



# TRAINING, EDUCATION CERTIFICATION AND STANDARDS





Ongoing learning and professional development are vital for business success. The fast-paced and ever-changing cleaning industry requires comprehensive training and development programs to keep up with new challenges.

Investing in each of your workers is beneficial to the whole organisation and can boost the bottom line. Offering regular professional training for your team can help you retain your best workers, improve employee morale, attract top job candidates and identify future leaders.

Professional development can also play a big role in making a real difference to your competitive advantage. By making sure that employees are constantly learning, your organisation gains more value and continues to move forward with a strong position in the market. Your customers and clients will benefit too from the high level of efficient service they receive.

From the global ISSA Online Learning Institute to local public workshops and bespoke training solutions tailored to your organisation's learning and development needs, ISSA Oceania training ensures access to the global knowledge and resources, adapted to the regional market requirements in consultation with acknowledged local industry experts.

**Join ISSA as a Member to receive up to 25% discounts on training and certification!**

## CHANGING THE WAY THE WORLD VIEWS CLEANING

With more than 10,500 members—including distributors, manufacturers, wholesalers, building service contractors, in-house service providers, residential cleaners and associated service members—ISSA is the world's leading trade association for the cleaning industry.

The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment and an improved bottom line.

We help our members and their employees make valuable contacts through the industry's largest cleaning shows and can proudly boast a global online network of more than 30,000 cleaning and hygiene professionals.

**10,500+**  members

 **95+** years of experience

Alliances with local, regional, and national associations as well as industry, government, and other leading corporate and community entities worldwide. **75+** 

## ISSA EDUCATION OVERVIEW

Take your operation to the next level with ISSA industry-leading training, education and certification programs.



**The Cleaning Industry Management Standard** is the first consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organisation. Green cleaning best practice can give your business the edge over your competitors. Individuals who wish to assist their customers in preparing for CIMS certification can become ISSA Certification Experts.



**CMI, ISSA's Cleaning Manage Cleaning Management Institute (CMI) Institute**, is one of the most recognised providers of education and certification within the professional cleaning industry. Founded in 1964, CMI's third party training has certified more than 250,000 individuals worldwide. Furthermore, CMI has supported the education and development of cleaning and maintenance professionals, managers, supervisors and executives across the globe.



**GBAC - The Global Biorisk Advisory Council is a division of ISSA.** Just recently, GBAC introduced the cleaning industry's outbreak prevention, response and recovery accreditation program. **GBAC STAR** sets guidelines that assists facilities with work practices, protocols, procedures and systems to control risks associated with infectious agents like Covid-19. In addition, GBAC also certifies companies working in the bio-risk management and response industry.

"We're thrilled to provide global cutting-edge educational program for the cleaning industry in the Oceania region. As your local industry association, ISSA Oceania continually upgrades its member services and works with a number of industry experts to ensure our members receive locally customised and relevant training programs. Let's work together to demonstrate the value of clean!"

Lauren Micallef  
OCEANIA MANAGER





# THE CLEANING INDUSTRY MANAGEMENT STANDARD & CERTIFICATION PROGRAMME

Elevate your understanding of systems, procedures and processes, along with management best practices required to lead a quality driven cleaning process. This course provides a return on investment as it aids your company in supporting customers as they face new challenges and seek to enhance their cleaning and quality management standards.



The ISSA Cleaning Industry Management Standard (CIMS) and Certification Program was created for facility service provider organisations and applies to an organisation's management structure and performance systems and processes.

CIMS is built around **six areas of management best practices**, including the optional "Green Building", that have proven to be the foundation of high-performance, customer-focused, and sustainable cleaning organisations.

## SIX AREAS OF MANAGEMENT BEST PRACTICES



Compliance with the Standard demonstrates that the organisation is structured to deliver consistent, quality services.

- ✓ Differentiate your organisation from the competition
- ✓ Demonstrate your commitment to quality and customer satisfaction
- ✓ Improve your overall operations
- ✓ Save money

IN TODAY'S TOUGH ECONOMY, CIMS IDENTIFIES INVALUABLE EFFICIENCIES FOR SERVICE PROVIDERS AND FACILITY MANAGERS ALIKE

## HOW YOU CAN USE THE CIMS PROGRAMME



AS AN ACCOUNT DEVELOPMENT TOOL FOR CONTRACTORS / FACILITY MANAGEMENT



AS A COMPETITIVE ADVANTAGE TO WIN MORE CONTRACTS



AS A STANDARD REQUIREMENT FOR END USERS TO ENSURE QUALITY SERVICE DELIVERY



AS A STEP TOWARDS "GREENER" OPERATIONS IN CLEANING



TO PROMOTE STRUCTURE AND CONSISTENTLY DELIVER HIGH QUALITY

## RETURN ON INVESTMENT



INCREASE IN PRODUCTIVITY



REDUCTION IN OPERATIONAL EXPENSES



EMPLOYEE RETENTION AND STAFF DEVELOPMENT



REDUCTION IN WORK-RELATED INJURIES



INCREASE IN CUSTOMER RETENTION





# HOW DOES THE CIMS STANDARD AND CERTIFICATION PROGRAM HELP YOUR BUSINESS?

CIMS and CIMS-Green Building certification link all industry sectors with a cohesive, unified system for ensuring a higher standard of quality, service, and sustainability.

