



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Child Caretaker Level 3**



26 SEPTEMBER 2019  
ADOT XX/2019  
FIRST EDITION



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## Amendment Page

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Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.



## About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

## Foreword

The QCC “Abu Dhabi Occupational Terms for Domestic Workers” Working Group was initiated in July 2019 in order to establish occupational terms and competency standards for domestic workers in Abu Dhabi to raise the level of skills of individuals working in the domestic environment in accordance with specific and standardized set of professional requirements, developed by relevant regulators and industry.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



## Acknowledgments

The QCC would like to thank the members of the working group listed below:

<b>Sr.</b>	<b>Name</b>	<b>Entity</b>
1	Muna Salem Klaib	Ministry of Human Resources & Emiratization (MOHRE)
2	Ghada Amiri	Ministry of Human Resources & Emiratization (MOHRE)
3	Hend Ahmed Al Shihhe	Ministry of Human Resources & Emiratization (MOHRE)
4	Mahra Ahmed Al Shihhe	Ministry of Human Resources & Emiratization (MOHRE)
5	Amal Ali Al Abdooli	Ministry of Human Resources & Emiratization (MOHRE)
6	Muna Rabeea Othman	Ministry of Human Resources & Emiratization (MOHRE)
7	Mohamed Al Naqby	Khorfakan Center for Domestic Workers (Tadbeer)
8	Denise McGinty	Housekeeping Co-Center for Domestic Workers (Tadbeer)
9	Zakaria Al Hariri	Al Forsan Center for Domestic Workers (Tadbeer)



## Occupational Terms

No.	Field	Details																
1.	Occupation (Standard Unit)	Child Caretaker																
2.	Description	This standard specifies the outcome required to undertake tasks related to the children's care (a maximum of three children, not including twins and children with special needs) in the presence or absence of the parents/guardians, including but not limited to bathing, preparing meal and providing play, enrichment and stimulation to children's day.																
3.	Unit type	<input type="checkbox"/> Knowledge and Skills    OR <input checked="" type="checkbox"/> Application																
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Work effectively with parents/guardians to provide care and support for infants and children</i></td> </tr> <tr> <td>E2</td> <td><i>Identify, organize, and monitor the daily activities of the child</i></td> </tr> <tr> <td>E3</td> <td><i>Attend to the child's physical and nutritional needs</i></td> </tr> <tr> <td>E4</td> <td><i>Ensure the safety of the child during activities inside and outside the house</i></td> </tr> <tr> <td>E5</td> <td><i>Provide play, enrichment, and stimulation to children's day to encourage learning and development</i></td> </tr> <tr> <td>E6</td> <td><i>Foster and encourage a positive relationship with the child</i></td> </tr> <tr> <td>E7</td> <td><i>Provide an environment for the child that promotes their health, safety and protection</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Work effectively with parents/guardians to provide care and support for infants and children</i>	E2	<i>Identify, organize, and monitor the daily activities of the child</i>	E3	<i>Attend to the child's physical and nutritional needs</i>	E4	<i>Ensure the safety of the child during activities inside and outside the house</i>	E5	<i>Provide play, enrichment, and stimulation to children's day to encourage learning and development</i>	E6	<i>Foster and encourage a positive relationship with the child</i>	E7	<i>Provide an environment for the child that promotes their health, safety and protection</i>
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No.	Field	Details	
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4	
7.	Entry information and prerequisites	1. Certificate of Conformity 2. Pediatric Basic First Aid Training Certificate 3. Basic Fire Prevention and Safety Training Certificate 4. Food Hygiene and Nutrition Training Certificate	
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Domestic Work	
10.	Developed by	Government Entities	Ministry of Human Resources & Emiratization (MOHRE)
		Private Sector	Khorfakan Center for Domestic Workers (Tadbeer) Housekeeping Co-Center for Domestic Workers (Tadbeer) Al Forsan Center for Domestic Workers (Tadbeer)
11.	Endorsement date	25 September 2019	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-08	Unit Group: 5311 Childcare Workers	



## Terms & Conditions

Term	Description
Knowledge & Understanding	Statements, which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	A set of job roles, which perform similar/related set of functions in an industry
Performance Criteria	Statements that together specify the standard of performance required when carrying out a task
Sector	Conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests

## Performance Criteria

Element	<b>1. Work effectively with parents/guardians to provide care and support for infants and children</b>
1.1	Demonstrate a polite and friendly behaviour when meeting the parents/guardians
1.2	Learn about the parents/guardians' needs for child care
1.3	Understand the parents/guardians' responsibilities for child care, your responsibilities and its boundaries
1.4	Discuss and understand the methods and standards of meeting the child's needs and preferences with the parents/guardians
1.5	Discuss and understand the activities the child is allowed to do and the activities that require permission of the parents/guardians
1.6	Ask about possible challenging behaviour of the child and plan the appropriate response with the parents/guardians
1.7	Discuss and agree with the parents/guardians on plan for the child's physical care i.e. bathing, feeding, sleeping routines

Element	<b>2. Identify, organize, and monitor the daily activities of the child</b>
2.1	Make routine of the child's daily chores namely, eating, toilet habits, resting and recreation with the consent of the parents/guardians
2.2	Timely and safely pick up and drop the child from play centres/kindergarten
2.3	Install the child seat in the car for children who require it; Understand most safe seating patterns in the car for children who don't require a child seat
2.4	Understand how to use strollers on the move in parks and markets i.e. how to fold and unfold the stroller, how to position the child in the stroller, how to stop the stroller by the brakes
2.5	Help the child acquire motor skills, such as walking and riding stairs





2.6	Help the child acquire some cognitive skills, such as distinguishing between colors, shapes and objects
2.7	Prepare the child to sleep by understanding the child's bedtime routine
2.8	Identify appropriate clothing as per the season, occasion and activity

