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 spoke on the subject "What College Can Do for the Executive Housekeeper." Throughout the years, IEHA's education program has gone through a series of revolutions:

- **1960** - During the annual Congress in San Francisco, a 15-hour education program was proposed, encompassing four groups of college subjects and totaling 77-205 actual hours of classroom time. At that time, 160 hours was required for certification.

- **1972** - The Collegiate Degree Program for Certified Membership curriculum came into effect, signed under Father Richard Hindel, education chairman of NEHA.

- **1978** - Under the national education chairmanship of Jean Phillips, the 320-hour education program was released.

- **1985** - The 330-hour certification program was put into effect.

- **2009** - IEHA officially renamed the 330-hour program the Professional Education Credentialing Program (PECP) and launched an online version of the program.

- **2015** - Effective July 1, 2015, IEHA allowed more flexibility to enrollees by moving all testing, both individual module exams and final designation exams, to an online testing application platform.

The Professional Education Credentialing Program (PECP) consists of 16 modules featuring detailed information on the topics of management, which can be applied to any industry, and specific technical and administrative skills pertaining to the cleaning industry. Each study module is designed to maximize learning at your own pace and when you have time to study. Once purchased, your PECP will always be there to refer back to for training ideas and to refresh your own skills. Each module comes with review questions with answers and an exam to complete online. The PECP study materials will be online format. You will complete all individual module exams and the final exam online. The prerequisite to taking the PECP is completion of the Frontline Program. Those persons with a Bachelors Degree or higher will be exempt from the Frontline Program. Upon successful completion of the program, you will earn your Registered Executive Housekeeper (REH) or Certified Executive Housekeeper (CEH) designation. To order the PECP, fill out the included form, visit IEHA’s online store, call (800) 225-4772 or email excel@ieha.org.
Earning your Designation

Individuals seeking to achieve a professional designation with IEHA have the option of earning the designation of either Registered Executive Housekeeper (REH) or Certified Executive Housekeeper (CEH), depending on their educational background.

Requirements:

REH - Complete all 11 modules within the Technical & Administrative Series and the 5 modules from the Managing for Effect Series of IEHA’s PECP at a cost of $1000 (online) for IEHA members, and $1,200 (online) for non-members. Must supply a copy of your Bachelor’s Degree or higher, provide transcripts and successfully pass IEHA’s online proctored 100-question exam with a score of 80% or higher.

CEH - Complete all 16 modules within the PECP, provide a copy of your high school diploma or equivalent, and successfully pass IEHA’s online proctored 75-question exam with a score of 80% or higher. Pricing for CEH candidates is $1000 (online) for IEHA members, and $1,200 (online) for non-members. Completion of the Frontline Program is a prerequisite to the PECP.

Students enrolled in any part of the PECP program will have one-year from date of entry to complete the program. After that date, an exam fee for a CEH candidate is $225, and a REH candidate is $300. In addition, should you not successfully pass your final exam with a score of 80% or higher, there is a 30-day wait period before you can retake your exam along with the assessed fees mentioned above.

When completing the PECP online, everyone is required to complete all 16 individual module exams online and with an approved Proctor that the final online exam before achieving a designation. Upon receiving the results of your last module exam, you will be sent instructions for taking the final examination. CEH candidates will have 75 minutes to complete a 75-question exam. REH candidates will have 120 minutes to answer a 100-question exam. You will not be permitted to use any study materials during the examination process. You must pass your final exam with a score of 80% or higher in order to earn your designation.

After earning your designation of either REH or CEH, you are required to maintain all designation requirements outlined on the following page.
As a REH or CEH designation holder, you are required to maintain your yearly IEHA membership dues and designation assessment fee. You may also elect to pay non-member dues as an annual fee of $650. In addition, every two years you will be required to submit either 30 hours of continuing education credits (CEUs) you have earned within the past two (2) years, or elect to retake the examination online in order to maintain your designation. If at any time your membership with IEHA lapses, your designation is no longer valid. You will need to retest with assessed fees in order to renew your designation.

