building's outdoor areas</li> <li>• prune trees and shrubs as required by each species</li> <li>• if necessary, call in an expert to carry out pruning</li> <li>• if necessary, call in an expert to plan and make new plantings or changes to plantings in green areas</li> <li>• control weeds as required at the site</li> <li>• make sure that they have a qualification required under the legislation on plant protection products</li> <li>• use biodegradable plant protection products as agreed</li> <li>• clean and maintain roads and pathways</li> <li>• carry out the anti-skid and gritting work required in winter, attaining the quality standard set out in the contract</li> <li>• if necessary, remove graffiti from the building's surfaces without damaging them</li> <li>• if necessary in order to remove difficult and large graffiti, call in a specialist company</li> <li>• if necessary, clean and maintain garden furniture following instructions</li> <li>• clean and maintain the tools and machines they use</li> <li>• work with a customer-centred approach</li> <li>• inform a customer of domestic services of the possibility of the service being eligible for the domestic help credit</li> <li>• explain to a customer of domestic services how a possible fault in the service can be corrected as required under the consumer protection legislation</li> <li>• if necessary, direct the customer of domestic services to another service provider</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• report on work completed at the customer site as agreed</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• wear appropriate work clothing as required by the task, work footwear and personal protective equipment, and service them properly after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• sort and recycle wastes generated in their work, following waste management instructions and taking into account the possibilities of sorting and recycling available at the customer site</li> <li>• provide basic first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical garden and outdoor area management tasks of a single season at customer sites. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.20. Repairs of surface structures, 30 Competence point (103420)

### Competence requirements

Students know how to

- plan small-scale repairs to surface structures and building surfaces as part of property maintenance
- carry out small-scale repairs to surface structures and building surfaces as part of property maintenance
- work in customer service situations and as work community members
- ensure occupational safety and ergonomics.

## Assessment

**Students plan small-scale repairs to surface structures and building surfaces as part of property maintenance.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• assess which repairs to the surface structures and building surfaces needed by the building can be carried out as small-scale maintenance and repairs that are part of property maintenance</li><li>• assess which repair needs require a potential condition evaluation of the building and more extensive repairs for which a professional is required</li><li>• plan their work schedule on the basis of the activities at the customer site</li></ul>

**Students carry out small-scale repairs to surface structures and building surfaces as part of property maintenance.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li><li>• carry out the work independently using appropriate tools and techniques</li><li>• assess their performance and select a new method or tool if necessary to achieve a better end result</li><li>• make repairs to the external and internal cladding of a building</li><li>• make repairs to furniture surfaces and equipment of a building</li><li>• make repairs to the functioning of doors and windows</li><li>• clean and maintain the tools and machines they use</li><li>• address issues essential for their and the customer's safety</li><li>• assess their work performance</li><li>• report on their work as required by the situation.</li></ul>

**Students work in customer service situations and as work community members.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work and carefully check its operating condition</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks by making small-scale repairs to surface structures and building surfaces as part of property maintenance at a customer site as set out in the service contract. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.21. Cleaning services for cleanrooms, 30 Competence point (200104)

### Competence requirements

Students know how to

- plan cleaning services for cleanrooms
- provide cleaning services for cleanrooms
- work in customer service situations of cleaning services for cleanrooms and in the work community
- ensure occupational safety and ergonomics.

## Assessment

### Students plan cleaning services for cleanrooms.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• find out about the cleanroom classification used at the customer site</li> <li>• plan the maintenance cleaning, periodic cleaning tasks and surface material care tasks for their work area based on the customer's needs, service contract and work instructions</li> <li>• before entering a cleanroom, prepare to meet the site's cleanliness and hygiene requirements</li> <li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li> <li>• plan their work on the basis of the agents, tools and methods specified for the customer site</li> <li>• make up an appropriate plan for the work order as indicated by the different work processes of the customer site</li> <li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li> <li>• justify their choices professionally.</li> </ul>

### Students provide cleaning services for cleanrooms.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• know the customer site's cleanroom contact persons and work together with them if necessary</li> <li>• carefully comply with instructions related to hand hygiene and clothing</li> <li>• observe the aseptic requirements of buffer areas</li> <li>• get the cleaning supplies, tools and machines needed in cleanroom cleaning ready for use</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• prepare, handle, clean and store cleaning equipment and other materials hygienically</li> <li>• use the agreed cleaning and care techniques as well as agents and equipment efficiently and economically</li> <li>• complete cleanroom cleaning in their work area carefully and following the work instructions</li> <li>• work calmly and carefully</li> <li>• use the cleaning machines of the site diversely and safely in their work</li> <li>• hygienically clean, service and store the supplies, machines and equipment they use in their work</li> <li>• observe the aseptic principles of the site</li> <li>• in all tasks, comply with the instructions laid down in the statute applicable to the customer site</li> <li>• record completed tasks following instructions</li> <li>• carry out cleanliness measurements as agreed</li> <li>• report on their work as agreed</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of cleaning services for cleanrooms and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use various communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• comply with the site's cleanliness and hygiene requirements even before arriving in the work area</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleanroom cleaning service tasks at a customer site with a specified cleanliness classification. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.22. Construction cleaning services, 30 Competence point (200105)

### Competence requirements

Students know how to

- plan tasks related to construction cleaning services at a customer site
- carry out tasks related to construction cleaning services at a customer site
- work in customer service situations of construction cleaning services and in the work community
- ensure occupational safety and ergonomics.



## Assessment

### Students plan tasks related to construction cleaning services.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content</li> <li>• plan cleaning during construction or final cleaning based on the customer order, service contract or service description</li> <li>• plan their work in a customer-oriented manner together with work community members</li> <li>• pay attention to the different stages of the construction process and cleanliness class requirements as well as the conditions when planning their work</li> <li>• take into account work stages suitable for preventing the spread of dirt, drying of surfaces and preventing the soiling of new surfaces when planning the work</li> <li>• responsibly make sure that adequate cleaning agents and other supplies are available, order them as needed, and receive and store them</li> <li>• find out about the surface materials of the site and select suitable cleaning and care methods for them</li> <li>• assess the dirt found in the facilities and on the surfaces</li> <li>• select appropriate cleaning methods, cleaning and protection agents, cleaning equipment and machines and other supplies as indicated by the objective of the cleaning</li> <li>• make up an appropriate plan for the work order</li> <li>• make sure that the personal protective equipment they use is suitable for the work</li> <li>• justify their choices professionally.</li> </ul>