Element	3. Attend to the child's physical and nutritional needs
3.1	Handle, wash, dress the child in order to meet physical, health and well-being needs
3.2	For bathing, measure the temperature of the water, distribute the water over the child's body properly and warm the child after bathing; for bathing a new-born, make sure the new-born is held in the right position
3.3	Prepare bath items and toiletries as per need and instructions on the product bottles
3.4	For changing the child's clothes, identify appropriate clothing as per the season, occasion and activity
3.5	For storing clothes, properly arrange the child's clothes in the closet
3.6	Know and understand the types of materials used for child care (as per age) and be able to read the instructions on how and when to use these materials and how to store them
3.8	Identify and engage with the parents/guardians for any specific requirements and feeding routines
3.9	Prepare and store food and drinks for the child hygienically and according to specific instructions
3.10	Prepare the feeding area to be clean and hygienic
3.11	Foster proper eating habits
3.12	Maintain the cleanliness and hygiene of the child's hair, skin and teeth
3.13	Identify signs of illness in the child and respond/inform accordingly
3.14	Administer medication on the advice of the parents/guardians
3.15	Understand and read the label of medication and the prescription from the doctor/pharmacy
3.14	Comfort the child when distressed, according to the needs of the child and work area requirements
3.15	Communicate with the child at a level and pace suited to the child's culture, development and understanding

Element	4. Ensure the safety of the child during activities inside and outside the house
4.1	Know and understand the need to observe and care for the child during activities inside and outside the home
4.2	Carry out child care activities with the consent of the parents/guardians
4.3	Observe the child's movement and communication patterns during activities
4.4	Accompany the child on outings or routine activities outside the home in agreement with parents/guardians



4.5	Properly dress the child for outings, outdoor play and routine activities outside the home
4.6	Arrange for transportation in agreement with the parents/guardians and ensure safety measures are applied
4.7	Identify opportunities to enhance the child's learning and development during outings, play and activities
4.8	Identify opportunities for children to develop awareness of safety and danger
4.9	Keep the child safe and secure at all times
4.10	Record developmental progress of the child and report to the parents/guardians

Element	<b>5. Provide play, enrichment, and stimulation to children's day to encourage learning and development</b>
5.1	identify individual or group play activities, that will support different aspects of learning and development for the child, which are enjoyable and encourage participation
5.2	Select a range of play activities for the child that are appropriate to the child's level of development and encourage understanding of positive self- concepts
5.3	Encourage the active participation of the child in selecting creative, imaginative learning activities that meet the child's identified preferences and needs

Element	<b>6. Foster and encourage a positive relationship with the child</b>
6.1	Treat the child positively and friendly according to the child's age and abilities to make the child feel valued and safe
6.2	Avoid inappropriate behaviours at all times around the child and be sure to adopt appropriate and decent behaviours
6.3	Observe the child's behaviour at all times
6.4	Communicate with the child in a way that suits his/her age and ability, and be sure to observe any development and challenges in the child's communication
6.5	Help the child understand the behavior and feelings of others and how to respond to them correctly and appropriately for the child's age and abilities
6.6	Support the child who have been upset by others
6.7	Identify signs of emotional or developmental problem in the child and bring them to parents/guardians' attention

Element	<b>7. Provide an environment for the child that promotes health, safety and protection</b>
7.1	Identify hazards in the surrounding areas such as play areas, feeding area and the bedroom, and be sure to alert the child and protect him/her at all times
7.2	Follow health, safety and hygiene procedures for caring for the child and oneself
7.3	Observe the child at all times
7.4	Educate the child on the importance of health and safety and encourage the child's awareness of it



7.5	Identify accidents, injuries and signs of illness promptly and respond/inform accordingly
7.6	Understand basic first aid procedures and the uses of the first aid kit
7.7	Be able to use the fire extinguisher
7.8	Be aware of emergency contacts in case of emergency with the child
7.9	Display ethical behavior at all times
7.10	Manage oneself in the house in a secure, protective, manner at all times, while upholding social etiquette and diplomacy in respects to the employer
7.11	Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc

## Knowledge & Understanding

You need to know and understand the following:

### ➤ **Rights,**

1. Legal and work setting requirements as clearly defined by the employer
2. Your role in supporting children's wellbeing and developmental progress
3. Your obligation to report any acts or oversight that could compromise the rights of children
4. Codes of practice, standards, frameworks and guidance relevant to childcare
5. The role of the parents/guardians in supporting children's wellbeing and developmental progress
6. The expectation of the employer
7. Tadbeer {enter, responsible for your employment
8. Employer contact details

### ➤ **Duty,**

1. Codes of practice, standards, frameworks and guidance relevant to childcare
2. Your own roles, responsibilities and accountabilities with their limits and boundaries
3. The roles, responsibilities and accountabilities of others with whom you work
4. The importance of the interests and well-being of children and young people
5. Children and young people's cultural and language context
6. How to build trust and understanding in a relationship
7. How to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
8. How to work in partnership with children, young people, key people and others
9. How to manage ethical conflicts and dilemmas in your work
10. How and when to seek support in situations beyond your experience
11. Alternative ways of performing a caring tasks and their respective merits and demerits



12. Available caring facilities, products and equipment and their appropriateness to different caring needs
13. Different types of caring needs of infants and children
14. Nutritional needs of infants and children of different ages
15. Nutritional value of different foods and components of a balanced diet
16. Safe handling procedure and requirements regarding preparing food and feeding
17. Safety requirements regarding working with infants and children
18. The nature and impact of factors that may affect the health, wellbeing and development of children and young people you care for or support
19. Factors that promote positive health and wellbeing of children and young people

➤ **Communication,**

1. Effective communication skills with children of different ages
2. Language abilities of children of different ages
3. Factors that impact communication and language abilities with children at all ages
4. Factors that improve communication and language abilities with children at all ages

➤ **Health and safety,**

1. Health and safety requirements in the work setting
2. First aid procedures
3. Fire safety procedures
4. Risks associated with health and safety hazards
5. Practices for the prevention and control of infection/diseases
6. The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
7. Indicators of potential or actual harm or abuse
8. How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
9. What to do if you have reported concerns but no action is taken to address them

