Professional Education

Credentialing Programs

Your Path to Success!

International Executive Housekeepers Association, Inc.
1001 Eastwind Drive, Suite 301 • Westerville, Ohio 43081-3361
(800) 200-6342 • Fax: (614) 895-1248 • excel@ieha.org

www.ieha.org

uniting facility managers, worldwide...
Why Choose Certification?

• In a recent survey of 247 certified and registered members, 77% said the IEHA educational program significantly helped them gain job skills and self-confidence.

• In IEHA’s annual Salary Survey, it has been proven year after year that members with a REH or CEH have a higher earning potential as compared to members with no certification.

• In the 2009 IEHA Salary Survey, it was found that members with an REH make about $20,000 more per year on average than members without a certification; and members with a CEH make about $5,000 more per year on average than members without a certification.

• Out of 236 members polled to assess the Return on Investment (ROI) from their IEHA education, 77% believed IEHA programs yielded 100%-1,000% or greater ROI.

• Based on feedback from members, it is proven that facilities and fellow staff also benefit from the knowledge learned by a member who has obtained certification.

IEHA Educational Program History

Education has been the top priority for IEHA to increase professionalism in the cleaning industry since it was established in 1930 (then called the National Executive Housekeepers Association, or NEHA.) In fact, at the first annual dinner of the Philadelphia Chapter of NEHA, held on April 22, 1933, Lila Hainer was the speaker on the subject “What College Can Do for the Executive Housekeeper.” However, it required nearly 30 years for the “talk” to congeal into a program, and throughout the years, IEHA’s educational program has gone through a series of revolutions. At the June 1, 1960 Congress in San Francisco, a 15-year education program was proposed, encompassing four groups of college subjects, totaling 77 to 205 actual hours in class. At that time, 160 hours was required for certified membership. Hope was expressed that by 1971, a curriculum program would be developed. On May 8, 1973, Father Richard Hindel had taken over as education chairman of NEHA, and he signed a “Collegiate Degree Program for Certified Membership,” which set July 1, 1982 as the effective date of the program. Under the national education chairmanship of Jean Phillips, in July 1978, the 320-hour educational program was released. And, in 1985, the 330-Hour certification program became a reality. Since 1985, the Professional Education Credentialing Program (PECP) has been revised every two years as needed.
Getting Started on Your Path to Success!

I have a High School Diploma or GED.

**PECP**
The PECP gives you the choice of completing your study either online or in hard copy format. To order the PECP, fill out the included form, visit IEHA’s online store at [www.ieha.org/showcatproducts.php?cid=2](http://www.ieha.org/showcatproducts.php?cid=2), or call (800) 200-6342. The PECP consists of 16 modules covering management and technical and administrative skills. Each study module is designed to maximize learning at your own pace and when you have time to study. Each module has review study questions with answers and an exam to complete and send to the IEHA Association Office for grading (print version only—test will automatically be graded in the online version.)

I have an Associate’s Degree.

**Collegiate Program**
Please fax, mail, or e-mail your official transcripts and resume to the IEHA Association Office, and the PECP will be designed to fit your individual continuing education needs, based on your life experience. The cost is $25 for a member ($50 non-member) for a transcript review. The Collegiate Program has a total requirement of 60 semester credit hours, including 39 required semester hours (or the equivalent in quarters or trimesters) and 21 unrestricted elective semester hours (or equivalent) of approved college credit.

I have a Bachelor’s Degree or Higher.

**Final Exam**
Whether you do the PECP or the Collegiate Program, you will be required to take a proctored final exam once. Upon receiving the results of your last module exam, the Association office will return an Application for Examination (in the online version, the Application will automatically be sent to you.) Please fill out the Application and return to the Association office. All exam proctors must be approved by IEHA, and cannot be a family member or another IEHA member. Your facility’s HR Director, Administrator, or another supervisor in your department are all excellent choices. Final exam access will be sent to your proctor only. You must pass your final exam with a score of 70 percent or higher in order to earn your designation.

After completing the final exam, you will attain Registered Executive Housekeeper (REH) status if you have a Bachelor’s Degree or higher. Required renewal every three years!

