

HCT Course Description

Cleaning is such an integral part of our daily lives that we don't always think about its important role in the quality of our lives. Scientific advances in the areas of microbiology, chemistry, and cleaning technology are redefining our understanding of *clean* and what it means to our health and well-being. Homeowners used to be satisfied if their homes looked and smelled clean. Now they know that harmful germs can linger if not properly eradicated. They understand that the presence of too many germs threatens their families.

The House Cleaning Technician (HCT) training and certification program is a comprehensive overview of best practices in cleaning. This course is designed specifically for the HCT who wants to meet the expectations of this more educated marketplace of homeowners. Those who complete this course will be certified professionals who understand the value and methodology of proper cleaning. The material presented in this course has been researched and peer reviewed; it presents the cleaning industry's best practices.

Business owners and managers will appreciate this course for the specific instructions it provides on how to clean, disinfect and sanitize when necessary. HCTs who pass this course will know if a home is truly clean because they will have studied the microbiology and chemistry behind soil. They will understand the meaning of important cleaning terminology. This knowledge will help you and your employees communicate knowledgeably to your clients. In addition, the course instructs HCTs on how to identify and care for many of the materials and surfaces commonly found in homes. We will discuss the proper, most efficient and safest way to clean a home. Knowing these fundamentals will make you a true professional.

The HCT course takes approximately 14 hours over the course of two (2) days to deliver. An opportunity to take the HCT Certification Examination immediately follows the conclusion of the instruction; a payment of \$50.00 to The Clean Trust must be made at the time the technician registers to take the certification examination.

HCT Course Preparation

Because much of the material presented in the HCT course is highly technical across many fields of knowledge, the ISE-recommended course preparation is the reading and study of *The Professional House Cleaning Technician's Manual*, available at www.ISEToday.com/Books.

The Professional House Cleaning Technician's Manual presents all of the content that will be covered in the 2-day course and which may be part of a question on the HCT certification examination.

With the investment you or your cleaning technicians will make to secure HCT certification, this resource is the ideal way to prepare for a successful training experience and a "pass" the first time on the HCT certification examination.

The Professional House Cleaning Technician's Manual is not included in the course fee.

HCT Course Syllabus

The Role of a Certified House Cleaning Technician (HCT)

The HCT is really a health professional, doing more than simply making it appear that soil is removed but actually improving the indoor environment to promote healthier indoor living. HCTs will learn about

- Cleaning professionals are critical to human health
- Value of becoming a Certified House Cleaning Technician
- Why “Care, Custody and Control” is so important
- Definition of “cleaning” and “clean”
- Kinds of soil found in homes
- Impact and dangers of soil and contaminants

The Science of Cleaning

When understood at its most fundamental level, cleaning (and sanitizing and disinfecting) are processes based in science, so the course includes a significant science lesson relevant to cleaning products and processes. HCTs will learn about

- Cleaning chemistry
- pH scale
- Types of cleaners and bleaches
- Wet and dry solvents
- Sanitizers and disinfectants

Materials and Surfaces

Since cleaning brings the HCT into contact with nearly every type of surface, the HCT must know how these surfaces are harvested and prepared for use in the home as well as the safest and most effective products and processes to use in cleaning each type of surface. HCTs will learn about

- Natural Stone
- Wood Flooring, Bamboo and Cork, Laminates
- Clay Tile and Grout, Concrete
- Resilient Flooring, Vinyl, CVT, Vinyl Asbestos, Linoleum, Rubber
- Carpet
- Counter Tops and Cabinets
- Glass
- Fixtures, Metals, Stainless Steel, Paint, Wallpaper

Contents and Furnishings

One of the major challenges in home cleaning is the care of furniture and collectibles. In addition to the monetary value of these possessions, customers often have strong emotional attachments to family furniture and keepsakes. Being aware of these items and their proper care is important to your long-term success in this industry. HCTs will learn about

- Caring for soft goods and textiles
- Window treatments and area rugs
- How to identify and care for furniture with different finishes

- Proper cleaning of home appliances
- Special care requirements for electronics
- Chandelier care
- High end ornaments, collectibles and figurines

Methods and Productivity

In professional cleaning, you can produce more in less time when you know the correct methods and practice them until you become proficient. Proficiency turns time into money. In professional cleaning, time is money! HCTs will learn about

- The value of time, motion and ergonomics
- Having and using the right tools
- Organized and systematic movement
- How routine helps develop skills
- Wet and dry work routines
- The importance of Standard Operating Procedures (SOP)
- Checking your work

Tools and Equipment

Like any industry, the cleaning industry has special tools and equipment designed to make our work easier and more effective. While most of our equipment may seem obvious at first glance, there are actually a lot of important details. This section of the course (and chapter of *The Professional House Cleaning Technician's Manual*) has been cited as the most helpful in making a truly informed decision about “what to have in your caddy.” HCTs will learn about

- Vacuum cleaner and attachments
- Steam cleaning equipment and attachments
- Steam (hot water) extraction equipment
- Buckets and caddies
- Aprons
- Personal Protective Equipment (PPE)
- Spray application tools
- Brushes, scrubbers and steel wool
- Cloths – cotton, microfiber, sponges, chamois
- Feather dusters – natural, synthetic
- Melamine
- Scrapers and razors
- Pumice stone
- Mops
- Extension poles
- Stepstools and ladders

Safety

Maintaining a safe work environment is important to both you and your client. While your client may see you as a guest in their home, you are legally an employee, and their home is your work site. This means that a variety of federal and state laws must be understood and properly followed. HCTs will learn about

- General safety and OSHA
- Chemicals, labels, handling of chemicals
- MSDS and training

- Slip and fall hazards
- Ergonomics and handling trash or other weight
- Ladder and electrical safety
- Bloodborne pathogens and Personal Protective Equipment (PPE)
- Volatile Organic Compounds

Health

Cleaning professionals play a key role in maintaining the health of buildings and their inhabitants. Removing contaminants from the indoor environment reduces human exposure to disease and the risk of infection. This section reviews the health implications of cleaning for both you and your clients. HCTs will learn about

- Microbes and pathogens
- Hygienic cleaning
- Breaking the chain of infection
- Hand washing
- Personal hygiene

Appearance

Presenting a clean, professional appearance to a client and to co-workers is critical to making the right impression on a client and includes your personal grooming habits, your clothes or uniform, your equipment and tools and even the appearance of your vehicle. Since the job of a Cleaning Technician is to enhance the appearance of the home s/he cleans, it seems only logical for you to consider your own appearance upon entering and home. Appropriate appearance will not only make you more confident and capable, it will make you a more sought after professional in a competitive market. HCTs will learn about

- How appearance affects performance
- Appearance is more than just you
- Organizational skills lead to success
- How appearance determines value

Environment

Simply put, everything around you is part of your environment, from your home and neighborhood to your country and planet. To maintain access to our four basic necessities—food, shelter, air and water—we need a healthy environment. For Cleaning Technicians, the most important environment is the indoor environment; our role is to ensure that the indoor environment of the homes we clean is the best it can be. HCTs will learn about

- What is the environment?
- How does the environment affect us?
- Who regulates the environment?
- How do humans impact the environment?
- Who is responsible for the environment?