



Residential



ISSA Residential Professional House Cleaning (PHC) Certification FAQs

1. What is the Professional House Cleaning Certification?

The PHC Certification is a designation awarded to those who have successfully completed ISSA's PHC Certification course. The PHC is a training solution to help house cleaning professionals, and by extension their employers, illustrate their competence in cleaning residential environments.

The PHC program was built by Modern Cleaning, led by Tom and Janice Stewart, owners of Castle Keepers House Cleaning. Also contributing to the program were Liz Trotter of American Maid Cleaning, Matt Ricketts of Better Life Maids, and Joe Walsh of Greene Clean Maine.

2. How do cleaning professionals complete the certification?

The certification is completed online. There are seven classes, or modules, and each class ends with a "knowledge check" to test the learner's skills. Participants have one year from the date of purchase to finish the course. Once all modules are complete, participants take the final exam to earn their certification.

3. What does PHC Certification teach cleaning professionals?

PHC Certification helps residential cleaning professionals not only understand "what" to clean but "why." It goes beyond the basics, providing technical knowledge that residential cleaners can use in their roles every day. The PHC teaches the purpose and science behind the cleaning.

There are seven modules:

- 1. What is Professional House Cleaning?—Role of the Professional House Cleaner in the Home Environment*
- 2. Oops, How Did That Happen?— Safety*
- 3. Is Hygiene a Dirty Word?—Health*
- 4. What Does Science Have to Do with It?—Chemistry and Physics of Cleaning*
- 5. How Do You Clean That?—Contents and Surfaces*
- 6. What Do You Do?—Procedures, Methods, and Productivity*
- 7. What Do You Use?—Tools and Equipment*

4. Why should customers seek out residential cleaning companies whose employees have completed PHC Certification?

PHC Certification offers numerous benefits for residential cleaning customers. First and foremost, it leads to a higher quality clean and more consistent results. Certification enables employees to stay up to date on the latest best practices for cleaning against today's pathogens of concern, allowing them to put these practices to use. Certification also builds a more engaged workforce and supports productivity and employee retention, leading to better customer satisfaction.

5. How do customers know if a residential cleaning professional is certified?

Some residential cleaning companies have the PHC Certification logo and a summary about their commitment to this program on their website, brochures and other marketing materials. It's recommended that if customers don't see the information readily available, they ask about employees' certification status to learn if any professionals have completed the program.