After completing the final exam, you will attain Certified Executive Housekeeper (CEH) status if you have High School Diploma, GED, or an Associate’s Degree. Required renewal every three years!
What is the Professional Education Credentialing Program?

The PECP consists of the Managing for Effect Series and the Technical and Administrative Series. Each study module is designed to maximize learning at your own pace. The PECP is available to purchase in print or online. To order the PECP online, visit IEHA’s online store at www.ieha.org/showcatproducts.php?cid=2. You can buy the entire series all at once, or you can buy each series or module individually.

Member Price for Full PECP: Print: $835.00; Online: $700.00
Non-Member Price for Full PECP: Print: $1035.00; Online: $900.00 (a 1-year membership with IEHA is included.)

Please note that shipping and handling is included. Additional shipping charges may be added to international orders. Contact the Association Office directly for a quote.

Managing for Effect Series
Contains the following modules: Management Philosophy & Style, Communication, Planning & Organizing, Staffing and Staff Development and Continuous Improvement.

**Module I: Management Philosophy & Style (30 Hours)**
By analyzing the fundamental principals of business and the current business climate, this module enables the student to develop a personal management philosophy and understanding of his or her organization’s culture.

**Item #955**
Member Price: Print: $415.00; Online: $355.00
Non-Member Price: Print: $515.00; Online: $455.00

**Module II: Communication (30 Hours)**
This module develops attitudes, skills, and knowledge that enable the student to communicate effectively interpersonally, in groups, and in writing.

**Item #960**
Member Price: Print: $105.00; Online: $85.00
Non-Member Price: Print: $155.00; Online: $100.00

**Module III: Planning & Organizing (30 Hours)**
This course provides tools for planning and control that will enable the student to manage labor, budgets, and materials effectively within his or her organization.

**Item #965**
Member Price: Print: $105.00; Online: $85.00
Non-Member Price: Print: $155.00; Online: $100.00

**Module IV: Staffing & Staff Development (30 Hours)**
This course develops awareness of human behavior patterns, motivation, and law so the student has knowledge to select and motivate personnel in a way that mutually benefits personnel and the organization.

**Item #970**
Member Price: Print: $105.00; Online: $85.00
Non-Member Price: Print: $155.00; Online: $100.00

**Module V: Continuous Improvement (30 Hours)**
This module enables the student to draw upon basic management skills and blend them with advanced management principles to bring about understanding of concepts of continuous improvement.

**Item #975**
Member Price: Print: $105.00; Online: $85.00
Non-Member Price: Print: $155.00; Online: $100.00

Technical & Administrative Series
Contains the following modules: Housekeeping Techniques, Work Controls, Pest Control, Chemical Control, Waste Management, Purchasing, Accounting & Budgets, Microbiology, Safety & Security, Interiors and Laundry and Linen.

**Module I: Housekeeping Techniques (15 Hours)**
This module provides the student with an overview of how to organize and maintain an efficient housekeeping department. It identifies the responsibilities associated with procedures, methods, and the interior comparable to proper management, and an introduction to cleaning supplies and equipment.

**Item #810**
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

**Module II: Work Controls (15 Hours)**
In order to present the management tools that allow you to achieve productivity enhancements of resources that are under your control, this material focuses on the labor components of productivity.

**Item #820**
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

**Module III: Pest Control (15 Hours)**
This course outlines common features, development, and types of damage related to pests, including an understanding of pesticides. It also gives you the information needed regarding compliance with federal regulations and how to choose and use the proper equipment.

**Item #830**
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

**Module IV: Chemical Controls (15 Hours)**
This course includes the use of detergents, germicides, pesticides, floor chemicals, speciality cleaners, and polishes. It also includes an introduction to chemistry for the non-chemist and chemical safety with a review of federal regulations on chemicals in the workplace.

**Item #840**
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

(Continued on next page)
Module V: Waste Management (15 Hours)
This module prepares the student to handle waste stream in an effective and efficient manner. It also will assist in understanding the current regulations regarding waste management.

