

ROSENAU

CLEANING UNIVERSITY



Path to CITS Masters Certification



Now aligned with the
ISSA Cleaning Industry
Training Standard

THE **ROSENAU**

**CLEANING
UNIVERSITY**

... has been providing continuing education to frontline cleaning workers and managers for over twenty five years.

This training now offers additional certification for cleaning professionals with the alignment to the Cleaning Industry Training Standard (CITS). ISSA – The Worldwide Cleaning Industry Association, developed the consensus based standard with input from across the industry. CITS is a multi-faceted program composed of verified training programs, cleaning professional certifications, trainer accreditations, and verified training centers. CITS verification ensures the training courses comply with the standard and, therefore meet the needs of the industry, as determined by an independent, ISSA-designated verifier.

Path to CITS Masters Certification

THOSE INTERESTED IN PURSUING CITS MASTERS CERTIFICATION MUST COMPLETE THE FOLLOWING:

CLEANING 101 – an independent study course through ISSA.

(Students may take this course by going to www.issa.com if their organization is a member of ISSA. For those students not part of a member organization, study materials will be provided at the first class for those wishing to follow this curriculum. Tests will be administered at second class.)

ADVANCED PROFESSIONAL – Attend RCU class and pass knowledge check(s).

Currently, the following classes are covered through the RCU curriculum:

General Cleaning*	Hard Floor Care*
Restroom Care**	Carpet Care*
General Safety**	Green Cleaning
Hazard Communication**	Value of Clean***
Customer Service**	

* = RCU Class **= Contained within a course

***= Contained within a course but not required for Masters

MASTERS CERTIFICATION – Attend all RCU classes and pass all knowledge checks.

RCU CLASS SUMMARIES

GENERAL CUSTODIAL DUTIES*

This class is intended for those new to the cleaning industry or looking for a refresher of basic skills. There are "hands-on" portions to the class so participants should be prepared to get involved. Topics include:

- Importance of Cleaning*
- pH Scale & Chemistry of Cleaning
- General Safety*
- Effective trashing, dusting, vacuuming
- Hazard Communication*
- Basic Hard Floor Care
- Restroom Care*
- Basic Cleaning Tips
- Bloodborne Pathogens

CARPET CARE*

This class focuses on all aspects of carpet care. Preventive, daily, interim, and restorative methods are discussed and demonstrated. There are "hands-on" portions to the class so participants should be prepared to get involved. Topics include:

- Common Carpet Myths
- Indoor Air Quality (IAQ)
- Fiber Types & Identification
- Construction of Carpet
- Spotting Techniques
- Setting Up a Carpet Care Program

HARD FLOOR CARE*

This two-day class combines traditional and specialty floor care from our previous curriculum. All aspects of floor care are covered from sweeping to stripping and refinishing. Specialty floor coverings are also addressed. There are "hands-on" portions to the class so participants should be prepared to get involved. Topics include:

- Basic Floor Care
- Flooring Identification
- Floor Stripping vs. Scrubbing
- Applying Floor Finish
- Maintaining the Appearance
- Care of Specialty Flooring
- Extending/Eliminating the Stripping Cycle



GREEN CLEANING*

This class is designed to take much of the mystery out of sustainability focused cleaning. Whether your facility is pursuing certification or you just want to differentiate your cleaning services, this class will help get you on the right track. Green Cleaning is not just about products or certifications, it goes beyond those things to include process and mindsets. There are "hands-on" portions to the class so participants should be prepared to get involved. Topics include:

- Introduction and History
- Organizations
- Equipment, Materials & Supplies
- LEED Criteria & Certification
- 3rd Party Certifying
- Green Cleaning Procedures
- Latest Trends

LEADERSHIP

This class, formerly called "management" is designed for those new to supervision and/or management. This class focuses on leadership skills and how to implement them within your organization. Topics include:

- Customer Service*
- Building Teamwork
- Time Management
- Motivation
- Leadership Characteristics
- Goal Setting
- People Skills
- Discipline

CLASS OVERVIEW

- Classes are held at our company headquarters in Warminster, PA, in our state of the art training center.
- Classes start promptly at 8:00 and run to 4:30.
- Knowledge checks will be used to ensure student learning and are a requirement for those pursuing Advanced Professional and Masters certification.
- Students should be prepared to get involved in the learning, including hands-on application of materials covered.
- Pertinent safety topics and equipment care are stressed in all sessions.
- Class size is limited.
- Refreshments and Lunch provided.

**ENROLLMENT FORMS AVAILABLE FROM YOUR SALES LEADER
OR BY CALLING 800 999 2666, EXT.100**