### Students carry out tasks related to construction cleaning services.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out their tasks based on the customer order, contract or service description</li> <li>• time the cleaning work flexibly, taking into account the activities of other occupational groups at the different stages of the construction process</li> <li>• take into account the different stages of construction work and the objectives they set for cleaning in their work</li> <li>• prepare and equip appropriate cleaning tools, machines and other cleaning items for use</li> <li>• carefully comply with the instructions for use of the cleaning machines they operate</li> <li>• carry out the work independently using appropriate tools and techniques</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• use suitable methods to implement cleanliness compliant with the classification of indoor air and cleanliness</li> <li>• clean and service the cleaning tools, machines and other supplies used by them</li> <li>• report on their work as agreed</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of construction cleaning services and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• discuss the customer site's cleaning services with the customer professionally</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• with initiative, monitor the operating condition of the facilities, equipment and machines they use and report any service needs following instructions</li> <li>• use the information and communication technology required in their work</li> <li>• discuss and agree on communication related to the work and the services with the work community members</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• take the special requirements of occupational safety into account at the customer site</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical construction cleaning tasks during the different construction stages and final cleaning at the customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.23. Textile care, 30 Competence point (200106)

### Competence requirements

Students know how to

- plan textile care tasks at a customer site
- carry out textile care tasks at a customer site
- work in customer service situations of textile care and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan textile care tasks at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan textile care tasks at the customer site based on the customer order or service contract</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work</li><li>• for their part, make sure that adequate detergents and other supplies used in textile care are available, order them as needed, and receive and store them</li><li>• read care labels to check the materials of the textiles they care for</li><li>• plan care tasks following the care instructions of textiles and based on their degree of soiling</li><li>• if necessary, book the facilities and machines needed for textile care using the booking system</li><li>• prepare the machines, equipment and laundry drying rooms for use</li><li>• justify their choices professionally.</li></ul>

**Students carry out textile care tasks at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• wash textiles and see to their after-care at the customer site independently, methodically and skillfully</li> <li>• time the textile care tasks flexibly as indicated by the customer's activities</li> <li>• comply with hand hygiene instructions in their work</li> <li>• receive textiles to be washed, check them and label them as agreed</li> <li>• sort and pre-treat textiles carefully as indicated by their materials, care instructions or other instructions</li> <li>• handle infectious textiles in compliance with regulations and the customer site's instructions</li> <li>• assess the need for stain removal and remove individual stains as necessary</li> <li>• wash and dry textiles following the care instructions</li> <li>• carry out textile after-care following the care instructions or as agreed with the customer</li> <li>• handle clean textiles appropriately and as agreed with the customer</li> <li>• if necessary, also care for furniture with fabric surfaces, using appropriate machines and techniques</li> <li>• use machines and equipment diversely in their work, following care instructions</li> <li>• carefully follow the instructions for use of machines and equipment</li> <li>• carefully follow the instructions for dosage and use of detergents and conditioners</li> <li>• if necessary, sort, pre-treat and package appropriately washing that is sent to a laundry</li> <li>• if necessary, appropriately receive and store textiles arriving from a laundry</li> <li>• work systematically, carefully and briskly</li> <li>• clean and service the equipment, machines and other supplies they use</li> <li>• with initiative, keep textile care and storage facilities tidy and in order</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>

**Students work in customer service situations of textile care and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks of washing and after-care of textiles at customer sites, either in the customer's home or at an institution. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.24. Cleaning services for industrial establishments, 30 Competence point (200107)

### Competence requirements

Students know how to

- plan cleaning services for industrial establishments
- provide cleaning services for industrial establishments
- work in customer service situations of cleaning services for industrial establishments and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan cleaning services for industrial establishments.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• plan the work together with the customer's representatives based on the service description</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• when planning their work, address the cleanliness and hygiene requirements of different facilities, furniture and equipment</li><li>• pay attention to the needs of the customers at the work site and to occupational safety in their work</li><li>• take the industrial establishment's production processes into account when planning their work</li><li>• find out about the service contract and its content</li><li>• recognise the surface materials and types of dirt found at the customer site</li><li>• select methods, machines, tools and substances needed for achieving the agreed cleanliness level</li><li>• make plans for measuring cleanliness and select the measurement methods based on the production process of the customer site</li><li>• schedule their work to fit in with the activities and specific features of the customer site</li><li>• justify their choices professionally.</li></ul>



## Students provide cleaning services for industrial establishments.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• provide cleaning and other services at the industrial establishment as set out in the service description independently and skillfully</li> <li>• pay attention in their work to the cleanliness and hygiene requirements of different facilities, machines, furniture and equipment, following the hygiene instructions of the site</li> <li>• pay attention to the site's customer needs in their work</li> <li>• complete the tasks following the customer site's work order</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• use the agreed cleaning and care techniques as well as agents and tools efficiently and economically</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use machines, equipment and substances suitable for the customer site as needed for achieving the agreed cleanliness level</li> <li>• if necessary, take care of mechanical washing processes at the customer site</li> <li>• measure cleanliness according to plan and report on cleanliness based on the results obtained</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools and machines they use</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• report on their work as required by the situation</li> <li>• attain the quality requirements set for their work</li> <li>• if necessary, assess the performance of the team working at the site</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>

**Students work in customer service situations of cleaning services for industrial establishments and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning tasks at industrial establishments and tasks closely associated with them at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.25. Cleaning services for healthcare institutions, 30 Competence point (200108)

### Competence requirements

Students know how to

- plan cleaning service tasks for healthcare institutions
- carry out cleaning service tasks for healthcare institutions
- provide cleaning services for isolation rooms
- work in customer service situations of cleaning services for healthcare institutions and in the work community
- ensure occupational safety and ergonomics.

## Assessment

Students plan cleaning service tasks for healthcare institutions.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• find out about the service contract and its content •</li> <li>• familiarise themselves with the standard of cleanliness required at the customer site and the work instructions</li> <li>• independently plan daily and periodical cleaning service tasks of their shift based on the service contract contents and work instructions</li> <li>• make up an appropriate plan for the work order</li> <li>• plan special cleaning following the customer site's instructions</li> <li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li> <li>• for their part, ensure the sufficiency of the supplies used in cleaning service tasks and order, report on, receive and store them</li> <li>• when planning their work, address the cleanliness and hygiene requirements of different facilities, furniture and equipment</li> <li>• take standard precautions and the special features of an infection-safe care environment into account in their plans</li> <li>• find out about the surface materials and types of dirt found at the site</li> <li>• select methods, machines, tools and substances needed for achieving the targeted cleanliness level</li> <li>• make plans for measuring cleanliness and select the measurement methods based on the customer site's instructions</li> <li>• schedule their work to fit in with the activities and specific features of the customer site</li> <li>• justify their choices professionally.</li> </ul>

**Students carry out cleaning services tasks for healthcare institutions.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• provide cleaning and other services at the health care facilities of a customer site independently and skillfully</li> <li>• pay attention in their work to the cleanliness and hygiene requirements of different facilities, furniture and equipment following the hygiene regulations and instructions of the site</li> <li>• pay attention to the site's customer needs in their work</li> <li>• complete the tasks as required by the customer site's order of priority and other activities</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• prepare towels and mops following instructions</li> <li>• recognise the infection risks of different facilities and take them into account in their work</li> <li>• recognise the typical ways of reproduction of different microbes and take them into account in their working methods</li> <li>• work to promote occupational and customer safety</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use appropriate cleaning techniques, agents and tools efficiently and economically</li> <li>• use machines, equipment and substances suitable for the customer site as needed for achieving the agreed cleanliness level</li> <li>• use machines for thermal disinfection professionally and safely in their work</li> <li>• remove secretion stains according to instructions</li> <li>• work systematically and briskly</li> <li>• measure cleanliness according to plan and report on cleanliness based on the results obtained</li> <li>• comply with the customer site's self-monitoring plan</li> <li>• take into account the quality, safety and environmental aspects of the site in their work</li> <li>• clean and maintain the tools they use hygienically</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• recognise different waste types and handle them appropriately</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>