Item #850
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

Module VI: Purchasing (15 Hours)
This module prepares the student to undertake the tasks of purchasing supplies and equipment in a correct and acceptable manner. The units assist in determining the right quality of a product through pricing, vendor relationships, negotiation, purchasing law, systems, and management skills.

Item #860
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

Module VII: Accounting & Budgets (30 Hours)
This course outlines the principles, concepts, and accounting processes conducted by businesses. It also provides an overview of the inventory processes and budgetary planning, preparation, and use.

Item #870
Member Price: Print: $105.00; Online: $85.00
Non-Member Price: Print: $155.00; Online: $100.00

Module VIII: Microbiology (15 Hours)
This course outlines an effective infection control program for institutions, a working knowledge of microbiology principles, and provides information on the methods used to control infection.

Item #880
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

Module IX: Safety & Security (15 Hours)
This course outlines OSHA regulations, inspection, penalties, and compliance. It is also an introduction to specific training techniques involving safe handling of chemicals and blood-borne pathogens, as well as general safety and security for the premises.

Item #890
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

Module X: Interiors (15 Hours)
This module covers the designing and useful interior environments for all types of facilities. It contains a history of interior design, the elements of principle design, use of color and textiles, appropriate furniture choices, a master plan, and maintenance of and housekeeping considerations.

Item #900
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

Module XI: Laundry & Linen (15 Hours)
This course covers the basic functions of a laundry and linen service with an emphasis on healthcare applications. All of the principles are applicable to any facility regardless of type. Knowledge of textiles, chemicals, mechanics, quality control, and federal, state, and local regulations will be gained.

Item #910
Member Price: Print: $65.00; Online: $50.00
Non-Member Price: Print: $95.00; Online: $65.00

How Does the Collegiate Program Work?
The Collegiate Program has a total requirement of 60 semester credit hours, including 39 required semester hours (or the equivalent in quarters or trimesters) and 21 unrestricted elective semester hours (or equivalent) of approved college credit. The 39 required semester credit hours must be distributed in the following manner:

Required College Courses for The Collegiate Program:

- Math for General Education 3
- English Composition 3
- Speech 3
- Biology, Microbiology, Chemistry 6
- Sociology 3
- Economics 3
- Psychology 3
- Accounting 1 and 2 6
- Organization and Management 3
- Business Law 3
- Data Processing and Computers 3


Did You Know?
The IEHA Education Department is available to assist you in tailoring your individual educational experience by suggesting which individual modules you should start with to receive the most immediate benefit. Also, just because you are taking the course solo, the Education Department is available for instruction, answering questions and in providing the best educational experience for you possible.
Continuing Education Requirements

Renewing your designation is different from renewing your IEHA membership. Membership renewal occurs once a year on your anniversary date of joining IEHA. The designation renewal occurs every three (3) years from the date of your certification as a REH or CEH. You must renew your IEHA membership all three years in order to be eligible to renew your designation. Eligible renewing holders of the REH or CEH designation must be able to demonstrate 30 (3.0) contact hours of participation within the three (3) year time period as outlined in the Professional Continuing Education Requirement; or, you can retake the PECP final exam. One (1) contact hour is described as 60 minutes of continuous educational training. CEU certificates awarded by attending IEHA, ISSA, ASHES, BSCAI, APPA, and ALM or other professional seminars given at the Chapter level will be considered for approval. All designation holders are responsible for maintaining their own CEU certificates, in tact, for submittal of copies to IEHA at time of renewal. Members who hold the REH or CEH designation will be allowed five (5) contact hours per year for course instruction in IEHA-approved content. Members must submit a copy of the program, course overview, date, and location where the course was given in order to receive credit. All renewing designation holders with a lapse of 6 months or longer in their designation must submit 15 hours of qualified continuing education and retake the proctored certification exam. A $75.00 fee will be assessed for the renewal of your designation for either submitting CEU’s or retaking the proctored examination.

