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ECVET SUPPORTING TOOL HYGIENE & CLEANING MANAGER (HCM)

HORECA ERASMUS+ PROJECT
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Document objective

This document aims at creating the ECVET tool for the Erasmus+ Project “*advancing hygiene and CLEANing training for HORECA SMEs*”, thus providing all the necessary information and means to support the creation of a new professional figure concerning HORECA Businesses: the Hygiene & Cleaning Manager (HCM) profile.

In this document, therefore, we will study the Allocation of the ECVET Credits concerning this new profile (Credit Allocation Chart); the different processes for assessment, validation and recognition of partial or complete qualifications; the tools that will allow the recognition of its Learning Outcomes in all European member states; and the Memory of Understanding and the Learning Agreement.

Project Context

The project “*advancing hygiene and CLEANing training for HORECA SMEs*” aims at advancing micro and small HORECA industry in the provision of hygiene and cleaning services, through the development of the Hygiene & Cleaning Manager (HCM) profile, a professional capable of scheduling, implementing, and monitoring the property’s and products hygiene, safety and cleaning efforts and safeguarding hygiene and public health. In order to achieve its goals the project will develop a training path and related tools aiming to equip employees in the micro HORECA cleaning sector with the right skills to ensure compliance to the respective regulations (EU & national), guarantee public health and safety, provision of high quality services, maximizing thus its revenue and reputation. Besides, the project will help the socially disadvantaged to advance their skills leading to more growth and more jobs in the tourism sector which provides work opportunities for them.

The project develops a training path and tools equipping the professionals in the areas of hygiene, cleaning, food serving and hospitality in the HORECA with the right skills to implement sustainable cleaning practices in compliance with the health and cleaning standards and facilitate substantial growth for the micro and small HORECA sector

maximizing reputation and revenue. The project contributes to the use of learning outcomes in the creation of curricula by aligning project outcomes with the ECVET system. To comply with the ECVET system, partners are working on the implementation of the technical components undertaking:

- Clear definition of units related to learning outcomes
- Credit point allocated to each unit
- Assessment procedure of learning outcomes
- Validation & recognition
- Shared agreement among partners regarding the recognition of the training model, stated in the Memorandum of Understanding
- Clarity of the outcomes with beneficiaries stated in the Learning Agreement
- Issuing of the learning transcript.

Consortium Members

The partnership comprises 6 partners from 6 countries covering software experts with profound experience in the development of ICT tools to help a new work-based training experience to VET, VET organisations, associations and NGOs which are experts in the cleaning domain of the HORECA sector with vast dissemination potential in the field and is expected to achieve a significant impact promoting the training programs and tools based on the “learning outcomes” approach.

The partnership comprises:

- P1 - CIVIC is a software house with vast experience in the development of bespoke web applications, especially for educational bodies such as the Scottish Qualifications Authority (SQA).
- P2-PUHASTUSEKSPERT, a vocational training provider for the cleaning sector and an awarding body, with vast experience in the elaboration of training programmes and standards for the cleaning services in the hospitality and health sector.

- P3-CCSDE, an educational software provider who will implement the HyperCLEAN training game by guiding the partners for the transcription of their content to chunks of knowledge to be delivered through the game.
- P4-BUCOVINA, a cleaning technology association offering vocational training promoting sustainable cleaning solutions.
- P5-CRE.THI.DEV offers training to SMES of various sectors in close cooperation with ELKEDE (ELKEDE TECHNOLOGY & DESIGN CENTER SA) with a focus on health and safety services, quality control and product certification as well as solutions for the protection of the environment.
- P6- Innohub, is an NGO with VET valences providing training and consultancy towards disadvantage young and adults to build entrepreneurship skills in the HORECA sector.

The Target Group

The project foresees two kinds of direct target groups:

- Training organisations, VET schools, trainers already providing a cleaning training service or looking to introduce a cleaning training service;
- Owners of micro & small HORECA, people working in the cleaning, food preparation and serving- related services in the micro HORECA sector or looking to work in these tasks.

On the other hand, the project develops the profile of the Hygiene and Cleaning Manager (HCM) for the micro and small HORECA businesses, a professional capable of scheduling, developing, implementing, and monitoring the property's and products hygiene, safety and cleaning efforts. After the completion of the project micro and small HORECA can boost business compliance to the respective regulations (EU & national), guarantee customers and employee's health and safety, ensure provision of high-quality services, maximizing thus its revenue and reputation, and promoting business awareness about sustainable cleaning practices.

Learning Outcomes

These learning outcomes were created within the IO1.A2 of HORECA Erasmus+ project. They respond to the necessity of gathering the results of the Comparative Transnational Report of the surveys conducted inside A2, as well as the Transnational Report created in A1.

The contents designed within this project aim at boosting, teaching and providing training materials for the areas shown below. These are the areas that an Hygiene and Cleaning Manager (HCM) will master at the end of the course.