## Students provide cleaning services for isolation rooms.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• discuss the site's special cleaning services with the customer professionally</li> <li>• find out about the customer site's typical precaution classes and cleaning-related work instructions associated with them</li> <li>• work together with the care staff in cleaning related to isolation situations</li> <li>• master the working instructions for isolation rooms to the extent that they can work correctly in isolation situations</li> <li>• carefully observe standard precautions to prevent the transfer of microbes</li> <li>• work with particular care when handling sharp objects</li> <li>• complete their tasks independently in the order of priority indicated by the isolation facility</li> <li>• wear work or protective clothing required for special cleaning and suitable footwear, protecting themselves as required by the tasks</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• get implements suitable for the facilities ready to use, meeting the requirements of an isolation facility</li> <li>• carefully comply with the instructions for dosage and use of agents specified for the cleaning of isolation facilities</li> <li>• follow an aseptic work order</li> <li>• clean the surfaces and instruments of an isolation room following instructions</li> <li>• complete their work in an isolation room carefully and calmly</li> <li>• care for cleaning cloths and equipment, meeting the requirements of an isolation room</li> <li>• label and treat laundry soiled by a patient's secretions as agreed</li> <li>• comply with instructions for sorting wastes from cleaning of isolation rooms at a customer site</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of cleaning services for healthcare institutions and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks for healthcare facilities at a customer site. They provide maintenance and isolation cleaning services at healthcare facilities. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.26. Work induction, 30 Competence point (200109)

### Competence requirements

Students know how to

- plan the induction of an employee or a student to their work area and work
- provide induction for an employee or a student to their work area and work
- guide an employee or a student to work in customer service situations and the work community
- guide an employee or a student in ensuring occupational safety and ergonomics.



## Assessment

**Students plan the induction of an employee or a student to their work area and work.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• familiarise themselves with the contents and objectives of materials used for induction in their organisation</li><li>• carefully prepare for receiving the person to be inducted</li><li>• take the new person's competence and working skills into account when planning the induction session</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work</li><li>• independently plan induction to their work area and work</li><li>• plan the induction sessions with the aim of achieving a systematic process</li><li>• carefully prepare for the induction session.</li></ul>

**Students provide induction for an employee or a student to their work area and work.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• provide induction to their work area and work methodically</li><li>• instill a positive atmosphere in the induction session</li><li>• take the new person's competence and working skills into account in the induction session</li><li>• take into account the new person's capabilities for learning about the issues in which he or she receives induction</li><li>• take the customer's activities into account, ensuring that induction is provided flexibly</li><li>• introduce the new person to the customer's activities and practices</li><li>• explain the set of tasks in the work area to the new person clearly and comprehensively</li><li>• guide the new person to work in compliance with the work instructions and service description</li><li>• clearly explain to the new person about the competence needed in the tasks</li><li>• guide the new person comprehensibly and with a friendly attitude around the work area and the work</li><li>• responsibly guide the new person to work safely and ergonomically</li><li>• give the new person constructive feedback</li><li>• ask for feedback on their work in order to improve it</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students guide an employee or a student in working in customer service situations and the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• guide the new person to serve the customer flexibly, fulfilling the service contract and delivering the agreed quality</li> <li>• guide the new person to comply systematically with instructions and operating principles related to customer service</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• if necessary, write texts related to the induction in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in the induction</li> <li>• report on the induction as required by the situation</li> <li>• discuss issues related to providing induction to the work area and work professionally</li> <li>• introduce the new person to the work community members</li> <li>• agree on issues related to induction with the work community members</li> <li>• work to promote cooperation</li> <li>• guide the new person in following the work community's rules and practices</li> <li>• responsibly guide the new person to comply with the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students guide an employee or a student in ensuring occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• guide the new person in complying with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• guide the new person in choosing personal and other protective equipment suitable for the work</li> <li>• guide the new person to carefully check the operating condition of the protective equipment</li> <li>• guide the new person to service personal protective equipment appropriately after use</li> <li>• guide the new person to account for the hazards related to their work and report them in a responsible manner as agreed</li> <li>• guide the new person in working safely at a customer site</li> <li>• guide the new person in paying attention to the labels of the substances they handle in their work as well as their instructions for use and safety instructions</li> <li>• provide guidance to complying with instructions for use and electrical safety in the work</li> <li>• guide the new person to keep the physical strain on their bodies even while working</li> <li>• guide the new person to use the correct technique when moving loads as well as labour-saving tools, machines and working methods</li> <li>• instruct the new person to report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise the new person with the customer site's rescue plan and following instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks by providing an employee or a student with induction to their work area and work at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.27. Working as a workplace instructor, 30 Competence point (200110)

### Competence requirements

Students know how to

- plan training provided on the workplace and a demonstration of competence
- guide another student and give him or her feedback on his or her development
- assess another student's competence in a demonstration
- act as work community members
- assess their work as workplace instructors.

## Assessment

**Students plan training provided on the workplace and a demonstration of competence.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>familiarise themselves with vocational education and training and different forms of education provision (including labour market training and apprenticeship training)</li> <li>comply with the legislation on vocational education and training and occupational health and safety as well as official regulations and guidelines when making their plans</li> <li>comply with the working time legislation and agreements applicable to the employer and employees in their plans</li> <li>draw on the qualification requirements of their vocational field when organising training on the workplace and demonstrations</li> <li>plan and organise workplace training in cooperation with the education provider</li> <li>participate in preparing a personal competence development plan together with a representative of the education provider and the student</li> <li>participate in planning demonstrations of competence together with a representative of the education provider and the student.</li> </ul>

**Students guide another student and give him or her feedback on his or her development.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>familiarise the student with the tasks and practices of the workplace appropriately</li> <li>explain the student's goals to the other work community members responsibly</li> <li>link the student's tasks to the vocational skills requirements set out in the qualification requirements</li> <li>receive and collect feedback on their instruction from students, the work community and the education provider's representatives</li> <li>instill a positive and encouraging atmosphere in the instruction situations</li> <li>take into account different students, students' learning capabilities, health and functional capacity as well as possible needs for special support in their instruction</li> <li>guide and encourage the student in acquiring competence</li> <li>use appropriate and diverse instruction methods</li> <li>use modern information and communication technology and social media tools diversely in their instruction</li> <li>implement the competence development plan following instructions</li> <li>methodically monitor and assess the development of the student's competence</li> <li>responsibly monitor and evaluate competence development plan implementation and make the required changes to the plan together with the education provider and the student</li> <li>give the student sufficient and timely feedback that is constructive and enhancement-led on competence acquisition, using encouraging and motivating methods</li> <li>guide and encourage the student in self-assessment</li> <li>are able to tell competence acquisition and competence demonstrations apart in the demonstration.</li> </ul>

