

# DOMESTIC SERVICES - QUALITY CERTIFICATE

AKOL, EDUPOLI, AMIEDU, LAHTI AMK  
FINLAND

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# DOMESTIC SERVICES

- \* Domestic services include
- \* all kinds of housework that doesn't need any special skills to do it
- \* Tax reduction (60% of the bill)
- \* It's growing sector – all kinds of new firms – problems in quality

# Vocational adult education in Finland

- \* Competence based qualification system
- \* Domestic service – vocational qualification 40 study weeks (1 study week = 40h)
- \* Qualification for Entrepreneurs (same as above)
- \* Entrepreneurship in all exams (obligatory or voluntary)
- \* Funding: apprenticeship, employment training, self-paying

# Quality Certificate

- \* Project – cooperation between many institutions
- \* Association Kotityöpalveluyhdistys ry. – to purchase education, to advice, to guide, to audit and to grant a certificate
- \* Certificate is valid for 3 years
- \* Scoring: 250 points as minimum – 1000 points as maximum – justify to Star rating 1-5 stars

# Benefits

- \* Respect for the professional domestic services
- \* Professional skills to run a business
- \* Entrepreneurship education
- \* Networking
- \* Marketing
- \* Continuous development of Quality System

# Quality Manual 1

- \* 1. PROCESS
- \* Process description and development
- \* Agreements
- \* Documented work instructions

# Quality Manual 2

- \* 2. STRATEGY
- \* Strategy Management (vision, values, Mission Statement)
- \* Organization
- \* Marketing and Sales
- \* Communications
- \* Multiculturalism

# Quality Manual 3

- \* 3. ACTION
- \* Financial Planning and Economic Monitoring
- \* Customer Relationship Management
- \* Time Management



# Quality Manual 4

- \* 4. STAFF and KNOW-HOW
- \* Recruitment and staff orientation
- \* Employer obligations
- \* Well-being, safety and protection
- \* Skills development
- \* ICT

# Quality Manual 5

- \* 5. RESOURCES
- \* Machinery, equipment and tools
- \* ICT tools
- \* Networks and partners