## Other Skills

### Writing Skills

- **To be competent, the user/individual on the job needs to:**
- List the tasks to be performed everyday



## Reading Skills

- ***To be competent, the user/individual on the job needs to:***
  - Read and be able to develop numeracy
  - Read and understand the instruction

## Listening & Speaking Skills

- ***To be competent, the user/individual on the job needs to:***
  - Discuss tasks, schedules, and work-load with employer
  - Discuss with employer/supervisor appropriately in order to understand their requirements
  - Keep employer/supervisor informed about progress of tasks
  - Be able to demonstrate and use proper and appropriate language, communicate and behave

## References

- National Occupational Standards in the United Kingdom

<http://www.ukstandards.org.uk>

- National Occupational Standards in India

[www.nsdindia.org/nos](http://www.nsdindia.org/nos)

- Regional Competence Standards for Domestic Workers in ASEAN

[https://www.ilo.org/asia/publications/WCMS\\_329862/lang--en/index.htm](https://www.ilo.org/asia/publications/WCMS_329862/lang--en/index.htm)

- Other:
  - Tadbeer Centers documents
  - Bhutan National Occupational Standards



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**Head Housekeeper Level 3**



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## Occupational Terms

No.	Field	Details																				
1.	Occupation (Standard Unit)	Head Housekeeper																				
2.	Description	This standard specifies the outcome required to oversee the household staff usually of one residence and to provide housekeeping services to maintain private households in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, vacuuming, laundry duties and ironing.																				
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11.	Endorsement date	25 September 2019	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-08	Unit Group: 5152 Domestic Housekeepers	



## Terms & Conditions

Term	Description
Knowledge & Understanding	Statements, which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	A set of job roles, which perform similar/related set of functions in an industry
Performance Criteria	Statements that together specify the standard of performance required when carrying out a task
Sector	Conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests

## Performance Criteria

Element	1. Work effectively with the employer to provide proper housekeeping services
1.1	Demonstrate a polite and friendly behaviour when meeting the employer
1.2	Learn about the employer's needs and preferences for overseeing staff and housekeeping
1.3	Understand the employer's responsibilities, your responsibilities and its boundaries
1.4	Discuss and understand the methods and standards of meeting the employer's needs and preferences with the employer
1.5	Discuss and understand unacceptable behaviors at the household and disallowed acts
1.6	Discuss and understand the actions, which require the consent of the employer before undertaking them
1.7	Discuss and understand the duties and schedule of domestic staff with the employer

Element	2. Maintain a positive impression of oneself in the household
2.1	Present and introduce yourself appropriately by being diplomatic and discreet with the proper social skills
2.2	Learn about the culture of the household and the domestic staff and show it the utmost respect
2.3	Wear decent and clean clothes at all times; Wear clothing according to your activity or where you are
2.4	Maintain a positive and friendly demeanour
2.5	Avoid getting into disagreements with the employer and the domestic staff and maintain a polite and composed behaviour in the household



2.6	Communicate effectively with the employer and the domestic staff
2.7	Work together with the employer and the domestic staff to eliminate cultural differences

Element	<b>3. Supervise the work of domestic staff in housekeeping</b>
3.1	Know and understand your job role in relation to the domestic staff
3.2	Know and understand the domestic staff job roles in relation to yours
3.3	Assist the employer in training the domestic staff to provide basic housekeeping services as defined by the employer
3.4	Organize the duties and responsibilities of the domestic staff as defined by the employer
3.5	Delegate tasks to domestic staff as defined by the employer
3.6	Follow up the work of domestic workers in their assigned tasks
3.7	Know and understand how to manage conflicts between members of the staff
3.8	Resolve conflicts between members of the staff if it occurs

Element	<b>4. Perform and/or oversee housekeeping tasks</b>
4.1	Clean and dust furniture in the house (or oversee)
4.2	Wash and polish the walls, doors, windows, glass and mirrors in the house (or oversee)
4.3	Clean and sanitize toilets, showers/bathtubs and hand basins (or oversee)
4.4	Clean and sanitize the kitchen (or oversee)
4.5	Make beds and change linens into clean ones (or oversee)
4.6	Clean and vacuum carpets and rugs (or oversee)
4.7	Sweep, scrub and mop rooms, hallways, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops (or oversee)
4.8	Dust and sanitize air conditioners (or oversee)
4.9	Know how to use electrical appliances for washing, ironing and vacuuming (or oversee)
4.10	Know the types of household chemicals and how to use and store them
4.11	Understand the lifecycle of the household chemicals and inform the employer of the its expiration
4.12	Properly look after the plants and flower vases inside the house (or oversee)
4.13	Understand how to use household resources efficiently
4.14	Understand how to purchase materials and items for the household efficiently and as defined by the employer
4.15	Understand the proper consumption of the different household materials and items
4.16	Understand the proper placement of household materials and items
4.17	Assist the employer with keeping the household budgets and inventory supplies Maintain the lifecycle of all products and materials within the household
4.18	Answer the house phone in the absence of the employer and household members and respond by taking note of the caller and the time of the call



4.19	Receive all visitors, including but no limited to maintenance workers at the door and supervise their reception if and when instructed by the employer
4.20	Organize your time and learn how to prioritize

Element	<b>5. Perform and/or oversee the tasks of washing and ironing clothes, organizing closets and bedsheets and making beds</b>
5.1	Learn and understand how to separate clothes and sheets by color and type of fabric before placing them in the washing machine
5.2	Know the type of clothes and bedding that require hand-washing
5.3	Know and understand international laundry care symbols and the types of solutions and chemicals used for washing each type of fabric and how to use and store them
5.4	Learn how to use the washing machine by the type of clothes and bedding
5.5	In case of using the dryer, learn how to use the dryer by the type of clothes and bedding
5.6	In case of drying laundry in the outdoors, ensure this is done properly as per the fabric and type of clothing
5.7	Learn the proper way of folding clothes and bedding
5.8	Learn how to use the iron by the type of clothes and bedding
5.9	Iron clothes and sheets with proper heat and steam (or oversee)
5.10	Store the clothes and bedding in a proper manner in the cupboards and as per the lifecycle (or oversee)
5.11	Change the bed sheets and pillow cases at regular intervals and keep a check for any spills (or oversee)
5.12	Notify the employer in case of damage to clothes before or after washing