### Students assess another student's competence in a demonstration.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>regularly assess the student's competence relying on the qualification requirements and use diverse assessment methods</li> <li>take students needing special support into account in the assessment</li> <li>responsibly participate in making assessment decisions together with another assessor</li> <li>give positive and constructive feedback to all parties</li> <li>focus on assessing vocational competence and the common units of a vocational upper secondary qualification</li> <li>actively encourage the student in constructive self-assessment</li> <li>together with the other assessor, submit the assessment documents to the education provider as agreed.</li> </ul>

### Students act as members of their work communities.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>work cooperatively, skillfully and with initiative in interactive situations</li> <li>work naturally with work community members who represent different cultures and linguistic backgrounds</li> <li>work cooperatively in a multiprofessional work community or as team members</li> <li>provide timely information for the organisation and stakeholders about the arrangements and actions related to the student taking the qualification</li> <li>introduce the student to work community members and the organisation following instructions</li> <li>discuss training organised on the workplace with the student</li> <li>express themselves naturally and clearly in situations related to work</li> <li>if necessary, draw up clear written work instructions and other materials in Finnish or Swedish</li> <li>use different sources diversely to acquire and draw on information on issues related to training organised on the workplace and completing a qualification</li> <li>use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>use the necessary information technology in their work methodically</li> <li>work responsibly as workplace instructors</li> <li>if necessary, also guide other employees in the tasks of a workplace instructor</li> <li>follow the work community's rules and practices.</li> </ul>

**Students assess their work as workplace instructors.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• assess realistically their planning, instruction, assessment and feedback skills</li><li>• maintain their planning, instruction, assessment and feedback skills</li><li>• openly receive feedback on their work as workplace instructors</li><li>• draw on the feedback they receive to improve their work as workplace instructors.</li></ul>

### **Methods of demonstrating competence**

Students demonstrate their competence in practical tasks by working as workplace instructors in training provided on the workplace. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## **2.28. Cleaning services for swimming pool and spa facilities, 30 Competence point (200111)**

### **Competence requirements**

Students know how to

- plan cleaning services for swimming pool and spa facilities
- provide cleaning services for swimming pool and spa facilities
- work in customer service situations of cleaning services for swimming pool and spa facilities and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan cleaning services for swimming pool and spa facilities.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan their work observing the official regulations applicable to the customer site</li><li>• plan cleaning services for pool facilities based on the customer's needs and the agreed cleanliness requirements</li><li>• plan their tasks based on the service description, work instructions or customer order</li><li>• take into account the work hygiene, occupational safety and cleanliness that are part of the customer site's special requirements in their plan</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• with initiative, make sure that adequate cleaning agents and other supplies used for cleaning swimming pool and spa facilities are available, order them as needed, and receive and store them</li><li>• select cleaning methods, agents, equipment and machines as well as other supplies suitable for the facilities and surface materials</li><li>• make plans for measuring cleanliness and select the measurement methods as indicated by the customer site</li><li>• schedule their work to fit in with the activities and specific features of the customer site</li><li>• justify their choices professionally.</li></ul>

**Students provide cleaning services for swimming pool and spa facilities.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with the hygiene legislation applicable to the customer site and the workplace's hygiene instructions</li> <li>• know the contact persons of the authorities relevant to the customer site and work together with them if necessary</li> <li>• provide cleaning services at the customer site independently, methodically and skillfully</li> <li>• if necessary, induct another employee to the cleaning services of the customer site</li> <li>• follow the hygiene regulations and instructions applicable to the customer site</li> <li>• if necessary, provide special cleaning services to prevent different epidemics</li> <li>• select appropriate protective equipment required at the customer site and check its working condition</li> <li>• wear work or protective clothing required at the customer site and suitable footwear, protecting themselves as required by the tasks</li> <li>• complete the work carefully following the customer's work instructions or service description</li> <li>• complete the work in the order required at the customer site</li> <li>• use the agreed cleaning techniques, agents and equipment as well as other supplies efficiently and economically</li> <li>• prepare, handle, wash and store cleaning textiles hygienically and following instructions</li> <li>• operate cleaning machines and other equipment suitable for cleaning at the customer site in their work following instructions for use</li> <li>• carefully comply with the instructions for dosage and use of cleaning agents</li> <li>• work systematically, carefully and briskly</li> <li>• carefully clean and service the cleaning equipment, machines and other supplies used by them and arrange them in their proper places</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• measure cleanliness following the self-monitoring plan</li> <li>• report on cleanliness based on the results obtained</li> <li>• report on cleaning at a customer site as agreed</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, finding development areas in it.</li> </ul>



**Students work in customer service situations of cleaning services for swimming pool and spa facilities and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks of swimming pool and spa facilities at a customer site and in tasks closely associated with them. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.29. Servicing and maintaining swimming pool systems, 30 Competence point (200112)

### Competence requirements

Students know how to

- plan the servicing and maintenance of swimming pool systems
- monitor water quality in the pool
- run and regulate the pool water cleaning process
- carry out an annual maintenance of a pool system
- ensure occupational safety and ergonomics.

## Assessment

**Students plan the servicing and maintenance of swimming pool systems.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan the collection of water samples following instructions</li><li>• plan the content, schedule and budget of a swimming pool system service together with their supervisor</li><li>• pay attention to the requirements set by the site's operation and conditions when planning their work.</li></ul>

**Students monitor water quality in the pool.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• check that the monitoring programme is up to date</li><li>• familiarise themselves with the quality requirements applicable to pool water</li><li>• collect the water samples that are part of regular monitoring for microbiological and physical/chemical analyses following instructions</li><li>• check pool water quality by means of instant chlorine content and pH tests well as monitor water quality on this basis</li><li>• ensure that the water treatment system is effective and responds rapidly to any water quality deviations</li><li>• send water samples for laboratory analysis if necessary</li><li>• use continuous measurement systems in water quality monitoring</li><li>• use sensory methods to assess pool water quality</li><li>• ensure that analysis results are recorded in the system's operating log</li><li>• as necessary, write texts related to their work in Finnish, Swedish or some other language</li><li>• carry out control tests of volume measurements and check the validity of volumes cited in plans</li><li>• cooperate with municipal health protection authorities or other competent authorities in issues related to pool water monitoring</li><li>• report on completed tasks as agreed</li><li>• to support evaluations of maintenance needs, assessment, control and remote control, use the possibilities offered by ICT flexibly and as appropriate for the situation</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

### Students run and regulate the pool water cleaning process.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• master competence related to plant engineering and pool water hygiene</li> <li>• run the pool water treatment process, ensuring that pool water quality requirements are met</li> <li>• regulate the cleaning process based on pool water analysis results</li> <li>• handle water treatment chemicals safely</li> <li>• report on completed tasks as agreed</li> <li>• successfully complete the competence test for pool water hygiene in the competence test system maintained by the National Supervisory Authority for Welfare and Health Valvira</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

