



**An Introduction to CITS:
The Cleaning Industry Training
Standard**

- Lucas Wendt -

The Need for Training

- Training is king!
 - Increase professionalism
 - Promote principles of standardization and certification
 - Demonstrate investment in workers
 - Instill sense of PRIDE!
-
- Value-added tool for suppliers in the new marketplace
 - Supports new brand promise
 - Consistent with ISSA's leadership position



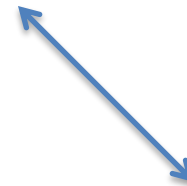
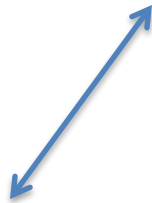
Program Structure

Elements of the Program

- **Cleaning 101** - Initial Proficiency Designation
- **Professional Advanced** - Advanced Certification
 - Restroom Care, General Safety, Green, Etc.
- **Masters Certification**
- **CITS Verified Programs**
Training Program Verification
- **CITS Approved Training Center**
Training Centers
- **ACT: Accredited Certification Trainer**
Art of Training Workshop



CITS Ecosystem



Benefits by Class

- **FSPs** – commitment to training, instill sense of pride in worker, develop crucial skills
- **Curriculum Developers/Providers** – third party validation of program, tie program to trusted brand, validate commitment to professionalism and industry
- **Distributors** – value-added service that sets you apart, protect/expand customer relationships, be made indispensable
- **Existing Programs** – tie program to trusted brand, promote as a way to achieve certification under both brands
- **End Users** – ensure workers cleaning your facility are trained and certified



CITS Ecosystem



Cleaning Professional Certification

Initial Proficiency Designation – Cleaning 101

- Demonstrate basic understanding of the principles of cleaning, worker safety and general practices
- Study materials
- Examination



Cleaning 101

Cleaning basics

Handling equipment and chemicals

- Avoiding cross contamination

- Using equipment as intended

- How to spray chemicals

- Mopping techniques

- Storing equipment and chemicals

- General equipment maintenance

Ground Rules

- Work Assignments

- Property Damage

- Absence/Tardiness

General safety

- PPE (Personal Protective Equipment)

- Hazcom

- SDS (Safety Data Sheets)

- Labeling and mixing of chemicals

- Working with wet surfaces

- Universal emergency procedures

- Accident reporting

- Injury Prevention

Customer service skills

- The Value of Clean

- Best practices



Cleaning 101 Manual

- Free download for ISSA members at issa.com/Cleaning101
- Available soon in Spanish, French, & Polish



CITS Cleaning 101
Cleaning Industry Training Standard
Service Professional Manual



CITS	ISSA
Table of Contents	
About the Cleaning Industry Training Standard (CITS)	i
About ISSA	i
About the Authors	i
Orientation to the Cleaning Industry	1
Industry Overview	1
Economic Impact	1
Geographic Role	2
Service Providers	2
Cleaning and Health	4
Value of Cleaning	5
Quality Standards	5
Training Certifications	6
ISSA's Cleaning Industry Training Standard	6
BSCAI and ISSA Certification	7
Career Path	7
Job Description	8
General Rules (Do's and Don'ts)	9
Learning the Job Site	9
Work Assignment	9
Sleeping, Eating, and Drinking	9
Substance Use and Distribution of Literature	9
Company Property	9
Visitors/Non-Employees	9
Supervisors: Follow to Follow a Supervisor's Instructions	10
Property Damage	10
Keys	10
Weapons	10
Microplugs/Aggravated Fighting	10
Absence or Tardiness	10

CITS	ISSA
Table of Contents	
Misappropriation of Property (Theft)	18
Employer-Supplied Work Items	18
Personal Electronic Devices	18
Mobile Phone Usage and Texting	11
Typical Day	11
1. Start of Shift	11
Park In	11
Check in with Your Supervisor	11
Check Supplies	11
Check Equipment	11
Personal Protective Equipment (PPE)	11
2. Cleaning Activities	11
3. End of Shift	11
Gather All Supplies	11
Perform a Visual Check to Make Sure Area Is Clean	11
Complete Any Reports	11
Reasons Not Discussed	11
Check and Clean Equipment	11
Refill All Buckets and Supplies and Restock Cart	11
Remove PPE and Wash Hands	11
Park Out	11
Cleaning Tips	12
Right Hand Rule	12
Top to Bottom	12
Dry to Wet	12
Safety	12
Injury Prevention	12
Personal Protective Equipment	14
Safety Handling Chemicals	14
The Cleaning Industry is a Great Place to Be	15



Cleaning Professional Certification

Advanced Certification – Professional Advanced

- Can achieve specialized or master designation
- Participation in validated training programs
- Menu of validated programs available online
- Various training categories
- Approved examinations



Advanced Certification Categories

- General Cleaning*
- Hard Floor Care*
- Carpet Care*
- Restroom Care*
- General Safety*
- Hazard Communication*
- Health Care
- Value of Clean
- Customer Service*
- Green Cleaning
- Personal Development
- Efficiency – Frontline Cleaning Professional Focus
- Efficiency – Supervisor/Managerial Focus
- School/Educational Institution