Element	<b>6. Maintain and/or oversee the cleanliness of the kitchen and kitchen appliances</b>
6.1	Place all kitchen cleaning tools in an easily accessible location, in order to prevent large areas of the kitchen from getting dirty during cooking (or oversee)
6.3	Know the types of household/kitchen chemicals and how to use and store them
6.4	Understand the lifecycle of cleaning materials and inform the employer of the its expiration
6.5	Wipe and clean the kitchen's floor to remove dirt after preparing meals (or oversee)
6.6	Periodically check the lifecycle of consumer goods
6.8	Understand how to use kitchen and fridge resources and items efficiently
6.9	Understand how to purchase kitchen items and grocery for the household efficiently and as defined by the employer
6.10	Understand the proper consumption of the different kitchen materials and items
6.11	Assist the employer with keeping the inventory supplies



6.12	Discard waste like rotten fruits and vegetables from the fridge, soiled/greased containers from the kitchen cabinets and dirty towels after informing the employer (or oversee)
6.13	Ensure the refrigerator, microwave, dishwasher and other kitchen appliances are cleaned and maintained properly (or oversee)
6.14	Change your dish cloths, sponges and scrub brushes regularly (or oversee)
6.15	Disinfect mops and buckets every time you use them (or oversee)
6.16	Wipe down counters and tables with disinfectant before food is prepared or served on them (or oversee)
6.17	Clean the kitchen utensils after use and store them in an organized way (or oversee)
6.18	Properly organize kitchen items in storage cabinets, cupboards and drawers (or oversee)
6.19	Assist in cleaning the oven, inside and out

<b>Element</b>	<b>7. Prepare and/or oversee preparing the dining table the right way at meal times</b>
7.1	Arrange utensils and glasses appropriately on the dining table as defined by the employer (or oversee)
7.2	Arrange plates and mats appropriately on the dining table as defined by the employer (or oversee)
7.3	Serve the food in the right plates, bowls, trays ... etc (or oversee)
7.4	Ensure health and hygiene by keeping everything clean and fresh

<b>Element</b>	<b>8. Properly dispose of and/or oversee disposing of garbage</b>
8.1	Agree with the employer on a specific hour or time to dispose of waste outside the house
8.2	Identify waste materials and the difference between waste materials and items valid for use
8.3	Sort garbage into a few different bins/bags as per the type of the garbage (or oversee)
8.4	Throw the garbage in the designated disposal area; each type must be thrown in the designated area (or oversee)
8.5	Maintain your safety while disposing of sharps, hazardous and medical waste
8.6	Ensure the cleanliness of the house to prevent the presence of insects, bacteria and mildew formation
8.7	Empty the garbage bins inside the house regularly during the day to prevent the accumulation of waste
8.8	Sterilize and sanitize garbage bins to reduce cross contamination





Element	9. Maintain healthy, safe and positive relationship at workplace
9.1	Identify hazards in the surrounding areas in the house
9.2	Follow health, safety and hygiene procedures for providing housekeeping services
9.3	Identify accidents, injuries and signs of illness promptly and respond/inform accordingly
9.4	Understand basic first aid procedures and the uses of the first aid kit
9.5	Be able to use the fire extinguisher
9.6	Be aware of emergency contacts in case of emergency
9.7	Display ethical behaviour at all times
9.8	Manage oneself in the house in a secure, protective, manner at all times, while upholding social etiquette and diplomacy in respects to the employer
9.9	Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc

## Knowledge & Understanding

You need to know and understand the following:

### ➤ **Rights,**

1. Legal and work setting requirements as clearly defined by the employer
2. Your job roles and responsibilities as clearly defined by the employer
3. Your obligation to report any acts or oversight that could compromise the rights of the household
4. How to diligently report and provide feedback in a timely manner to the employer in regards to all happenings, and findings within the household
5. Codes of practice, standards, frameworks and guidance relevant to housekeeping
6. The expectations of the employer
7. Tadbeer Center, responsible for your employment
8. Employer contact details

### ➤ **Duty,**

1. Codes of practice, standards, frameworks and guidance relevant to housekeeping
2. Your own roles, responsibilities and accountabilities with their limits and boundaries as agreed between the employer and the Tadbeer Center (Managing expectations prior to candidate selection and placement)
3. The roles, responsibilities and accountabilities of others with whom you work
4. The employer's cultural and language context
5. How to manage conflict, and build strong working relationships with the employer and the domestic staff
6. How to manage the domestic staff and delegate tasks to them
7. Alternative ways of performing housekeeping tasks and their respective merits and demerits



8. The overall safety, sanitation, working and condition of the house
  9. Types of cleaning products and their uses
  10. The proper methods and standards of cleaning and tidying up
  11. Common appliances and how to handle them in case of an emergency
  12. Different types of fabrics and their washing procedures
  13. International laundry care symbols
  14. Laundry care solutions, soaps, fabric softeners, and care for all materials, fabrics whether for machine or hand washing
  15. Operating the washing machine
  16. How to wash delicate clothes and fabrics by hand
  17. Different types of waste and how to dispose of each type
  18. The importance of disposing of waste properly
  19. Effective time management
- **Communication,**
1. Effective communication skills
  2. Communication preferences in the cultural context of the household
- **Health and safety,**
1. Health and safety requirements in the work setting
  2. First aid procedures
  3. Fire safety procedures
  4. Risks associated with health and safety hazards
  5. Practices for the prevention and control of infection/diseases
  6. The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
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  8. How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
  9. What to do if you have reported concerns but no action is taken to address them

## Other Skills

### Writing Skills

- **To be competent, the user/individual on the job needs to:**
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## Reading Skills