## BUILDING SERVICE CONTRACTORS

- Effectively differentiate your business as a company of excellence
- Attract new customers and leverage growth opportunities
- Gain an advantage against competitors in tenders

## IN-HOUSE SERVICE PROVIDERS

- Communicate more effectively with upper management
- Validate service, performance and quality
- Create documentation needed for budgetary support



## FACILITY MANAGERS AND PURCHASERS

- Increase successful collaboration with building service contractors
- Provide specifications that fit seamlessly into existing bid requirements

## DISTRIBUTORS, CONSULTANTS AND MANUFACTURERS

- Helps to provide tailored solutions for customers
- Approach product selection, training, and management needs with consistency

# FACILITY SERVICE PROVIDER SURVEY RESULTS

**88%**  
Reported an  
**INCREASE**  
in Productivity

**78%**  
Reported **SALES GROWTH**

**9 OUT OF 10**  
Reported a  
**REDUCTION**  
in Operational Expenses

**76%**  
Reported an  
**INCREASE**  
in Customer Retention

Source: ISSA US CIMS Certified Firm Survey 2016

# CIMS CERTIFIED EXPERT (C.C.E.)

C.C.E. certification is for the occupational development and continuing education of individuals seeking to advance their careers, improve their operations and remain relevant in an ever-changing industry.



## WHY SHOULD I BECOME A CIMS ISSA CERTIFICATION EXPERT?

Training to become a CIMS Certification Expert (C.C.E.) positions an individual as an indispensable resource during tough times. As customers and organisations face budget cuts, professionals need real-life solutions to help them deal with the new challenges. The good news? The C.C.E. program can help!

## WHO CAN BENEFIT FROM BECOMING A C.C.E.?

**Management.** Many supervisors and managers have advanced their careers and incomes using their CIMS Expert designation. It helps demonstrate finance, procurement and C-Suite that managers have the qualifications and knowledge to effectively run day-to-day operations.

**Sales Professionals.** The CIMS standard creates sales distinction in a hyper-competitive market as the conversation moves from product and price to sales with tailored solutions.



# ELEVATE YOUR BUSINESS WITH ISSA'S CLEANING MANAGEMENT INSTITUTE

CMI is committed to serving your educational and professional needs in the broadest possible range of subject areas. Its products were developed by professionals from within the industry. Building service contractors, educational facilities, health care providers and many more utilise CMI's certification courses.



# PROVE YOUR VALUE WITH THE VALUE OF CLEAN TOOLKIT

It's time that facility decision-makers stop thinking of cleaning as a cost and start thinking of it as an investment. Use the ISSA Value of Clean® (VOC) tools and information, including infographics, Value of Clean Calculator, Power of Clean Video and aim to promote cleaning being as necessary for better health, a better environment, and a better bottom line.

## THE ACCREDITED AUDITING PROFESSIONAL (AAP) TRAINING

Continuous improvement requires ongoing evaluation, which is exactly where cleaning inspections come into play. Whether you are a cleaning services provider or an in-house operation, cleaning inspections are a fundamental tool for evaluating services and communicating with customers/stakeholders.

The ISSA Accredited Auditing Professional one-day course is designed for those industry professionals looking to enhance their knowledge and skills around quality assurance and building audits and provide their customers with the level of cleaning they deserve.

Through this course, attendees will have the opportunity to learn how to implement the key elements of a successful quality assurance program across different customers and sites.

## CLEANING SUPERVISORY MANAGEMENT CERTIFICATION

The cleaning maintenance profession commands respect and requires a high degree of knowledge and skills.

Frontline supervisors provide a level of management and support that often determines the success or failure of a contract.

This program captures the fundamental knowledge of supervision and quality control as it relates to cleaning contracts.

With competition tougher than it has ever been, retaining 'good' staff and aiding them with career development is a core essential.

### The course addresses

- Personal development
- Requirements of a supervisor
- Advanced equipment, cleaning and maintenance training
- Core managerial skills.



# KNOWLEDGE AND TOOLS TO SHOW **REAL VALUE** AND EFFICIENCIES OF CLEAN



## THE VALUE OF CLEAN® WHITEPAPER

### Exclusive ISSA Member Benefit

Download the The Value of Clean® whitepaper to learn how to justify your cleaning budgets in a completely new way with hard numbers decision-makers are looking for.



## VALUE OF CLEAN CALCULATOR 2.0

### Exclusive ISSA Member Benefit

ISSA-member companies have access to an exclusive calculator that quantifies the total value of proper cleaning in six critical areas.



## WORKLOADING AND BIDDING TOOL

### Exclusive ISSA Member Benefit

With the ISSA Workloading and Bidding Tool you will be able to see the time needed to perform the job, a suggested number of people needed to clean the facility, and an overview of costs to do the job.



