

Academic Custodial Services Training Plan

Last Update: August 2008

We now have four training tracts for Classes.

- Cleaning Management Institute Certification Classes. (Once per custodian)
- Core Skills and Skill Maintenance (Rotational presentations) All subjects every two years.
- Leadership (Rotational Presentations) All subjects every two years.
- IICRC Specialist Training—Selected leaders and specialists.

Below is the basic information of all of the training to show how the Cleaning Management Institute Training and Certification fits in with the overall educational program.

Course Information

The Cleaning Management Institute Certification Classes will be held on campus for ACS employees employed by Facilities Management. Attendees will meet once a week (13 weeks) for a two hour session and for one hour study session before each test. Each Course is a recognized 3 credit hour class used in many vocational schools throughout the nation. The courses cover basic and advance custodial skills for routine and project cleaning.

Instructor Information:

Michael Smith, Academic Custodial Services Departmental Supervisor, will be the primary instructor. Michael is a CMI (Cleaning Management Institute) Certified Expert Trainer with over 25 years experience in cleaning and over 8 years of cleaning supervision. He is widely recognized throughout the industry as an expert in the latest cleaning procedures and specializes in “Sustainable Cleaning Practices”. In addition to his experience and cleaning education, Michael also has a teaching degree that he uses to present the information in a very understandable and interesting manner.

Text Books: The textbooks are available through Cleaning Management Institute. All tests will be based upon information contained in the handbooks.

Custodial Technician Handbooks

These Handbooks contain information about cleaning processes, procedures, and more. You can select our Basic Handbook (Modules 1-5) and/or our Advanced Handbook (Modules 6-8). Each level of Custodial Technician Training program consists of a handbook and certification exam for each module included in the level. At the conclusion of training for each module, students are given one hour to complete a written exam. Custodians who complete the exams with a grade of

80% or better receive a CMI® certificate stating that they have passed that level of the course. Graduates also receive special patches that may be worn on their work uniforms. These round, three-inch patches feature the CMI® logo and identify the wearer as a proud graduate of CMI's Custodial Technician Training Program.

Certification Exams

The Custodial Technician Final Examinations are each comprised of multiple-choice and true/false questions taken from the information contained in *Custodial Technician Modules 1-8*. Students are permitted one hour per exam in which to complete each test. Exams must be administered by a student's manager or supervisor. Students who do not pass may retake the exam within six months at a discounted price.

Certification exams are not included in the cost of the Handbook Modules or Trainers

Section I CMI Course Descriptions

Basic Level:

The Chemistry of Cleaning

- Cleaning agents, soil removal processes and dilution ratios
- Killing germs and using disinfectant chemicals

Basic Cleaning of Above-Floor Surfaces

- Basic procedures for cleaning and polishing a variety of surfaces

Basic Cleaning of Hard Floor Surfaces

- Floor covering types
- Equipment, materials and supplies
- Basic cleaning procedures for hard floors

Basic Cleaning of Carpeted Floor Surfaces

- Incoming soil control
- Spot and stain removal
- Basic cleaning procedures for carpeted floors

Basic Cleaning of Restrooms

- Basic restroom and shower room cleaning
- Disinfection procedures

Advanced Level:

Advanced Cleaning of Hard Floor Surfaces

- Project cleaning for appearance, protection, sanitation and safety
- Special procedures and problem-solving charts for cleaning hard surfaces including resilient, wood, quarry, Mexican tile, stone and terrazzo

Advanced Cleaning of Carpeted Floor Surfaces

- Shampooing, extraction, pretreatments and drying
- Carpet care and fiber protection
- Carpet cleaning method pros and cons

Advanced Cleaning of Above-Floor Surfaces

- Wall cleaning materials, equipment and methods
- Detailed cleaning procedures for light fixtures
- Advanced ceiling cleaning methods
- Safety & equipment checklists

CMI - Implementation Plan:

In FY2009 train 100% of staff in the Basic Course and all but 20 in the Advanced Course. The 20 will be trained in FY2010.

	Academic Year 09			Spring	Totals
	Fall	Winter			
Basic	15	15	20	50 Attendees	
Advance		15	15	30 Attendees	

Section II

Core Skills and Skills Maintenance Training (under revision):

Training Objectives: To Remind all employees of proper cleaning techniques.

Training Schedule: Perpetual learning with seminars and presentations periodically scheduled when possible.

Training Instructors: Under the direction of Michael Smith, several of the capable leaders throughout the department will be called upon to share their expertise.

Format for training sessions: Each topic will be covered by in most cases by a short lecture, hands on demonstration, hands on replication and a short true false quiz – each section will be graded on a pass/fail basis – any trainee who does not pass the section will have retraining and retesting scheduled.

Training Topics:

The Chemistry of Cleaning

- Types of soil
- Indoor air quality
- Chemicals in the work place
- Alkaline or acidic – the PH scale
- Green Cleaning
- Removing the soil – principals of soil suspension
- Low impact chemistry – why we use the chemicals we use
- Micro fiber products

Team Cleaning

- Specialty assignments and gained efficiencies
- Restrooms
- Vacuuming
- Light Duty
- Utility
- Project Cleaning

The Three “P’s” of Cleaning

- Pick it up
- Package it up
- Pack it out

Principals of Upright Vacuum Operation

- Before you start: check list
- How to remove the maximum amount of soil
- Routine vacuum maintenance
- How to replace the brush in a Versamatic
- What to do if your vacuum is not working
- What it can and cannot do

Principals of Back Pack Vacuum Operation

- What it can and cannot do
- Basic maintenance
- What to do if your vacuum is not working

