



## ISSA Certification Expert Course Outline

Start Time	Topic	Leader	Resources
8:30 – 8:45 15 minutes	<b>Introductions</b>	Presenter	
8:45 – 9:30 45 Minutes	<b>Using CIMS as a marketing tool</b> <ul style="list-style-type: none"> <li>- Pyramid of financial influence</li> <li>- Call on upper management</li> <li>- Differentiating your business / ongoing value</li> </ul>	Presenter	PPT slide Group Exercise
9:30 – 10:30 60 Minutes	<b>The Cleaning Industry Management Standard</b> <ul style="list-style-type: none"> <li>- Frequently Asked Questions</li> <li>- Scope</li> <li>- Purpose</li> <li>- Applications</li> <li>- Definitions</li> <li>- 5 Elements of the Standard</li> </ul>	Presenter	CIMS Standard  FAQ's
<b>10.30 – 10.45</b> <b>15 Minutes</b>	<b>Break</b>	<b>All</b>	
10:45 – 11:15 30 Minutes	<b>The Certification Process</b> <ul style="list-style-type: none"> <li>- Application</li> <li>- Assessment Process</li> <li>- Certification</li> <li>- Forms</li> </ul>	Presenter	CIMS Certification Process  Application Form
11:15 – 11:45 30 Minutes	<b>Complying with the Standard</b> <ol style="list-style-type: none"> <li>1. Quality System               <ol style="list-style-type: none"> <li>1.1 Definition of Cleaning Service Requirements</li> <li>1.2 Quality Plan</li> </ol> </li> </ol>	Presenter	Guidebook
<b>12.00 - 1.00</b> <b>60 Minutes</b>	<b>Lunch</b>	<b>All</b>	
1:00 – 1:30 30 minutes	<b>Complying with the Standard</b> <ol style="list-style-type: none"> <li>2. Service Delivery               <ol style="list-style-type: none"> <li>2.1 Service Delivery Plan</li> <li>2.2 Purchasing Procedures</li> </ol> </li> </ol>	Presenter	Guidebook
1:30 – 2:00 30 minutes	<b>Complying with the Standard</b> <ol style="list-style-type: none"> <li>3. Human Resources               <ol style="list-style-type: none"> <li>3.1. Human Resource Policy</li> <li>3.2. Hiring Practices</li> <li>3.3. Site-Specific Orientation</li> <li>3.4. Executive Development:</li> <li>3.5. Management Training</li> <li>3.6. Cleaning Personnel Training</li> <li>3.7. Training Format and Language</li> <li>3.8. Security</li> <li>3.9. Timekeeping/Payroll:</li> </ol> </li> </ol>	Presenter	Guidebook

2:00 – 2:30 30 minutes	<b>Complying with the Standard</b> 4. Health, Safety and Environmental Stewardship 4.1 Regulatory Compliance	Presenter	
<b>2.30 – 2.45</b> <b>15 Minutes</b>	<b>Break</b>	<b>All</b>	
2:45 – 3:00 15 minutes	<b>Complying with the Standard</b> 4. Health, Safety And Environmental Stewardship 4.2. Organization Policy/Environmental	Presenter	
3:00 – 3:30 30 minutes	<b>5. Management Commitment</b> 5.1 Mission, Vision, Values 5.2 Planning 5.3 Responsibility and Authority 5.4 Communication Plan 5.5 Risk Management	Presenter	
3:30 – 4:30 60 minutes	<b>CIMS-GB</b> 1. FAQ 2. How it compares to LEED 3. Sections	Presenter	
4:00 – 4:30 30 Minutes	<b>Exam</b>	All	