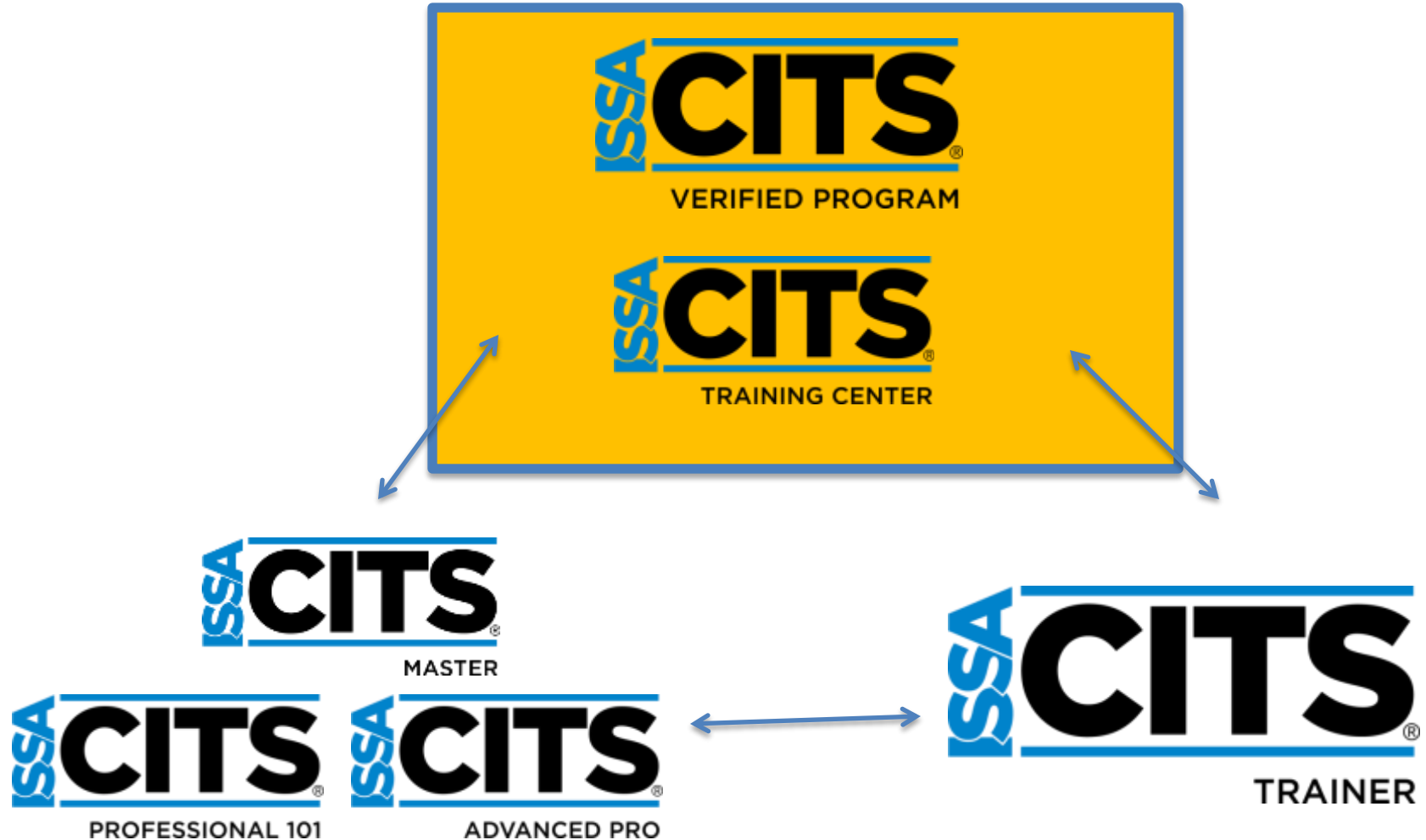


How to achieve Advanced Certification

- Pass Cleaning 101
- Participate in verified training program (online or live)
 - If live, must be taught by an A.C.T. accredited professional
- Pass program's exam (Knowledge Check)



CITS Ecosystem



Training Program Verification

- Curriculum reviewed by independent third-party
- Based on best practices, recognized elements
- Prescriptive programs allowed
- Prerequisites
 - Examination
 - Defined criteria must be covered
 - CITS Standards



Advanced Certification Categories

- General Cleaning*
- Hard Floor Care*
- Carpet Care*
- Restroom Care*
- General Safety*
- Hazard Communication*
- Health Care
- Value of Clean
- Customer Service*
- Green Cleaning
- Personal Development
- Efficiency – Frontline Cleaning Professional Focus
- Efficiency – Supervisor/Managerial Focus
- School/Educational Institution