- ***To be competent, the user/individual on the job needs to:***
  - Read and be able to develop numeracy
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## Listening & Speaking Skills

- ***To be competent, the user/individual on the job needs to:***
  - Discuss tasks, schedules, and work-load with employer
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## References

- National Occupational Standards in the United Kingdom

<http://www.ukstandards.org.uk>

- National Occupational Standards in India

[www.nsdindia.org/nos](http://www.nsdindia.org/nos)

- Regional Competence Standards for Domestic Workers in ASEAN

[https://www.ilo.org/asia/publications/WCMS\\_329862/lang--en/index.htm](https://www.ilo.org/asia/publications/WCMS_329862/lang--en/index.htm)

- Other:
  - Tadbeer Centers documents
  - Bhutan National Occupational Standards



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Home Cook Level 3**



26 SEPTEMBER 2019  
ADOT XX/2019  
FIRST EDITION



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## About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

## Foreword

The QCC “Abu Dhabi Occupational Terms for Domestic Workers” Working Group was initiated in July 2019 in order to establish occupational terms and competency standards for domestic workers in Abu Dhabi to raise the level of skills of individuals working in the domestic environment in accordance with specific and standardized set of professional requirements, developed by relevant regulators and industry.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



## Acknowledgments

The QCC would like to thank the members of the working group listed below:

<b>Sr.</b>	<b>Name</b>	<b>Entity</b>
1	Muna Salem Klaib	Ministry of Human Resources & Emiratization (MOHRE)
2	Ghada Amiri	Ministry of Human Resources & Emiratization (MOHRE)
3	Hend Ahmed Al Shihhe	Ministry of Human Resources & Emiratization (MOHRE)
4	Mahra Ahmed Al Shihhe	Ministry of Human Resources & Emiratization (MOHRE)
5	Amal Ali Al Abdooli	Ministry of Human Resources & Emiratization (MOHRE)
6	Muna Rabeea Othman	Ministry of Human Resources & Emiratization (MOHRE)
7	Mohamed Al Naqby	Khorfakan Center for Domestic Workers (Tadbeer)
8	Denise McGinty	Housekeeping Co-Center for Domestic Workers (Tadbeer)
9	Zakaria Al Hariri	Al Forsan Center for Domestic Workers (Tadbeer)





## Occupational Terms

No.	Field	Details														
1.	Occupation (Standard Unit)	Home Cook														
2.	Description	This standard specifies the outcome required to prepare food and meals required at the household in addition to maintaining the cleanliness of the kitchen, cooking materials and utensils.														
3.	Unit type	<input type="checkbox"/> Knowledge and Skills    OR <input checked="" type="checkbox"/> Application														
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Work effectively with the employer to provide proper cooking services</i></td> </tr> <tr> <td>E2</td> <td><i>Maintain a positive impression of oneself in the household</i></td> </tr> <tr> <td>E3</td> <td><i>Prepare all vegetarian and non-vegetarian dishes and a variety drinks</i></td> </tr> <tr> <td>E4</td> <td><i>Prepare the dining table the right way at meal times</i></td> </tr> <tr> <td>E5</td> <td><i>Maintain the cleanliness of the kitchen and kitchen appliances</i></td> </tr> <tr> <td>E6</td> <td><i>Maintain healthy, safe and positive relationship at workplace</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Work effectively with the employer to provide proper cooking services</i>	E2	<i>Maintain a positive impression of oneself in the household</i>	E3	<i>Prepare all vegetarian and non-vegetarian dishes and a variety drinks</i>	E4	<i>Prepare the dining table the right way at meal times</i>	E5	<i>Maintain the cleanliness of the kitchen and kitchen appliances</i>	E6	<i>Maintain healthy, safe and positive relationship at workplace</i>
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E5	<i>Maintain the cleanliness of the kitchen and kitchen appliances</i>															
E6	<i>Maintain healthy, safe and positive relationship at workplace</i>															
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10														
6.	Function	<input type="checkbox"/> Policy and strategy    QF 9-10 <input type="checkbox"/> Managing    QF 7-8 <input type="checkbox"/> Specifying    QF 6-7 <input type="checkbox"/> Controlling    QF 6 <input type="checkbox"/> Maintaining capability    QF 4-6 <input checked="" type="checkbox"/> Performing/carry out    QF 1-4														



No.	Field	Details	
7.	Entry information and prerequisites	1. Certificate of Conformity 2. Basic First Aid Training Certificate 3. Basic Fire Prevention and Safety Training Certificate 4. Basic Nutrition and Food Hygiene Training Certificate	
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Domestic Work	
10.	Developed by	Government Entities	Ministry of Human Resources & Emiratization (MOHRE)
		Private Sector	Khorfakan Center for Domestic Workers (Tadbeer) Housekeeping Co-Center for Domestic Workers (Tadbeer) Al Forsan Center for Domestic Workers (Tadbeer)
11.	Endorsement date	25 September 2019	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-08	Unit Group: 5120 Cooks	

## Terms & Conditions

Term	Description
Knowledge & Understanding	Statements, which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	A set of job roles, which perform similar/related set of functions in an industry
Performance Criteria	Statements that together specify the standard of performance required when carrying out a task
Sector	Conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests



## Performance Criteria

<b>Element</b>	<b>1. Work effectively with the employer to provide proper cooking services</b>
1.1	Demonstrate a polite and friendly behaviour when meeting the employer
1.2	Learn about the employer's needs and preferences for preparing and serving food
1.3	Understand the employer's responsibilities, your responsibilities and its boundaries
1.4	Discuss and understand the methods and standards of meeting the employer's needs and preferences with the employer
1.5	Discuss and understand unacceptable behaviors at the household and disallowed acts
1.6	Discuss and understand the actions, which require the consent of the employer before undertaking them