### Students carry out an annual maintenance of a pool system.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• stop the pool water system in a controlled manner</li> <li>• drain the pool following instructions</li> <li>• carry out a review of the requisite maintenance tasks and make decisions on the necessary actions on its basis</li> <li>• complete minor maintenance tasks on structures, using ergonomic working methods</li> <li>• carry out maintenance services on machinery following instructions given in manuals</li> <li>• if necessary, call in a professional to carry out maintenance work</li> <li>• start the pool water system in a controlled manner</li> <li>• check the operation of the system using measurements and analyses of the pool water</li> <li>• report on completed tasks as agreed</li> <li>• meet the moisture, temperature and lighting requirements for pool structures</li> <li>• adjust and maintain building maintenance technology and pool systems economically</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify risk factors related to their work and report them in a responsible manner and as agreed</li> <li>• carry out their work safely, taking care of their, other employees' and customers' safety</li> <li>• familiarise themselves with the labels, instructions for use and safety instructions of the substances they handle and comply with them</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use the correct technique for moving heavy loads</li> <li>• use labour-saving tools, machines and working methods appropriately</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical technical service tasks at a customer site by servicing and maintaining a pool system. Persons working at swimming pools or spas or other similar plants and carrying out tasks that affect the quality of the pool water must have a certificate issued by the National Supervisory Authority for Welfare and Health Valvira, the so-called water work card proving their competence related to plant engineering and pool water hygiene. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.30. Use and maintenance of machines for managing outdoor areas, 15 Competence point (200113)

### Competence requirements

Students know how to

- plan work related to maintaining outdoor areas carried out with machines
- perform work related to maintaining outdoor areas with machines
- ensure occupational safety and ergonomics.

## Assessment

**Students plan work related to maintaining outdoor areas carried out with machines.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• independently plan tasks related to maintaining outdoor areas with machines based on the service contract and work instructions</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning their work.</li></ul>

**Students perform work related to maintaining outdoor areas with machines.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• select suitable tools, materials and working methods for the work and, if necessary, justify their choices</li><li>• carry out pre-operation checks on machines used for maintaining outdoor areas following instructions</li><li>• professionally check the driving and operating condition of machines used for maintaining outdoor areas</li><li>• ensure customer safety</li><li>• operate the machines briskly as required by the task and the site</li><li>• adeptly attach and remove equipment that can be connected to the machines</li><li>• evaluate the machine's operating condition and carry out its daily services</li><li>• carry out the work independently using appropriate tools and techniques</li><li>• clean and maintain the tools and machines they use</li><li>• report on completed tasks as agreed</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical maintenance tasks of outdoor areas by operating and servicing the machines needed for such work at a customer site. They have a category T right to drive required of mobile machinery operators (tractor driving licence). To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.31. Waste management services, 30 Competence point (200114)

### Competence requirements

Students know how to

- plan waste management service tasks at a customer site
- carry out waste management service tasks at a customer site
- work in customer service situations of waste management tasks and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan waste management service tasks at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• carefully familiarise themselves with the waste legislation, regional waste management regulations and the customer site's waste management plan</li><li>• familiarise themselves with their organisation's or the customer's environmental systems and comply with them responsibly in their work</li><li>• familiarise themselves with the sustainable development principles and life-cycle thinking when planning environmentally friendly operating methods for a customer site</li><li>• pay attention to the requirements arising from the activities and conditions at the customer site when planning waste management services</li><li>• independently plan the waste management tasks of the customer site and their work area based on the customer's needs, service contract and work instructions</li><li>• for their part, plan the customer site's waste management service tasks around environmentally friendly principles and following waste management legislation, regulations and instructions</li><li>• for their part, make sure that adequate supplies used in waste management are available and place orders for them</li><li>• wear appropriate work and protective clothing, personal protective equipment and footwear suitable for the tasks</li><li>• justify their choices professionally.</li></ul>



**Students carry out waste management service tasks at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out waste management tasks at the customer site and in their work area independently, methodically and skillfully</li> <li>• comply with the customer site's sorting instructions when managing wastes</li> <li>• actively compare options for developing environmental issues at their customer site, including energy saving, water consumption, material and supply choices and reuse</li> <li>• find ways of following environmentally friendly working methods</li> <li>• familiarise themselves with environmental and recycling labels and assess the suitability of cleaning substances and other products bearing these labels for their use</li> <li>• recognise wastes generated at the customer site or in their work area</li> <li>• evaluate the effectiveness of waste management at a customer site</li> <li>• for their part, ensure that the waste sorting instructions are up to date</li> <li>• professionally advise the customer or staff at the customer site in waste sorting matters</li> <li>• collect, sort, pack and label wastes at a customer site as agreed</li> <li>• take the waste to the agreed collection point safely and appropriately</li> <li>• for their part, take care of appropriate intermediate storage of waste</li> <li>• with initiative, monitor the condition of sorting points, waste management facilities and sorting containers at the site and inform the customer or their supervisor of any shortcomings or faults</li> <li>• if necessary, see to the documentation and reporting of issues related to waste management at a customer site</li> <li>• for their part, see to the adequacy, condition, cleanliness and labelling of collection containers</li> <li>• keep sorting points and waste management facilities tidy and in order with initiative and following work instructions</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students work in customer service situations of waste management tasks and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use the information and communication technology required in their work</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical waste management service tasks at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.32. Using and maintaining HPAC systems, 45 Competence point (200085)

### Competence requirements

Students know how to

- plan tasks related to using and maintaining HPAC systems
- carry out measurements and checks related to using and maintaining HPAC systems
- locate the most common faults in HPAC systems and determine their repair needs
- perform normal servicing of fittings and equipment in HPAC systems
- ensure occupational safety and ergonomics.

## Assessment

**Students plan tasks related to using and maintaining HPAC systems.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• make a logical plan for locating a fault</li><li>• plan an appropriate work order that is suitable for the site.</li></ul>

**Students carry out measurements and checks related to using and maintaining HPAC systems.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• measure room temperatures at the site as set out in the service contract</li><li>• measure supply air temperatures at the site as set out in the service contract</li><li>• if necessary, monitor the speeds of the airflow at the site according to the service contract</li><li>• check the operation of thermostatic radiator valves as set out in the service contract</li><li>• compare measurement results to values given in plans or regulations as set out in the service contract</li><li>• make sensory observations of indoor air conditions as set out in the service contract</li><li>• evaluate noise caused by the systems when running as set out in the service contract</li><li>• establish the difference between prevailing conditions and those specified for the facilities</li><li>• prepare appropriate records of their measurements.</li></ul>

**Students locate the most common faults in HPAC systems and determine their repair needs.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• are familiar with the operating processes of HPAC systems at the customer site</li><li>• interpret heating, water, ventilation and electrical system drawings professionally</li><li>• recognise causes of faults</li><li>• know how each fault can be eliminated</li><li>• repair faults, progressing logically in their work</li><li>• if necessary, independently acquire information needed to locate the fault</li><li>• if necessary, call in experts of different fields to the site</li><li>• follow the company's or organisation's reporting practices</li><li>• realistically assess their work performance, observing its development areas.</li></ul>