Examples of Acceptable Educational Content:

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<thead>
<tr>
<th>Human Resource Topics</th>
<th>Strategic Planning</th>
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<tr>
<td>1. Basic Labor Relations</td>
<td>1. What is “Green Seal”</td>
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<td>2. Employee Evaluations</td>
<td>2. Green Buildings</td>
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<td>3. Communication</td>
<td>3. System Cleaning</td>
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<th>Team Cleaning</th>
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<td>1. Product Orientation</td>
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<td>2. Customer Service</td>
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<td>3. Time Guidelines/Time to Task</td>
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<th>Textile Management</th>
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<td>1. Cost Analysis</td>
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<td>2. Proper Linen Handling</td>
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<th>Finance</th>
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<td>1. Accounting</td>
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<td>2. Budgeting</td>
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<td>3. Forecasting</td>
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<th>Strategic Planning</th>
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<td>1. What is “Green Seal”</td>
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<td>2. Green Buildings</td>
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<td>3. Green Power</td>
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<th>Regulatory Compliance</th>
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<td>1. Waste Management</td>
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<td>2. HIPPA</td>
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<td>3. Safety in the Workplace</td>
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<td>4. Emergency Preparedness</td>
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<td>5. Infection Control</td>
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<td>6. EPA/OSHA/JCHAO Standards</td>
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<th>Inventory Administration</th>
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<td>1. Benchmarking</td>
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<td>2. Staffing Analysis</td>
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<td>3. Customer Relations</td>
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Other Continuing Education Paths...

Frontline Program
IEHA’s comprehensive Frontline Program is for entry level through supervisory level housekeeping employees. The program costs $99 per student. Each student who successfully completes the course receives a “Certified Frontline Associate” certificate from IEHA, along with his or her test score. Also, based on the hours, study time required, and testing, 30 hours are granted toward IEHA certification, if the student desires to continue toward the management level.

Frontline Training topics include:

Resource Library
IEHA is the single source for all you could ever want to know about managing and cleaning in any facility type. To check out our extensive list of resources, please visit www.ieha.org/store.php.

Webinars
Webinars are a great way to keep up-to-date on current cleaning practices and earn CEU’s. For a list of Webinars and other industry events, please visit www.ieha.org/meetings_events.php.

CEU Articles
Educational articles with CEU quizzes are often included in Executive Housekeeping Today. This provides a convenient way to earn CEU credits.
**Frequently Asked Questions**

**Q:** How long will it take for me to complete my educational requirements when earning certification?

**A:** Since the program is designed so you may learn at your own pace, this really depends on the individual commitment level of each student. However, we find that most students complete the program in under 6-months or less if enrolled in the online version.

**Q:** When will my proctor receive access to my final exam?

**A:** Upon receipt of your completed Proctor Application, please allow up to 2 weeks for the Education Department to determine eligibility of your proctor and for processing. We complete all exam requests on a first come, first serve basis individually.

**Q:** Where do I take my final exam?

**A:** We suggest that you pick a location that is conducive for testing. A private office, library, or a classroom are all excellent testing location choices.

**Q:** When will I receive the results of my exam?

**A:** Once your proctor has submitted your final exam for processing to the Association Office please allow up to 2 weeks for final results.

**Q:** What qualifies as continuing education?

**A:** A good rule of thumb to follow is if it applies to your job, more than likely IEHA will accept your credit. Document all educational experiences you are able to attend in an accessible area. We understand that not all education you receive will provide you with a certificate of completion; this is where it is important to document your attendance with your supervisor or human resources manager to make your renewal process smooth. Refer to the Professional Continuing Education Requirement online under the Education & Certification tab.
Martha Phillips, CEH
Certified Since 1971

“For over forty years, I have worked in this rewarding field, and received my CEH in 1971. Throughout my professional career, the knowledge I’ve gained, my invaluable networking archive, and my priceless employment history are all benefits resulting directly from my certification. I approach daily tasks with sincerity and diligence, and each decision with unshakable confidence. My strong work ethic accelerated to a higher level of quality. Several quality assurance programs and safety procedures were implemented which accounted for accident reduction. Those programs helped to improve the quality of care and quality of life for the residents of the facilities where I was employed. Currently, since 1990, I am the Director of Environmental Services and Laundry Departments at Seven Acres Jewish Senior Care Services, Inc., where I continue to enhance and apply the knowledge acquired through IEHA. I cherish all of the opportunities afforded to me through the IEHA credentialing process. Profoundly, I remember the 1971 Class Motto: ‘What you did not do yesterday, do it today and do it better!’ That motto continues to motivate and inspire me to this day.”