<b>Element</b>	<b>2. Maintain a positive impression of oneself in the household</b>
2.1	Present and introduce yourself appropriately by being diplomatic and discreet with the proper social skills
2.2	Learn about the culture of the household and the domestic staff and show it the utmost respect
2.3	Wear decent and clean clothes at all times; Wear clothing according to your activity or where you are
2.4	Maintain a positive and friendly demeanour
2.5	Avoid getting into disagreements with the employer and the domestic staff and maintain a polite and composed behaviour in the household
2.6	Communicate effectively with the employer
2.7	Work together with the employer to eliminate cultural differences

<b>Element</b>	<b>3. Prepare all vegetarian and non-vegetarian dishes and a variety drinks</b>
3.1	Prepare the food preparation area by cleaning it and arranging all needed tools and ingredients in a proper manner
	Check the quality of ingredients before cooking it
3.2	Prepare ingredients by washing, cutting or peeling ... etc
3.3	Ensure all utensils, bowls, plates, trays, grillers ... etc are clean and ready for cooking
3.4	Cook food as per its type in various utensils, bowls, plates, trays, grillers ... etc
3.5	Check food while cooking to stir or turn
3.6	Ensure cooking temperature is appropriate for the different types of food
3.7	Inspect the dishes to ensure flavor, color, taste and quality consistency
3.8	Ensure proper presentation by dressing dishes before they are served
3.9	store any cooked or remaining uncooked provisions not for immediate use, adequately



3.10	Prepare different types of tea, coffee, shakes and fruit juices
3.11	Understand the dietary needs and restrictions in the household
3.12	Understand food hygiene and safety requirements and restrictions (i.e defrosting chicken before cooking and cook/chill techniques)
3.13	Prepare the grocery lists with the employer and the housekeepers
3.14	Shop for grocery and kitchen items and materials with the consent of the employer

<b>Element</b>	<b>4. Assist in preparing the dining table the right way at meal times</b>
4.1	Assist in Arrange utensils and glasses appropriately on the dining table
4.2	Assist in Arrange plates and mats appropriately on the dining table
4.3	Assist in Serve the food in the right plates, bowls, trays ... etc
4.4	Ensure health and hygiene by keeping everything clean and fresh

<b>Element</b>	<b>5. Maintain the cleanliness of the kitchen and kitchen appliances</b>
5.1	Place all kitchen cleaning tools in an easily accessible location, in order to prevent large areas of the kitchen from getting dirty during cooking
5.2	Know the types of household/kitchen chemicals and how to use and store them
5.3	Wipe and clean the kitchen's floor to remove dirt after preparing meals
5.4	Discard waste like rotten fruits and vegetables from the fridge, soiled/greased containers from the kitchen cabinets and dirty towels after informing the employer
5.5	Ensure the refrigerator, microwave, dishwasher and other kitchen appliances are cleaned and maintained properly
5.6	Change your dish cloths, sponges and scrub brushes regularly
5.7	Disinfect mops and buckets every time you use them
5.8	Wipe down counters and tables with disinfectant before food is prepared or served on them
5.9	Clean the kitchen utensils after use and store them in an organized way
5.10	Properly organize kitchen items in storage cabinets, cupboards and drawers
5.11	Assist in cleaning the oven, inside and out

<b>Element</b>	<b>6. Maintain healthy, safe and positive relationship at workplace</b>
6.1	Identify hazards in the surrounding areas in the house
6.2	Follow health, safety and hygiene procedures for providing cooking services
6.3	Identify accidents, injuries and signs of illness promptly and respond/inform accordingly
6.4	Understand basic first aid procedures and the uses of the first aid kit
6.5	Be able to use the fire extinguisher
6.6	Be aware of emergency contacts in case of emergency
6.7	Display ethical behaviour at all times
6.8	Manage oneself in the house in a secure, protective, manner at all times, while upholding social etiquette and diplomacy in respects to the employer



6.9	Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc
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## Knowledge & Understanding

You need to know and understand the following:

➤ **Rights,**

1. Legal and work setting requirements as clearly defined by the employer
2. Your job roles and responsibilities as clearly defined by the employer
3. Your obligation to report any acts or oversight that could compromise the rights of the household
4. How to diligently report and provide feedback in a timely manner to the employer in regards to all happenings, and findings within the household
5. Codes of practice, standards, frameworks and guidance relevant to housekeeping
6. The expectations of the employer
7. Tadbeer Center, responsible for your employment
8. Employer contact details

➤ **Duty,**

1. Codes of practice, standards, frameworks and guidance relevant to housekeeping
2. Your own roles, responsibilities and accountabilities with their limits and boundaries as agreed between the employer and the Tadbeer Center (Managing expectations prior to candidate selection and placement)
3. The roles, responsibilities and accountabilities of others with whom you work
4. The employer's cultural and language context
5. How to manage conflict, and build strong working relationships with the employer
6. Kitchen utensils and equipment such as types of knives, utensils for non-vegetarian dishes
7. Food knowledge
8. Fundamental procedures of cooking vegetarian and non-vegetarian dishes
9. Food preparation techniques
10. Measurement and measuring equipment
11. Standards for hot and cold food preparation
12. Nutritional components of food
13. Techniques of food preservation and storage
14. Importance of checking for expiry dates of food items and reading labels on food packaging
15. Correct temperatures for cooking and storage



16. How to use different kitchen appliances such as chopper, mixer, toaster, microwave
17. Food safety and hygiene
18. Waste management and recycling
19. Effective time management
20. How to follow recipes

➤ **Communication,**

1. Effective communication skills
2. Communication preferences in the cultural context of the household

➤ **Health and safety,**

1. Health and safety requirements in the work setting
2. First aid procedures
3. Fire safety procedures
4. Risks associated with health and safety hazards
5. Practices for the prevention and control of infection/diseases
6. The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices in the workplace
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8. How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
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## Other Skills

### Writing Skills

- ***To be competent, the user/individual on the job needs to:***
- Understand written instruction and methodology as instructed by the employer
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- ***To be competent, the user/individual on the job needs to:***
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- ***To be competent, the user/individual on the job needs to:***
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مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Housekeeper Level 1**



26 SEPTEMBER 2019  
ADOT XX/2019  
FIRST EDITION





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## Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.