Professional Continuing Education Requirements:
One (1) contact hour is described as 60 minutes of continuous educational training. All designation holders are responsible for maintaining their own CEU certificates which can be upload to your education records online for designation renewal requirements. Members who hold the REH or CEH designation are required 30 CEUs in course instruction in IEHA-approved content every two (2) years. Members must submit a copy of the program, course overview, date, and location where the course was given in order to receive credit. IEHA does not consider duplicate course content as continued education. All renewing designation holders with a lapse of six (6) months or longer in their designation must submit 15 hours of qualified continuing education classes, retake the online exam and submit applicable fees in order to renew.

Ways to Earn Your CEUs

IEHA Seminars
CEU certificates are awarded by attending IEHA Chapter events or the IEHA Annual Convention in conjunction with ISSA/INTERCLEAN®.

Professional Partner Seminars
CEU certificates may be earned by attending IEHA partner seminars and conferences, such as ISSA, AHE, BSCAI, APPA, and ALM.

IEHA Monthly Education Forum Events
For a list of IEHA Monthly Education Forum Events, please view our meeting page.

Online Webinars
Online webinars are a great way to keep up-to-date on current cleaning practices and to earn CEUs on your own time. For a list of webinars and other industry events, please view our meeting page.
Just as a master’s degree is an academic recognition granted to persons that have undergone a specific course of study in a specialized field, the IEHA’s Master’s Program is for IEHA’s elite members committed to continuous improvement and promoting professionalism in the cleaning industry.

Through a reciprocal arrangement, IEHA works with Master designation holders to promote the collective knowledge of these most experienced and accomplished members of IEHA. This professional program benefits all IEHA members through educational initiatives and mentorship opportunities.

Interested REH and CEH members must meet the following requirements:

- Must be Certified (CEH) or Registered (REH) for three (3) consecutive years or have at least eight (8) years of environmental services or housekeeping experience.
- Must provide three (3) written letters of recommendation by peers noting job performance and contributions personally made to a facility, IEHA Chapter, or the betterment of the cleaning industry, which are reviewed by the IEHA Executive Director.
- CEH applicants must provide a 2,500-word essay based on a topic of your choice, highlighting an area of your expertise (examples: infection prevention, floor care, green cleaning, pest control, etc.), which is reviewed by the IEHA Executive Director.
- REH applicants must provide a 3,500-word essay based on a topic of your choice highlighting an area of your expertise (examples: infection prevention, floor care, green cleaning, pest control, etc.), which is reviewed by the IEHA Executive Director.
- $1000.00 application fee providing a written essay

The IEHA Executive Director will review all submitted materials within 60 days, and make their official recommendations for approval of the Master designation for qualified members. The IEHA Board of Directors grant official designation, unless otherwise stipulated. Those members will then be allowed the use of “Master” within their professional title (Master REH or Master CEH). An official letter of introduction will be printed in Cleaning Maintenance Magazine and posted on IEHA website. You may also accomplish Master designation by going through a 3 day intensive training course (IEHA Masters Boot Camp). Members must maintain their REH or CEH designation as required to maintain the Master’s designation.

Master REH and Master CEH designees also receive the following benefits:

- Personalized Master CEH or Master REH plaque
- Master CEH or Master REH Certificate
- Administrator letter of achievement notification
- Listed as an IEHA member expert media contact
- Be included in multiple industry-wide press releases
- Bio listed on IEHA.org
- Authorship opportunities
- Mentorship and growth opportunities

To apply, please download the appropriate application and complete the requirements included.
The Full PECP includes all 16 modules in the Managing for Effect Series and the Technical & Administrative Series, all study guides, and online tests.