### Students perform normal servicing of fittings and equipment in HPAC systems.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• work with a customer-oriented approach</li> <li>• work briskly, progressing systematically from one work stage to the next</li> <li>• assess the progress of the repair work in proportion to the circumstances and the service contract</li> <li>• anticipate possible disruptions caused by the working environment, minimising their impact on the progress of the repair work</li> <li>• if necessary, guide users and customers regarding temporary arrangements</li> <li>• follow the company's or organisation's reporting practices</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

### Students ensure occupational safety and ergonomics.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• take into account the benefits and risks of different technologies in their work</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

## Methods of demonstrating competence

Students demonstrate their competence in practical tasks related to using and maintaining HVAC systems at customer sites. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

### 2.33. Home cleaning services, 45 Competence point (200083)

#### Competence requirements

Students know how to

- plan maintenance and basic cleaning in the customer's home
- carry out maintenance and basic cleaning in the customer's home
- manage customer service situations in the customer's home
- ensure occupational safety and ergonomics.

#### Assessment

**Students carry out maintenance and basic cleaning in the customer's home.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• plan the maintenance and basic cleaning tasks of different areas in the customer's home, ending up with a clear process</li><li>• prepare for the potential risks in the customer's home</li><li>• plan the work, achieving a cost-effective whole</li><li>• find out about the surface materials of the customer site and select suitable cleaning agents, tools, machines and care methods for them</li><li>• justify their choices professionally.</li></ul>

**Students carry out maintenance and basic cleaning in the customer's home.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• are committed to fulfilling the service contract for their part</li> <li>• get cleaning equipment, textiles and machines ready for use</li> <li>• carry out the maintenance and basic cleaning in different areas of the home independently and methodically, taking the home's special features into account</li> <li>• remove secretion stains following instructions or find out how to remove them</li> <li>• look after bed-care according to the customer's preferences if necessary</li> <li>• use cleaning agents, equipment and methods efficiently and economically</li> <li>• use a vacuum cleaner and other available cleaning machines diversely and effectively</li> <li>• observe good hygiene as part of their working methods</li> <li>• clean, maintain and store cleaning textiles, equipment and machines following instructions</li> <li>• if necessary, guide the customer in their maintenance</li> <li>• follow environmentally friendly operating principles in their work</li> <li>• sort and recycle wastes, following waste management instructions and the possibilities for sorting and recycling available at the customer site</li> <li>• attain the quality requirements set for their work</li> <li>• see to the communication and reporting required by their tasks responsibly</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

## Students manage customer service situations in the customer's home.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• take into account a potential self-monitoring plan</li> <li>• if necessary, direct the customer to another expert or service provider</li> <li>• comply with the duty of confidentiality</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use professional concepts of their field in discussions and explain them to the customer if necessary</li> <li>• serve customers politely, interactively and professionally, taking any cultural differences into account</li> <li>• collect customer feedback as agreed and draw on it in their work</li> <li>• find out for the customer if the service is eligible for the domestic help credit</li> <li>• work cooperatively with customers and stakeholders who represent different cultures and linguistic backgrounds</li> <li>• show appreciation for their work and work community, projecting a positive image of their professional field</li> <li>• follow the rules and practices of the working environment.</li> </ul>

## Students ensure occupational safety and ergonomics.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• wear work clothing and footwear as well as personal protective equipment required by the task</li> <li>• comply with occupational safety regulations and instructions</li> <li>• wear personal protective equipment responsibly, clean it and keep it in working order</li> <li>• look after their hand hygiene following instructions</li> <li>• ensure that the provision of home cleaning services does not put customer safety at risk</li> <li>• dose and handle cleaning agents following instructions for use</li> <li>• use cleaning machines following instructions</li> <li>• take breaks in their work, keeping the physical strain on their bodies even</li> <li>• use labour-saving tools, machines and working methods ergonomically</li> <li>• take into account the benefits and risks of different technologies in their work</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

## Methods of demonstrating competence

Students demonstrate their competence in practical home cleaning tasks at a customer site by carrying out home maintenance and basic cleaning services diversely. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.



## 2.34. Institutional hygiene services, 45 Competence point (200084)

### Competence requirements

Students know how to

- plan institutional hygiene services at a customer site
- provide maintenance cleaning services
- provide cleaning services for isolation rooms
- carry out tasks related to equipment maintenance facilities
- handle and sort wastes
- work in a customer-oriented manner in service situations and in the work community
- ensure occupational safety and ergonomics in their work.

### Assessment

**Students plan institutional hygiene services at a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• familiarise themselves with the standard of cleanliness required at the customer site and the work instructions</li><li>• independently plan daily and periodical institutional hygiene service tasks of their shift based on the service contract contents and work instructions</li><li>• plan special cleaning following the customer site's instructions</li><li>• plan their working day, taking the activities of the customer unit and those related to patient care into account</li><li>• for their part, ensure the sufficiency of the supplies used in institutional hygiene services and order, report on, receive and store them</li><li>• take the hygiene and cleanliness level requirements of their tasks into account in the plans</li><li>• make up an appropriate plan for the work order</li><li>• take standard precautions and the special features of an infection-safe care environment into account in their plans</li><li>• plan their work around environmentally friendly operating principles</li><li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li><li>• justify their choices professionally.</li></ul>

