



ISSA Certification Expert Course Outline

Start Time	Topic	Leader	Resources
8:30 – 8:45 15 minutes	Introductions	Presenter	
8:45 – 9:30 45 Minutes	Using CIMS as a marketing tool <ul style="list-style-type: none"> - Pyramid of financial influence - Call on upper management - Differentiating your business/ongoing value 	Presenter	PPT slide Group Exercise
9:30 – 10:30 60 Minutes	The Cleaning Industry Management Standard <ul style="list-style-type: none"> - Frequently Asked Questions - Scope - Purpose - Applications - Definitions - Six Elements of the Standard 	Presenter	CIMS Standard FAQ's
10.30 – 10.45 15 Minutes	Break	All	
10:45 – 11:15 30 Minutes	The Certification Process <ul style="list-style-type: none"> - Application - Assessment Process - Certification - Forms 	Presenter	CIMS Certification Process Application Form
11:15 – 11:45 30 Minutes	Complying with the Standard <ol style="list-style-type: none"> 1. Quality System <ol style="list-style-type: none"> 1.1 Definition of Cleaning Service Requirements 1.2 Quality Plan 	Presenter	Guidebook
12.00 - 1.00 60 Minutes	Lunch	All	
1:00 – 1:30 30 minutes	Complying with the Standard <ol style="list-style-type: none"> 2. Service Delivery <ol style="list-style-type: none"> 2.1 Service Delivery Plan 2.2 Purchasing Procedures 	Presenter	Guidebook

1:30 – 2:00 30 minutes	<p>Complying with the Standard</p> <p>3. Human Resources</p> <p>3.1. Human Resource Policy</p> <p>3.2. Hiring Practices</p> <p>3.3. Site-Specific Orientation</p> <p>3.4. Executive Development:</p> <p>3.5. Management Training</p> <p>3.6. Cleaning Personnel Training</p> <p>3.7. Training Format and Language</p> <p>3.8. Security</p> <p>3.9. Timekeeping/Payroll:</p>	Presenter	Guidebook
2:00 – 2:30 30 minutes	<p>Complying with the Standard</p> <p>4. Health, Safety and Environmental Stewardship</p> <p>4.1 Regulatory Compliance</p>	Presenter	
2.30 – 2.45 15 Minutes	Break	All	
2:45 – 3:00 15 minutes	<p>Complying with the Standard</p> <p>Health, Safety And Environmental Stewardship</p> <p>4.2. Organization Policy/Environmental</p>	Presenter	
3:00 – 3:30 30 minutes	<p>5. Management Commitment</p> <p>5.1 Mission, Vision, Values</p> <p>5.2 Planning</p> <p>5.3 Responsibility and Authority</p> <p>5.4 Communication Plan</p> <p>5.5 Risk Management</p>	Presenter	
3:30 – 4:30 60 minutes	<p>CIMS-Green Building</p> <p>FAQ</p> <p>How it compares to LEED</p> <p>Elements</p>	Presenter	
4:30 – 5:00 30 Minutes	Exam	All	