AREA	TOPICS TO BE COVERED	LEARNING OBJECTIVES
1	Dirt detection and identification. Use of cleaning tools and products.	Identification of different types of dirt Selection of cleaning supplies and their use. How to clean different surfaces. Moistening cleaning textiles. Wrong usage of cleaning methods or detergents.
2	Green-up cleaning operations.	Environmental impact of cleaning products and EU/Standard systems to classify it. Recycling cleaning products and tools. The use of green friendly products.
3	Supervision of service activities (e.g. planning to meet customer's requirements, ensuring the delivery of quality	New customers engagement. Improving the public perception of a given

	service, monitoring and reviewing customer service).	business: restaurants, hotels and cafes (plus others). Gathering customers feedback.	pleasurable experience in terms of hygiene and safety for its customers. He/she also knows the importance of customer's feedback, and how (and when) to apply changes to the business based on it.
4	EU & national legislation on food safety, cleaning standards, workplace safety and health.	European Legislation regarding cleaning, food safety, workplace safety and health standards in different types of HORECA businesses. National standards. Public resources and websites to look for legislation.	The learner knows the European legislation concerning food safety, cleaning, workplace safety and health standards, and is able to learn about its own national legislation, thus he/she has been provided with tools and resources to seek for that legislation.
5	Generic workplace skills (e.g. solve problems and make decisions at operational level, communicate and relate effectively in the workplace, work in a team).	Time management. Communication between employees (soft skills) Leadership. Non-verbal communication.	The learner is able to organize cleaning duties among staff. He/she is also able to create a good work environment, with communication and teamwork as its foundations.
6	Specific business skills related to management of cleaning services, i.e. design, development, implementation, supervision & validation of hygiene & cleaning programs.	Creation of hygiene and cleaning programs. Business adaptation to national and European standards: Hotels, Restaurants and Cafes (plus others). Supervision of cleaning programs	The learner is able to create a cleaning and hygiene program for a specific business, supervise it and develop changes and updates, according to both national and European standards.

Allocation of the ECVET Credits

The following table shows the relation between the aforementioned learning outcomes, the proposed time needed to complete each of them following the HCM course of HORECA Erasmus+ Project and the ECVET Credits assigned to them.

Hygiene and Cleaning Manager (HCM)	Learning Units	Hours	ECVET Credits		
Dirt detection and identification	Dispensers	4	36	0,5	4,5
	Door Handles	4		0,5	
	Door Edges	4		0,5	
	Switches	4		0,5	
	Sediments	4		0,5	
	Gray layers	4		0,5	
	Cloth marks	4		0,5	
	Trash bins	4		0,5	
	Bad smells	4		0,5	
Green-up cleaning operations	Using eco-friendly products	4	20	0,5	2,5
	Using eco-friendly cleaning tools	4		0,5	
	Daytime cleaning	4		0,5	
	Reducing water waste	4		0,5	
	Getting green certification	4		0,5	
Supervision of service activities	Regular Quality Inspection	4	16	0,5	2
	INSTA 800	4		0,5	
	Clear expectations	4		0,5	
	Visual cleaning	4		0,5	
EU & National legislation	EU Legislation regarding food and work safety (HORECA Sector)	5	20	0,625	2,5
	EU Legislation regarding cleaning (HORECA Sector)	5		0,625	
	Common standards regulated by the project research	5		0,625	

	Public resources to check standards	5		0,625	
Generic Workplace skills	Generic skills and its importance	4	16	0,5	2
	Generic skills of a cleaning professional (Hotels)	4		0,5	
	Generic skills of a cleaning professional (Restaurants and cafes)	4		0,5	
	Improving the quality of a business	4		0,5	
Specific Business skills	The importance of a cleaning program	4	20	0,5	2,5
	Structure of a cleaning program	4		0,5	
	Evaluation of hygiene risks and action protocols	4		0,5	
	Periodical supervision of cleaning programs	4		0,5	
	The 5S system	4		0,5	
			128 hours	16 ECVET	

(*) Note: the presented Credit Allocation Chart of ECVET Credits has been developed by the HORECA Consortium and serves as a proposal. The required amount of hours to meet the eligibility criteria for ECVET credit allocation vary by country based on implemented national qualification systems. *For qualifications which do not have a formal learning pathway reference, ECVET credit points can be allocated through estimation by comparison with another qualification which has a formal reference context. [...] The successful achievement of a qualification or of a unit triggers the award of the associated ECVET points, independently of the actual time required to achieve them.* (RECOMMENDATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 18 June 2009 on the establishment of a European Credit System for Vocational Education and Training (ECVET).

Hygiene & Cleaning Manager (HCM) ECVET Profile

As previously stated in this document, one of the main HORECA Erasmus+ Project objectives is the development of the Hygiene & Cleaning Manager (HCM) profile, a professional capable of scheduling, implementing, and monitoring the property's and products hygiene, safety and cleaning efforts and safeguarding hygiene and public health.

Through the study of the given methodology by HORECA (HCM Course), the student will focus on the Learning Outcomes represented above, thus acquiring the necessary knowledge to be considered a Hygiene & Cleaning Manager (HCM). It is considered by the partnership that the learning path should comprehend approximately 128 hours to be 100% completed. This course is translated to 16 ECVET Credits (proposal).

Processes for assessment, validation and recognition of partial or complete qualifications

It is considered by the partnership that the learning path for the Hygiene & Cleaning Manager (HCM) profile should comprehend approximately 128 hours to be 100% completed. This course is translated to 16 ECVET Credits (proposal). Completing the post-assessment will be mandatory in order to recognise and certificate the qualification.

An assessment is conducted to trainees before and after the realisation of the Course:

- The preassessment is realised through the official HORECA Erasmus+ Platform, and it provides an initial approach to the trainee's current level of knowledge on the given learning outcomes.
- A final assessment will be conducted in order to test the learning process of each trainee, thus validating its knowledge as a Hygiene & Cleaning Manager (or not). This final assessment will only be feasible after the full completion of the HCM Course, assessing the achievement of the given learning outcomes.

- A partial qualification is considered as a trainee that has finished several (or every) learning unit provided in the HCM Course but either has not completed the final assessment or has not finished all the lessons within the course. This trainee will not be able to be validated as a Hygiene & Cleaning Manager (HCM) by the HORECA Erasmus+ methodology.

Links and useful resources

- Memorandum of Understanding template available [here](#).
- Learning Agreement template available [here](#).