## Students provide maintenance cleaning services.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with institutional hygiene legislation applicable to the customer site and the workplace's hygiene instructions and cleanliness classes</li> <li>• know the contact persons for hygiene in their operating environment and work together with them if necessary</li> <li>• recognise the infection risks of different units and take them into account in their work</li> <li>• recognise the typical ways of reproduction of different microbes and take them into account in their working methods</li> <li>• work to promote occupational and customer safety</li> <li>• comply with the site's self-monitoring plan</li> <li>• use and maintain personal protective equipment, meeting the aseptic requirements of the work</li> <li>• complete maintenance cleaning tasks and periodical tasks as set out in the work instructions or service description, adapting them to changing situations</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• complete the tasks in the order of the site's aseptic requirements</li> <li>• time maintenance cleaning, periodic tasks and surface material care tasks flexibly, taking into account the customer's activities</li> <li>• prepare, handle, clean and store cleaning textiles and other materials hygienically</li> <li>• use the agreed cleaning and care techniques as well as agents and tools efficiently and economically</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use the cleaning machines of the customer site following instructions in their work</li> <li>• carefully follow the operating instructions of cleaning machines</li> <li>• work systematically and briskly</li> <li>• follow environmentally friendly operating principles in their work</li> <li>• remove secretion stains according to instructions</li> <li>• clean medical devices if necessary</li> <li>• monitor surface cleanliness and microbiological quality as agreed</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• if necessary, advise work community members and customers in hand hygiene</li> <li>• hygienically clean, service and store the supplies, tools, machines and equipment they use in their work</li> <li>• see to the cleanliness of materials, cleaning equipment, machines and surfaces responsibly in their work</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students provide cleaning services for isolation rooms.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• discuss the site's special cleaning services with the customer professionally</li> <li>• find out about the customer site's typical precaution classes and cleaning-related work instructions associated with them</li> <li>• work together with the care staff when cleaning isolation rooms</li> <li>• master the work instructions for isolation rooms to the extent that they can work correctly in isolation situations</li> <li>• carefully observe standard precautions to prevent the transfer of microbes</li> <li>• work with particular care when handling sharp objects</li> <li>• complete their tasks independently in the order of priority indicated by the isolation facility</li> <li>• wear work or protective clothing required for special cleaning and suitable footwear, protecting themselves as required by the tasks</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• get implements suitable for the facilities ready to use, meeting the requirements of an isolation facility</li> <li>• carefully comply with the instructions for dosage and use of agents specified for the cleaning of isolation facilities</li> <li>• follow an aseptic work order</li> <li>• clean the surfaces and instruments of an isolation room following instructions</li> <li>• complete their work in an isolation room carefully and calmly</li> <li>• care for cleaning cloths and equipment, meeting the requirements of an isolation room</li> <li>• label and treat laundry soiled by a patient's secretions as agreed</li> <li>• comply with instructions for sorting wastes from cleaning of isolation rooms at a customer site</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students carry out tasks related to equipment maintenance facilities.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out equipment maintenance facility tasks flexibly, taking the customer's activities into account</li> <li>• observe the cleanliness and hygiene practices of equipment maintenance facilities as required by the customer site</li> <li>• recognise the most common equipment and instruments used by the unit and cared for in the equipment maintenance facility</li> <li>• determine the cleanliness classification of equipment and, on this basis, select the correct washing programme or cleaning method</li> <li>• independently, methodically and skillfully carry out service tasks of the agreed care equipment and instruments and surface cleaning of machines and equipment</li> <li>• use machines for thermal disinfection professionally and safely in their work</li> <li>• if necessary, disinfect equipment and instruments chemically</li> <li>• transport and handle equipment carefully and safely</li> <li>• clean, wash, disinfect and dry the equipment and instruments appropriately, following the machine's instructions for use</li> <li>• monitor the operation of the rinsing and disinfection machine while it is in use</li> <li>• check the outcome of the wash and the condition of the equipment after the wash and disinfection</li> <li>• if necessary, order instruments as required by customer-specific needs and practices</li> <li>• store the cleaned equipment and instruments appropriately</li> <li>• if necessary, send and receive equipment to and from the equipment service centre</li> <li>• if necessary, maintain other healthcare equipment and accessories following the manufacturer's instructions</li> <li>• clean, disinfect and dry the cleaning equipment as agreed</li> <li>• carefully follow the instructions for use of the rinsing and disinfecting machine</li> <li>• with initiative, make sure that the equipment maintenance facilities are tidy and in order and report any faults</li> <li>• justify their work professionally</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students handle and sort wastes.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the waste sorting instructions of the customer site and the agreed practices</li> <li>• recognise different waste types and handle them appropriately</li> <li>• guide the customer in handling wastes if necessary</li> <li>• look after customer and patient safety and their personal occupational safety responsibly, preventing infections</li> <li>• wear personal protective equipment when handling waste following instructions.</li> </ul>

**Students work in a customer-oriented manner in service situations and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• serve the customer flexibly, fulfilling the service contract and achieving the agreed quality</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

**Students ensure occupational safety and ergonomics in their work.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li> <li>• choose personal and other protective equipment suitable for their work</li> <li>• carefully check the operating condition of the protective equipment</li> <li>• service personal protective equipment appropriately after use</li> <li>• identify the hazards related to their work and report them in a responsible manner as agreed</li> <li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li> <li>• familiarise themselves with the labels of the substances they use in their work as well as the instructions for use and safety instructions of the substances</li> <li>• follow the instructions for use of the substances they handle in their work</li> <li>• keep the physical strain on their bodies even while working</li> <li>• use labour-saving tools, machines and working methods</li> <li>• use the correct technique for moving heavy loads</li> <li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li> <li>• report any faults in the machines and equipment as agreed on the workplace</li> <li>• take into account the benefits and risks of different technologies in their work</li> <li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li> <li>• provide basic level first aid</li> <li>• master occupational safety competence.</li> </ul>

### Methods of demonstrating competence

Students demonstrate their competence in practical tasks by working at social and healthcare institutions in equipment maintenance facility, institutional hygiene and special cleaning tasks. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

## 2.35. Maintenance cleaning services, 45 Competence point (200086)

### Competence requirements

Students know how to

- plan the maintenance cleaning and periodical cleaning of a customer site
- carry out the maintenance cleaning and periodical cleaning of a customer site
- observe working method hygiene
- work in customer service situations of maintenance cleaning and in the work community
- ensure occupational safety and ergonomics.

## Assessment

**Students plan the maintenance cleaning and periodical cleaning of a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• find out about the service contract and its content</li><li>• familiarise themselves with the standard of cleanliness required at the customer site and the work instructions</li><li>• independently plan the maintenance cleaning, periodic cleaning tasks and surface material care tasks of their work area based on the customer needs, service contract and work instructions</li><li>• pay attention to the requirements of the activities and conditions at the customer site responsibly when planning their work</li><li>• for their part, make sure that adequate cleaning agents and other supplies used in cleaning and surface material care tasks are available, report and order them as needed, and receive and store them</li><li>• take the hygiene and cleanliness standards of the tasks and facilities into account in their plans</li><li>• find out about the surface materials of the site and select suitable cleaning and care methods for them</li><li>• assess the dirt found in the facilities and on the surfaces, selecting appropriate cleaning methods, agents, equipment, machines and other supplies on this basis</li><li>• make up an appropriate plan for the work order, ensuring that the work is completed to a high standard</li><li>• plan their work around environmentally friendly operating principles</li><li>• draw on reliable information sources of the field in their work and critically evaluate the information they acquire</li><li>• justify their choices professionally.</li></ul>

**Students carry out the maintenance cleaning and periodical cleaning of a customer site.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• carry out maintenance cleaning, periodic cleaning and surface material care tasks in their work area independently, methodically and skillfully</li> <li>• complete the tasks as set out in the work instructions or service description, adapting them to changing situations</li> <li>• work together with the site's contact person as agreed</li> <li>• work to promote occupational and customer safety</li> <li>• comply with the site's self-monitoring plan</li> <li>• prepare the cleaning trolley, tools and machines for use</li> <li>• prepare, handle, clean and store cleaning textiles and other materials hygienically</li> <li>• use and maintain personal protective equipment, meeting the aseptic requirements of the work and ensuring occupational safety</li> <li>• hygienically clean, service and store the supplies, tools, equipment and machines they use in their work</li> <li>• complete the tasks in the order of the site's aseptic requirements</li> <li>• time maintenance cleaning, periodic tasks and surface material care tasks flexibly, taking into account the customer's activities</li> <li>• use the agreed cleaning and care techniques as well as agents and tools efficiently and economically</li> <li>• carefully comply with the instructions for dosage and use of detergents and conditioners</li> <li>• use a vacuum cleaner, a combination machine and fast-speed floor care machine diversely and safely in their work</li> <li>• carefully follow the operating instructions of cleaning machines</li> <li>• remove secretion stains according to instructions</li> <li>• work systematically and briskly</li> <li>• follow environmentally friendly operating principles in their work</li> <li>• see to the tidiness and good order of the cleaning and service facilities responsibly</li> <li>• comply with the waste sorting instructions of the customer site and the agreed waste management practices</li> <li>• guide the customer in handling wastes if necessary</li> <li>• monitor surface cleanliness and microbiological quality as agreed</li> <li>• attain the quality requirements set for their work</li> <li>• realistically assess their work performance, observing its development areas.</li> </ul>