Hard floor Maintenance

- Dust mopping – tools and operation
- Spot mopping – tools and operation
- Wet Mopping – tools and operation
- Auto Scrubbing – when do you know you are doing a good job
- Ultra High Speed Burnishing – pads and operation
- Spray buffing –
- Use of restorers

Carpet Care

- How to vacuum properly
- Get the soil at the entries
- Carpet spotting
- Carpet Bonnet cleaning
- Hot water extraction
- Drying the carpet
- Encapsulation cleaning

Office Cleaning

- Rotational Cleaning – who and when
- Daily cleaning - who and when
- Dusting – how, with what and when
- Vacuuming
- Project cleaning frequencies for offices

Class room cleaning

- Chalk boards – what is a clean chalk board
- White/dry erase boards
- Board erasers/trays
- Table/desk cleaning
- Trash removal/liners
- To vac or sweep ?

Public areas

- Hallways
- Stairs and stairwells
- Entry areas
- Entry glass
- Walk off/Barrier mat cleaning
- Cleaning outside under cover

Rest Room Cleaning

- Sanitizing – Why?
- Malodors – how to mask or remove
- Barriers to disease
- Task frequencies
- Project cleaning
- Problem areas historically
- Why change liners ?
- Does it look clean ?
- What does a fully cleaned and sanitized rest room look like
- Proper mopping
- SOP review

Safety

- Personal Protective equipment available
- PPE's mandatory in what areas
- Proper lifting
- Wet/floor signs
- MSDS
- Proper labeling
- Reading the directions for use
- First aid kits
- Safety books
- Proper protocols to follow for safety concerns
- Safety emphasis week

Equipment Demonstrations

- Vacuuming – upright /back pack
- Burnisher
- 175 floor machine
- Back Pack vacuum
- Board eraser mopping
- Cleaning a chalk/white board
- Auto Scrubber
- Kaivac
- Wet Mopping systems
- Care of the GPS 2000
- Bonnet machine
- HWE extractor
- Cimex
- Micro fiber tools

Professionalism - How we and our tools look to the clients

- Uniforms
- ID Badges
- Cleaning our equipment
- Keeping the custodial closet clean

Section III Leadership Track

Training Objectives: To Remind all Leaders of primary responsibilities.

Training Schedule: Perpetual learning with seminars and presentations periodically scheduled when possible.

Instructor: Normally Don Bakkensen will present information but University speakers will be frequent.

Topics:

What Is A Supervisor?

General Introduction Module I

- What is Good Supervision About?
- What skills for Success?
- Specific Leadership Responsibilities Positions
- Leadership expectations for Leads
- Leadership Expectations for Supervisors
- Custodial Manager
- The Rights of Leads

From Worker to Leader Module II

- Transitional Suggestions
- Teamwork and Building Morale

The Business Plan---- Module III

- Mission Statement
- Goals
- Action Steps (Sometimes called the Deliverables)
- Measurements

Progressive Discipline and Documentation---Module IV

- Documentation
- Normal Steps of Discipline
- Investigative (Administrative) Leave
- Written improvement program

Communication

- (Under development)

Application of Supervisory Principles

- Personnel Relations
- Training
- Time Study
- Preparing a Cleaning Schedule
- Purchasing
- Records, Record Keeping and Suggested Forms
- Safety and Security

Section III IICRC Courses

Training objectives: To have expert specialized cleaning skills within the leadership to deal with unique emergencies, difficult cleaning problems, and cleaning project management.

Floor Care Tech.

- Departmental Supervisor
- One Day Shift Team Coordinator
- One Swing Shift Team Coordinator

Walk into any model home today and you will notice a big difference in the floor covering. Ceramic tile, vinyl, hardwoods, laminate, marble and other hard surfaces have joined carpet. Who is maintaining all of these expensive products? You will be after you take floor care technician class.

This two-day class focuses on all of these new materials. You will learn how to identify the different flooring products and the intricacies of each. Chemistry is different for hard surfaces than for the fuzzy stuff you are used to cleaning.

In addition to learning about residential surfaces this class will teach you the proper techniques for handling those large commercial jobs. Commercial maintenance covers much more than swinging a mop over tile. You will learn the complete process from setting up your safety perimeter to learning about the newest technologies in stripping and applying finish.

The road to profit for any service company is differentiation. Hard Surface Maintenance commercial or residential is the perfect differentiation tool. Don't let your competition beat you to it.

In addition to hands-on training you will also learn how to price and market these services.

Water Restoration Technician

- Departmental Supervisor
- One Day Shift Team Coordinator
- One Swing Shift Team Coordinator

3-Day Water Restoration Technician (WRT) Class Overview

Come along to Barry Costa's Traveling House for three days of hands on drying experience. Barry has built a room complete with a hard surface floor, carpet, stairs and walls that will be flooded and the class will restore the structure.

This three-day course is based on the [ICRC S-500 Standard and Reference Guide for Professional Water Damage Restoration](#). You will follow the process of a job from the initial emergency phone call to the complete restoration of the home or building. Along the way you will understand and use inspection tools in determining what is wet. These same tools will allow you to prove conclusively the complete drying of the structure to acceptable levels. Following identification of wet materials you will use every type of equipment from extractors to airmovers, air scrubbers and dehumidifiers.

The term psychrometry may intimidate you at first. But after three days you will be using terms such as grains of moisture, infiltration, equilibrium moisture content and desiccant. In other words you will have become a professional restorer of water damage property. To make sure that you understand and remember these new terms and procedures you will take part in Barry's famous "Brain Drains".