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6	Muna Rabeea Othman	Ministry of Human Resources & Emiratization (MOHRE)
7	Mohamed Al Naqby	Khorfakan Center for Domestic Workers (Tadbeer)
8	Denise McGinty	Housekeeping Co-Center for Domestic Workers (Tadbeer)
9	Zakaria Al Hariri	Al Forsan Center for Domestic Workers (Tadbeer)



## Occupational Terms

No.	Field	Details																		
1.	Occupation (Standard Unit)	Housekeeper																		
2.	Description	This standard specifies the outcome required to provide basic housekeeping services to maintain private households in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, vacuuming, laundry duties and ironing.																		
3.	Unit type	<input type="checkbox"/> Knowledge and Skills    OR <input checked="" type="checkbox"/> Application																		
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Work effectively with the employer to provide proper housekeeping services</i></td> </tr> <tr> <td>E2</td> <td><i>Maintain a positive impression of oneself in the household</i></td> </tr> <tr> <td>E3</td> <td><i>Perform basic housekeeping tasks</i></td> </tr> <tr> <td>E4</td> <td><i>Perform the tasks of washing and ironing clothes and bedsheets and making beds</i></td> </tr> <tr> <td>E5</td> <td><i>Maintain the cleanliness of the kitchen and kitchen appliances</i></td> </tr> <tr> <td>E6</td> <td><i>Prepare the dining table the right way at meal times</i></td> </tr> <tr> <td>E7</td> <td><i>Properly dispose of garbage</i></td> </tr> <tr> <td>E8</td> <td><i>Maintain healthy, safe and positive relationship at workplace</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Work effectively with the employer to provide proper housekeeping services</i>	E2	<i>Maintain a positive impression of oneself in the household</i>	E3	<i>Perform basic housekeeping tasks</i>	E4	<i>Perform the tasks of washing and ironing clothes and bedsheets and making beds</i>	E5	<i>Maintain the cleanliness of the kitchen and kitchen appliances</i>	E6	<i>Prepare the dining table the right way at meal times</i>	E7	<i>Properly dispose of garbage</i>	E8	<i>Maintain healthy, safe and positive relationship at workplace</i>
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5.	QF Emirates level	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10																		



No.	Field	Details	
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4	
7.	Entry information and prerequisites	1. Certificate of Conformity 2. Basic First Aid Training Certificate 3. Basic Fire Prevention and Safety Training Certificate	
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Domestic Work	
10.	Developed by	Government Entities	Ministry of Human Resources & Emiratization (MOHRE)
		Private Sector	Khorfakan Center for Domestic Workers (Tadbeer) Housekeeping Co-Center for Domestic Workers (Tadbeer) Al Forsan Center for Domestic Workers (Tadbeer)
11.	Endorsement date	25 September 2019	
12.	Frequency of review	Annually (or when required)	
13.	Version No.	1	
14.	ISCO-08	Unit Group: 5152 Domestic Housekeepers	



## Terms & Conditions

Term	Description
Knowledge & Understanding	Statements, which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	A set of job roles, which perform similar/related set of functions in an industry
Performance Criteria	Statements that together specify the standard of performance required when carrying out a task
Sector	Conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests

## Performance Criteria

Element	1. Work effectively with the employer to provide proper housekeeping services
1.1	Demonstrate a polite and friendly behaviour when meeting the employer
1.2	Learn about the employer's needs and preferences for housekeeping
1.3	Understand the employer's responsibilities, your responsibilities and its boundaries
1.4	Discuss and understand the methods and standards of meeting the employer's needs and preferences with the employer
1.5	Discuss and understand unacceptable behaviors at the household and disallowed acts
1.6	Discuss and understand the actions, which require the consent of the employer before undertaking them

Element	2. Maintain a positive impression of oneself in the household
2.1	Present and introduce yourself appropriately
2.2	Learn about the culture of the household and show it the utmost respect
2.3	Wear decent and clean clothes at all times; Wear clothing according to your activity or where you are
2.4	Maintain a positive and friendly demeanour
2.5	Avoid getting into disagreements with the employer and maintain a polite and composed behaviour in the household
2.6	Communicate effectively with the employer
2.7	Work together with the employer to eliminate cultural differences



<b>Element</b>	<b>3. Perform basic housekeeping tasks</b>
3.1	Clean and dust furniture in the house
3.2	Wash and polish the walls, doors, windows, glass and mirrors in the house
3.3	Clean and sanitize toilets, showers/bathtubs and hand basins
3.4	Clean and sanitize the kitchen
3.5	Make beds and change linens into clean ones
3.6	Clean and vacuum carpets and rugs
3.8	Sweep, scrub and mop rooms, hallways, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops
3.9	Dust and sanitize air conditioners
3.10	Know how to use electrical appliances for washing, ironing and vacuuming
3.11	Know the types of household chemicals and how to use and store them
3.12	Properly look after the plants and flower vases inside the house
	Notify the employer in case of any damage to materials/household items
3.13	Organize your time and learn how to prioritize

<b>Element</b>	<b>4. Perform the tasks of washing and ironing clothes, organizing closets and bedsheets and making beds</b>
4.1	Learn and understand how to separate clothes and sheets by color and type of fabric before placing them in the washing machine
4.2	Know the type of clothes and bedding that require hand-washing
4.3	Know and understand international laundry care symbols and the types of solutions and chemicals used for washing each type of fabric and how to use and store them
4.4	Learn how to use the washing machine by the type of clothes and bedding
4.5	In case of using the dryer, learn how to use the dryer by the type of clothes and bedding
4.6	In case of drying laundry in the outdoors, ensure this is done during the day in the sunlight
4.7	Learn the proper way of folding clothes and bedding
4.8	Learn how to use the iron by the type of clothes and bedding
4.9	Iron clothes and sheets with proper heat and steam
4.10	Store the clothes and bedding in a proper manner in the cupboards
4.11	Change the bed sheets and pillow cases at regular intervals and keep a check for any spills
4.12	Notify the employer in case of damage to clothes before or after washing