**Students observe working method hygiene.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• follow the hygiene regulations and instructions of the customer site</li> <li>• carefully comply with hand hygiene as instructed</li> <li>• guide the customer in hand hygiene if necessary</li> <li>• prepare, handle, wash and store cleaning textiles hygienically</li> <li>• hygienically clean, service and store the equipment and machines they use in their work</li> <li>• use and maintain personal protective equipment, meeting the aseptic requirements of the work</li> </ul>



**Students work in customer service situations of maintenance cleaning and in the work community.**

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"> <li>• work in customer service situations of maintenance cleaning and in the work community</li> <li>• comply with instructions and operating principles related to customer service consistently</li> <li>• work cooperatively, skillfully and with initiative in customer service situations</li> <li>• work naturally with customers who represent different cultures and linguistic backgrounds and with other work community members</li> <li>• work cooperatively and responsibly in multiprofessional work communities or as team members</li> <li>• as necessary, write texts related to their work in Finnish or Swedish</li> <li>• use different communication methods in external and internal service tasks and situations, also in the other national language or in a foreign language as necessary</li> <li>• use information and communication technology as needed in their work, including various applications</li> <li>• report on their work as required by the situation</li> <li>• discuss the services in their area of responsibility in a professional manner with the customer, explaining any specialist terms of the sector as necessary</li> <li>• work responsibly and with an entrepreneurial attitude</li> <li>• complete their tasks independently in the order of priority indicated by the activities of the customer site</li> <li>• organise their work in the order of priority and time it correctly</li> <li>• showing initiative, observe the condition of the facilities, equipment and machines they use</li> <li>• report any need for servicing following instructions</li> <li>• agree on communication related to the work and the services with the work community members</li> <li>• follow the work community's rules and practices</li> <li>• responsibly observe the principles of customer safety and the secrecy obligation in their work.</li> </ul>

## Students ensure occupational safety and ergonomics.

Students	
Criteria for an acceptable performance	<ul style="list-style-type: none"><li>• comply with the employee's obligations concerning occupational safety and with the employer's and the customer's safety instructions</li><li>• report on accidents and hazardous situations as agreed</li><li>• choose personal and other protective equipment suitable for their work and carefully check its operating condition</li><li>• service personal protective equipment appropriately after use</li><li>• carry out their work safely, taking care of the safety of customers and the other employees in a responsible manner</li><li>• responsibly and with foresight, warn a customer or an employee of potential hazardous situations</li><li>• familiarise themselves with the labels of the cleaning agents and other substances they handle as well as the instructions for use and safety instructions of the substance</li><li>• dose and handle cleaning and other agents following the instructions for use</li><li>• keep the physical strain on their bodies even while working</li><li>• use labour-saving tools, machines and working methods</li><li>• use the correct technique for moving heavy loads</li><li>• operate machines in accordance with instructions for use, ensuring their electrical safety</li><li>• report any faults in the machines and equipment as agreed on the workplace</li><li>• take into account the benefits and risks of different technologies in their work</li><li>• familiarise themselves with the rescue plan of the customer site and follow instructions in any emergencies</li><li>• provide basic level first aid</li><li>• master occupational safety competence.</li></ul>

## Methods of demonstrating competence

Students demonstrate their competence in practical cleaning service tasks at a customer site and in tasks closely associated with them. They complete maintenance cleaning and periodical cleaning tasks in their work area as well as surface material care tasks. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

### 3. Competence area of Property Maintenance

Property Maintenance Operatives (FQ) work in property maintenance tasks and customer service situations at a customer site as set out in the applicable service contract. They know how to keep the indoor areas of a property in usable condition, carry out maintenance tasks of outdoor areas, and monitor the operation of technical systems at the customer site. They know how to maintain ventilation units in working order and carry out regulation and control procedures of a building's automation system. Depending on their choices, Property Maintenance Operatives (FQ) also know how to provide domestic services as well as work in institutional cleaning, technical property maintenance or site facilities maintenance tasks.

Technical Property Maintenance Operatives work in technical property maintenance tasks at the customer site and in customer service situations as set out in the service contract. Technical Property Maintenance Operatives know how to take measurements and carry out checks related to using and maintaining HPAC systems, locate the most common faults in HPAC systems and determine their repair needs, and carry out normal replacements of HPAC fittings. They know how to maintain ventilation units in working order and carry out regulation and control procedures of a building's automation system. Depending on their choices, Technical Property Maintenance Operatives also know how to provide domestic services as well as work in institutional cleaning, property maintenance or site facilities maintenance tasks.

## 4. Competence area of Domestic Services

Housekeepers (FQ) work in customers' homes and home-like institutions in domestic service tasks and manage customer service situations as set out in the customer site's service contract. They know how to carry out maintenance and basic cleaning in the customer's home, provide home meal services, care for house plants, maintain garden and outdoor areas and care for textiles. Depending on their choices, Housekeepers (FQ) also know how to work in institutional cleaning, property maintenance, technical property maintenance or site facilities maintenance tasks.

## 5. Competence area of Site Facilities Services

Site Facilities Operatives (FQ) work in site facilities service tasks and customer service situations at a customer site as set out in the applicable service contract. They carry out maintenance cleaning and periodical cleaning at a customer site. Depending on their choices, they also know how to plan and provide cleaning services at different customer sites, including food industry installations, special sites, hotel and other accommodation facilities, shopping centres and store facilities, cultural history sites, means of transport, educational institutions and day-care centres, cleanrooms, construction cleaning, industrial establishments, healthcare facilities or swimming pool and spa facilities.

Site Facilities Operatives work in institutional cleaning tasks and customer service situations as set out in the service contract of the customer site. They know how to provide maintenance cleaning services and carry out isolation room and equipment maintenance facility cleaning tasks as well as handle and sort wastes. They also know how to carry out food service and bed care tasks. Depending on their choices, they also know how to plan and implement cleaning services at different customer sites, including food industry installations, special sites, hotel and other accommodation facilities, shopping centres and store facilities, cultural history sites, means of transport, educational institutions and day-care centres, cleanrooms, construction cleaning, industrial establishments, or swimming pool and spa facilities.