Alan Bigger, REH
Registered Since 1988

“I have been a member of IEHA for over 25 years. Thanks to IEHA, I have learned the technical aspects of housekeeping so that I could perform (and keep) my jobs; received the CEH and REH designations, which enabled me to be promoted and to move to different organizations on a career path that would not have been possible without IEHA; have been exposed to an incredible body of knowledge through IEHA-sponsored events and publications; and have had awesome networking experiences—thanks to IEHA, I have friends around the world, and a network of professionals that can provide me advice. There seems to be a direct correlation between IEHA certification/registration and career advancement (with subsequent salary increases). I started off as a supervisor and then, thanks to IEHA, I was able to move from supervisor to assistant superintendent to manager of a section, then to a director of a very large department, and then, director of an entire division, all due in a large part to IEHA. I can honestly say that I would not be where I am today, nor my career paths as fulfilling as it has been, without IEHA.”
# Professional Continuing Education Program Order Form

- Order online by visiting IEHA’s online store at www.ieha.org/showcatproducts.php?cid=2.
- Full payment is due 30 days from date of invoice if you place your order with a purchase order number. No returns or refunds will be accepted after 30 days from date on invoice.
- One order form is required for each individual enrolling in the program. Please make duplicate copies if necessary and please specify if your group should be charged individually or separately.
- Materials returned to IEHA must be shipped prepaid. Only unused or defective materials will be considered as returns. No returns will be accepted after 90 days from date of invoice.
- Orders are processed as quickly as possible and usually shipped within three days of receipt. However, please allow two weeks for domestic and six weeks for international delivery before inquiring. Please notify us immediately of short or lost shipments.
- Orders will be shipped via UPS (no P.O. Boxes please). Shipments outside the continental United States will be charged accordingly. The purchaser is responsible for advising and supplying IEHA with any customs regulations or forms pertaining to the order.
- When filling out this order form, please include the Item #. Item #’s are located on the “What is the PECP?” page of this brochure.

## BILL TO

- Company Name: ____________________________
- Attn: ____________________________
- Address: __________________________________________
- City: ____________________________ State: ____________ Zip: ____________
- E-mail: ____________________________
- Phone: ____________________________

## SHIP TO

- Company Name: ____________________________
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- Address: __________________________________________
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## Item Information

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## Shipping & Handling

If the shipping & handling fee is not specified in this brochure, please call the Association Office at (800) 200-6342, so the price can be calculated; or order online at www.ieha.org.

In addition, shipments to Alaska, Hawaii, Puerto Rico, and foreign countries will be charged according to actual shipping & handling costs. Please call the Association Office for amount.

## Payment Type

We accept orders ONLY if they are accompanied by check, money order, credit card #, or purchase order #.

- [ ] Credit Card
  - MasterCard    Discover
  - Visa                  American Express
  (Circle One)

- Account Number

- Expiration Date
- Security Code

- Card Holder’s Name (printed)

- Card Holder’s Signature

- [ ] Bill Company
- [ ] Purchase Order
  (must be attached)
- [ ] Check Enclosed
  Make check payable to IEHA

**Fax Your Order to:**
(614) 895-1248
(To avoid duplicating your order, please do not mail order confirmation.)

**or order online at:**
www.ieha.org/showcatproducts.php?cid=2

**or mail completed form with payment or P.O. to:**
1001 Eastwind Dr., Suite 301
Westerville, OH 43081-3361

**or to order by phone, call**
(614) 895-7166 or (800) 200-6342
(When calling, please have credit card or purchase order number ready.)

## Total Due

- SUBTOTAL
- SHIPPING & HANDLING CHARGE
- TOTAL DUE