



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Allround schoonmaker/medewerker vloeronderhoud**  
**Kwalificatiedossier: Schoonmaak en Glazenwassen**

In the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: All-round cleaner/floor maintenance worker**  
**Qualification file: Cleaning and window cleaning**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of an All-round cleaner/floor maintenance worker are:

Core task 1: Carries out interior, floor and sanitary maintenance

- 1.1 Prepares the working duties
- 1.2 Carries out cleaning duties in an office, school or crèche
- 1.3 Carries out cleaning duties in a social environment
- 1.4 Cleans hard floors on a daily basis
- 1.5 Maintains hard floors
- 1.6 Cleans soft floors on a daily basis
- 1.7 Cleans soft floors on a periodical basis
- 1.8 Carries out periodical maintenance of sanitary ware
- 1.9 Completes the working duties

Core task 2: Carries out window cleaning duties

- 2.1 Prepares the working duties
- 2.2 Carries out window cleaning duties
- 2.3 Completes the working duties

Core task 3: Carries out operational management tasks

- 3.1 Manages colleagues
- 3.2 Settles in new colleagues
- 3.3 Monitors quality and progress
- 3.4 Monitors safety, working conditions and the environment
- 3.5 Manages materials and equipment
- 3.6 Maintains contact with the client
- 3.7 Carries out management duties

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The All-round cleaner/floor maintenance worker works mostly in employment in the cleaner and window cleaner sector. In this sector, a few very large companies and many small to medium-sized companies are active and the focus is on cleaning maintenance in the broadest sense of the word: cleaning in offices, hospitals and hotels,

**\* Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

cleaning of outer walls and window cleaning, calamity cleaning (e.g., after a fire), and cleaning in the food processing industry.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the body awarding the certificate</b> The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science</p>																				
<p><b>Level of the certificate (national or international)</b> Qualification level 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF level 3 - EQF level 3 - ISCED 3C</p>	<p><b>Grading scale / Pass requirements</b></p> <table border="0"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
10	excellent																				
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<p><b>Access to next level of education/professions</b> With the certificate of All-round cleaner/floor maintenance worker, transfer is possible to a middle management or specialist course (qualification level 4).  The All-round cleaner/floor maintenance worker can rise to a middle management position, e.g. object manager. In addition, the All-round cleaner/floor maintenance worker can become a VSR (Vereniging Schoonmaak Research, Association for Cleaning Research) quality measuring system controller or inspector via courses.</p>	<p><b>International agreements</b> The profession of All-round cleaner/floor maintenance worker is not regulated in the Netherlands. However the education and training for this profession on qualification level 3 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p><b>Legal basis</b> Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 94541 The education and training for this qualification is offered as of August 1, 2009.</p>																					

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbi).

In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.

In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.

<p><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>3 year(s) (4800 study hours) (depending on previous education)</b></p>
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#### Entry requirements

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

#### 7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at [www.kwalificatiesmbo.nl](http://www.kwalificatiesmbo.nl), only in Dutch.

#### 7. ADDITIONAL INFORMATION

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: [www.nlntp.nl](http://www.nlntp.nl)

SBB has been appointed by the Ministry of Education, Culture and Science as NRP.