<b>Element</b>	<b>5. Maintain the cleanliness of the kitchen and kitchen appliances</b>
5.1	Place all kitchen cleaning tools in an easily accessible location, in order to prevent large areas of the kitchen from getting dirty during cooking
5.2	Know the types of household/kitchen chemicals and how to use and store them
5.3	Wipe and clean the kitchen's floor to remove dirt after preparing meals





5.4	Discard waste like rotten fruits and vegetables from the fridge, soiled/greased containers from the kitchen cabinets and dirty towels after informing the employer
5.5	Ensure the refrigerator, microwave, dishwasher and other kitchen appliances are cleaned and maintained properly
5.6	Change your dish cloths, sponges and scrub brushes regularly
5.7	Disinfect mops and buckets every time you use them
5.8	Wipe down counters and tables with disinfectant before food is prepared or served on them
5.9	Clean the kitchen utensils after use and store them in an organized way
5.10	Properly organize kitchen items in storage cabinets, cupboards and drawers
5.11	Assist in cleaning the oven, inside and out

Element	<b>6. Prepare the dining table the right way at meal times</b>
6.1	Arrange utensils and glasses appropriately on the dining table as defined by the employer
6.2	Arrange plates and mats appropriately on the dining table as defined by the employer
6.3	Serve the food in the right plates, bowls, trays ... etc
6.4	Ensure health and hygiene by keeping everything clean and fresh

Element	<b>7. Properly dispose of garbage</b>
7.1	Agree with the employer on a specific hour or time to dispose of waste outside the house
7.2	Identify waste materials and the difference between waste materials and items valid for use
7.3	Sort garbage into a few different bins/bags as per the type of the garbage
7.4	Throw the garbage in the designated disposal area; each type must be thrown in the designated area
7.5	Maintain your safety while disposing of sharps, hazardous and medical waste
7.6	Ensure the cleanliness of the house to prevent the presence of insects, bacteria and mildew formation
7.7	Empty the garbage bins inside the house regularly during the day to prevent the accumulation of waste
7.8	Sterilize and sanitize garbage bins to reduce cross contamination

Element	<b>8. Maintain healthy, safe and positive relationship at workplace</b>
8.1	Identify hazards in the surrounding areas in the house
8.2	Follow health, safety and hygiene procedures for providing housekeeping services
8.3	Identify accidents, injuries and signs of illness promptly and respond/inform accordingly
8.4	Understand basic first aid procedures and the uses of the first aid kit
8.5	Be able to use the fire extinguisher



8.6	Be aware of emergency contacts in case of emergency
8.7	Display ethical behaviour at all times
8.8	Manage oneself in the house in a secure, protective, manner at all times, while upholding social etiquette and diplomacy in respects to the employer
8.9	Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc

## Knowledge & Understanding

You need to know and understand the following:

### ➤ *Rights,*

1. Legal and work setting requirements as clearly defined by the employer
2. Your job roles and responsibilities as clearly defined by the employer
3. Your obligation to report any acts or oversight that could compromise the rights of the household
4. How to diligently report and provide feedback in a timely manner to the employer in regards to all happenings, and findings within the household
5. Codes of practice, standards, frameworks and guidance relevant to housekeeping
6. The expectations of the employer
7. Tadbeer Center, responsible for your employment
8. Employer contact details

### ➤ *Duty,*

1. Codes of practice, standards, frameworks and guidance relevant to housekeeping
2. Your own roles, responsibilities and accountabilities with their limits and boundaries as agreed between the employer and the Tadbeer Center (Managing expectations prior to candidate selection and placement)
3. The roles, responsibilities and accountabilities of others with whom you work
4. The employer's cultural and language context
5. How to manage conflict, and build strong working relationships with the employer
6. Alternative ways of performing housekeeping tasks and their respective merits and demerits
7. The overall safety, sanitation, working and condition of the house
8. Types of cleaning products and their uses
9. The proper methods and standards of cleaning and tidying up
10. Common appliances and how to handle them in case of an emergency
11. Different types of fabrics and their washing procedures
12. International laundry symbols



13. Laundry care solutions, soaps, fabric softeners, and care for all materials, fabrics whether for machine or hand washing
14. Operating the washing machine
15. How to wash delicate clothes and fabrics by hand
16. Different types of waste and how to dispose of each type
17. The importance of disposing of waste properly
18. Effective time management

➤ **Communication,**

1. Effective communication skills
2. Communication preferences in the cultural context of the household

➤ **Health and safety,**

1. Health and safety requirements in the work setting
2. First aid procedures
3. Fire safety procedures
4. Risks associated with health and safety hazards
5. Practices for the prevention and control of infection/diseases
6. The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
7. Indicators of potential or actual harm or abuse
8. How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
9. What to do if you have reported concerns but no action is taken to address them

## Other Skills

### Writing Skills

- **To be competent, the user/individual on the job needs to:**
- Understand written instruction and methodology as instructed by the employer

### Listening & Speaking Skills

- **To be competent, the user/individual on the job needs to:**
- Discuss tasks, schedules, and work-load with employer
  - Discuss with employer/supervisor appropriately in order to understand their requirements
  - Keep employer/supervisor informed about progress of tasks
  - Demonstrate oneself with high diplomacy and social skills at all times, while upholding the privacy and secrets of the household



## References

- National Occupational Standards in the United Kingdom

<http://www.ukstandards.org.uk>

- National Occupational Standards in India

[www.nsdindia.org/nos](http://www.nsdindia.org/nos)

- Regional Competence Standards for Domestic Workers in ASEAN

[https://www.ilo.org/asia/publications/WCMS\\_329862/lang--en/index.htm](https://www.ilo.org/asia/publications/WCMS_329862/lang--en/index.htm)

- Other:

- Tadbeer Centers documents
- Bhutan National Occupational Standards