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
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
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
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 Provide a comprehensive outline of the proper steps from start to finish.

1.3.2 Define the expected results from the successful performance of tasks.

1.3.3 List the specific tools/equipment/products needed to perform tasks.

1.3.4 Specify the personal protective equipment (PPE) necessary for the tasks.

1.3.5 Describe the surface types being addressed.

1.3.6 Include easily understood graphic elements, including pictures, diagrams, and/or video.

1.3.7 Include information on all safety considerations associated with performing the tasks, including how to use chemicals, tools, and equipment in a safe manner.

1.4 Knowledge Check: A program shall have a written Knowledge Check to assess the trainee's understanding of the information provided. A Knowledge Check shall contain a minimum of 15 questions.

1.4.1.1 A minimum of 10 questions shall be multiple choice.

1.4.1.2 True/false questions may be used.

1.4.1.2.1 Negative and double negatives shall not be permitted for true/false questions.

1.4.1.3 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

ISSA CITS
VERIFIED PROGRAM

ISSA CITS
TRAINING CENTER

ISSA CITS
MASTER

ISSA CITS
PROFESSIONAL 101

ISSA CITS
ADVANCED PRO

ISSA CITS
TRAINER

Advancing Clean. Driving Innovation.
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?

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