# THE GLOBAL BIORISK ADVISORY COUNCIL® (GBAC)

## PREPARE - RESPOND - RECOVER



The Global Biorisk Advisory Council® (GBAC) a division of ISSA, serves as a trusted resource to help businesses and organisations prepare for, respond to, and recover from public health outbreaks and crisis situations.

### GBAC FUNDAMENTALS ONLINE COURSE

**Cleaning & Disinfection Principles** teaches cleaning professionals to prepare for, respond to and recover from biohazards in the workplace.

Participants will learn infection and contamination control measures for infectious disease outbreak situations such as the novel coronavirus (SARS-CoV-2). The course is the baseline requirement for all GBAC STAR Service accredited firms. At a minimum, firms must have 5% of their frontline cleaning staff—including all subcontracted cleaning staff—complete the course and provide proof of their completion during the GBAC STAR Service Accreditation process.

### GBAC STAR™ IS A CLEANING PREVENTION, RESPONSE, AND RECOVERY ACCREDITATION.

GBAC STAR is the gold standard of prepared facilities. The accreditation GBAC STAR means that a facility or facility service provider has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimise risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly informed cleaning professionals who are trained for outbreak and infectious disease preparation and response.
- Safety and well being in the workplace and community

#### What Are the Benefits of GBAC STAR™ Accreditation?

It provides third-party validation that your facility or service provider meets a higher level of cleanliness and safety.



**With GBAC STAR you are...**

- Maintaining strict cleaning protocols for infectious disease.
- Using best practices to limit the impact of future outbreaks.
- Protecting building occupants now and in the future.
- Prepared for any recurring challenges in your workplace or facility.



**With GBAC STAR, your cleaning staff is...**

- Highly informed for infectious disease response.
- Empowered to do their jobs safely and effectively.
- Trained to follow the right practices to keep themselves safe from disease.
- Bringing value to their communities and contributing to public health.



**With GBAC STAR, your customers have...**

- The assurance that the facility has been disinfected to the highest standards.
- Renewed trust in building cleanliness and safety.
- Increased confidence to enter and feel comfortable inside the building.
- Peace of mind that proper cleaning is an ongoing facility management priority.

### GBAC STAR™ FACILITY ACCREDITATION

It means that your facility staff or service provider is implementing the industry's highest standards for cleaning and disinfection of infectious agents like the novel coronavirus.



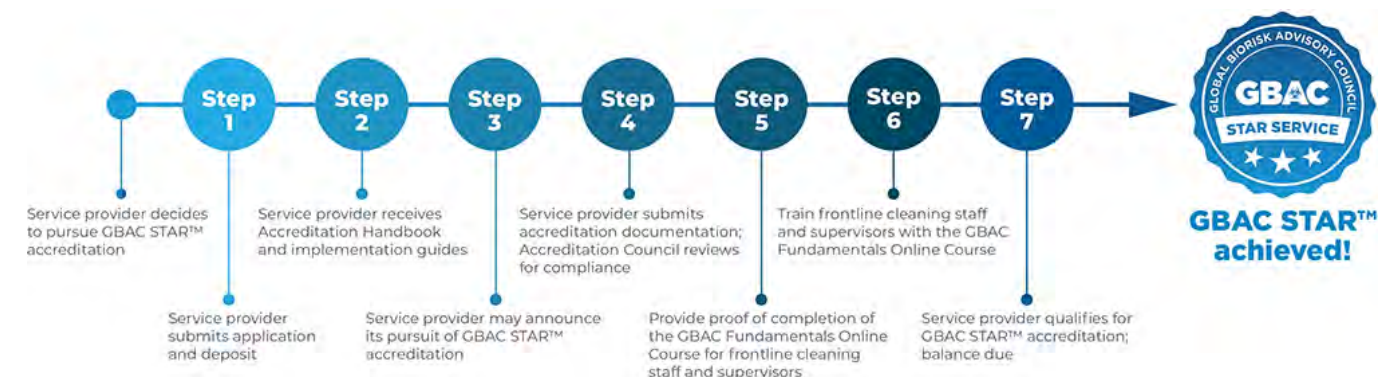
FOR MORE DETAILS VISIT <https://gbac.issa.com/issa-gbac-star-facility-accreditation/>

### GBAC STAR™ SERVICE ACCREDITATION

The GBAC STAR Service Accreditation program provides third-party validation of a building service contractor's cleaning, disinfection, and infection prevention protocols and procedures.

GBAC STAR Service Accreditation gives service providers a competitive advantage in two ways:

- Your firm is more attractive to hire with a proven third-party validation of your cleaning, disinfection, and infection prevention program
- Your business is uniquely positioned to help your facility customers achieve GBAC STAR Facility Accreditation for their buildings and empower them to operate their facilities in a clean, safe, and healthy way that increases customer confidence.



FOR MORE DETAILS VISIT <https://gbac.issa.com/gbac-star-service-accreditation/>






By earning GBAC STAR™ accreditation, you can instill confidence in your customers, staff and key stakeholders that your facility has the proper cleaning, disinfection and infectious disease prevention systems in place.

GBAC STAR is a performance-based accreditation program that helps facilities demonstrate they have the work practices, procedures and protocols to prepare, respond, and recover from outbreaks and pandemics.



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