THE CLEANING INDUSTRY TRAINING STANDARD

CITS 1001-2014

issa.com/cits



3300 Dundee Road, Northbrook, IL 60062-2303 US • 800.225.4772 / 847.982.0800 • issa.com

CITS Standard available at
issa.com/CITSstandard

Cleaning Industry Training Programs – General Requirements

1. **General Requirements:** This section sets forth training program best practice elements that form the foundation for an effective program. The elements outlined in this section are those that all cleaning industry training programs should strive to contain. Elements include:
 - 1.1 **General Program Curriculum:** There shall be a cohesive curriculum in an organized structure with measurable objectives for each task.
 - 1.2 **Course Specific:** In general, a program shall:
 - 1.2.1 Contain a specific course title.
 - 1.2.2 Include a recommended time frame for completion.
 - 1.2.3 List the specific objectives to be achieved.
 - 1.2.4 Be available in English.
 - 1.3 **Specific Tasks to be Covered:** With regards to the specific tasks being covered, a program shall:
 - 1.3.1.1 Provide a comprehensive outline of the proper steps from start to finish.
 - 1.3.1.2 Define the expected results from the successful performance of tasks.
 - 1.3.1.3 List the specific tools/equipment/products needed to perform tasks.
 - 1.3.1.4 Specify the personal protective equipment (PPE) necessary for the tasks.
 - 1.3.1.5 Describe the surface types being addressed.
 - 1.3.1.6 Include easily understood graphic elements, including pictures, diagrams, and/or video.
 - 1.3.1.7 Include information on all safety considerations associated with performing the task, including how to use chemicals, tools and equipment in a safe manner.
 - 1.4 **Knowledge Checks:** A program shall have a written Knowledge Check to assess the trainees understanding of the information provided. A Knowledge Check shall contain a minimum of 15 questions.
 - 1.4.1.1.1 A minimum of 10 questions shall be multiple choice.
 - 1.4.1.1.2 True/false questions may be used.
 - 1.4.1.1.2.1 Negatives and double negatives shall not be permitted for true/false questions.
 - 1.4.1.1.3 If a program covers more than one cleaning specialty, the Knowledge Check shall contain a minimum of 15 questions per specialty.
 - 1.4.1.2 A Knowledge Check shall successfully assess understanding of the training as defined in the program learning objectives.
 - 1.4.1.3 A Knowledge Check shall cover a representative sample of key topics covered in the course.
 - 1.4.1.4 A Knowledge Check should incorporate diagrams and/or pictures.
 - 1.4.1.5 Students shall be given no more than 60 minutes from the time the proctor instructs them to begin to complete a Knowledge Check.
 - 1.4.1.6 Students shall be required to achieve a minimum score of 75% to pass.
 - 1.4.1.6.1 Knowledge Check developers may designate specific questions as mandatory to answer correctly in order to pass.
 - 1.4.1.7 A Knowledge Check may be taken online or offline.

CITS Standards – Section 1

(Required of all training programs)

- **General Requirements:** This section sets forth training program best practice elements that form the foundation for an effective program. The elements outlined in this section are those that all cleaning industry training programs should strive to contain. Elements include:
 - **General Program Curriculum**
 - **Course Specific:**
 - Course Title
 - Time Frame
 - Objectives
 - English
 - **Specific Tasks to be Covered:**
 - Outline
 - Expected Results
 - Tools/Equipment/Products Needed
 - Personal Protective Equipment (PPE)
 - Surface Types
 - Graphic Elements
 - Safety Considerations



CITS Standards – Section 1

(Required of all training programs)

- **Knowledge Checks:** A program shall have a written Knowledge Check to assess the trainees understanding of the information provided.
- Minimum of 15 questions
 - Multiple Choice – minimum 10
 - True/False Questions allowed
 - 15 questions per specialty.
- Assess Understanding of Learning Objectives.
- Representative Sample of Key Topics
- Incorporate Diagrams and/or Pictures.
- 60 Minute Time Limit
- Minimum Score of 75% to Pass
 - Online/Offline



CITS Standards – Section 1

(Required of all training programs)

- **Additional Program Elements:** A program may:
 - Reference APPA Levels 1-5
 - Include the CITS Logo
 - Be prescriptive
 - Other Languages

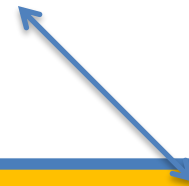


Training Center Approval

- Verification of physical space/capabilities based on required features
- Coming in 2015



CITS Ecosystem



Accredited Certification Trainer (A.C.T.)

- The Art of Training
 - Designation for those who have demonstrated the ability to deliver effective training (CITS Trainer, CIMS Expert Trainer)
 - Attend workshop; Code of Professional Conduct; Proctor exams

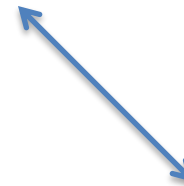


Accredited Certification Trainer (A.C.T.)

- Curriculum:
 - Psychology of learning (adult learning principles)
 - Preparing the lesson plans
 - Recognizing and maximizing engagement of all learning styles
 - Instructional methods
 - How to conduct classroom presentations
 - Advantages of questions
 - Quick list of hints for good instruction



CITS Ecosystem



Feedback

- Questions?
- Comments?

Lucas Wendt

lucas@issa.com

800.225.4772