**Member Price for Full PECP:** Online: $1,000  
**Non-Member Price for Full PECP:** Online: $1,200 *(a one-year membership with IEHA is included)*

Please refer to https://www.ieha.org/store.php for specific shipping and handling fees. Additional shipping charges may be added to international orders. Contact the IEHA Association Office directly at (800) 200-6342 or excel@ieha.org for a quote.

### Managing for Effect Series

The Managing for Effect (MFE) Series contains the following modules: Management Philosophy & Style, Communication, Planning & Organizing, Staffing & Staff Development, and Continuous Improvement.

**Member Price for MFE Series:** Online: $595  
**Non-Member Price for MFE Series:** Online: $695

#### Individual module pricing and descriptions:

**Module I: Management Philosophy & Style (30 Hours)**
By analyzing the fundamental principles 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.  
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185

**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.  
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185

**Module III: Planning & Organizing (30 Hours)**
This course provides tools for planning and control that enable the student to manage labor, budgets, and materials effectively within his or her organization.  
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185

**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 employees in a way that mutually benefits personnel and the organization.  
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185

**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.  
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185
The Technical & Administrative (T&A) Series contains the following modules: Housekeeping Techniques, Work Controls, Chemical Controls, Waste Management, Purchasing, Accounting & Budgets, Microbiology, Safety & Security, Interiors, and Laundry & Linen.

**Member Price for T&A Series:** Online: $595  
**Non-Member Price for T&A Series:** Online: $695

### Individual module pricing and descriptions:

**Module I: Housekeeping Techniques (15 Hours)**
This module provides an overview on how to manage, organize, and maintain an efficient housekeeping department.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module II: Work Controls (15 Hours)**
This module focuses on the labor components of productivity and provides management tools to achieve productivity enhancements.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module III: Pest Control (15 Hours)**
This course outlines common features and types of damage related to pest infestations, as well as methods for controlling, including pesticides. Also provides information on compliance with federal regulations and how to choose and use the proper equipment.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module IV: Chemical Controls (15 Hours)**
This course includes the use of detergents, germicides, pesticides, floor chemicals, specialty cleaners, and polishes. It also provides an introduction to chemistry for the non-chemist, chemical safety, and a review of federal regulations on chemicals in the workplace.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module V: Waste Management (15 Hours)**
This module provides information on how to handle waste stream in an effective and efficient manner, as well as waste regulations.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module VI: Purchasing (15 Hours)**
This module helps in purchasing quality products through pricing, vendor relationships, negotiation, purchasing law, and management.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module VII: Accounting & Budgets (30 Hours)**
This course outlines principles, concepts, and accounting processes, as well as inventory processes and budgetary planning.
- **Member Price:** Online: $150  
- **Non-Member Price:** Online: $185

**Module VIII: Microbiology (15 Hours)**
This course outlines an effective infection control program and a working knowledge of microbiology principles.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**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 bloodborne pathogens, as well as general safety and security for the premises.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module X: Interiors (15 Hours)**
This module covers designing 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 housekeeping considerations.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135

**Module XI: Laundry & Linen (15 Hours)**
This course covers the basic functions of a laundry and linen service. Knowledge of textiles, chemicals, mechanics, quality control, and federal, state, and local regulations are gained.
- **Member Price:** Online: $120  
- **Non-Member Price:** Online: $135
Q. How long will it take me to complete the PECP?
A. Since the program is designed so you can learn at your own pace, this depends on the individual commitment level of each student. We find that most students complete the program in under six-months or less if enrolled in the online version. You will have one-year from date of entry to complete the program.

Q. How will I receive my final exam?
A. Once you have submitted your proctor to IEHA, please allow two (2) to three (3) weeks for your request to be processed. You will be notified via email when your exam is ready to complete online.

Q. Where do I take my final exam?
A. You can complete your exam in any place that is conducive for testing with a reliable Internet connection. We suggest that you pick a location such as a testing sight or public library.

Q. When will I receive the results of my exam?
A. Immediately. Our online testing application will notify you of your score once you submit your last question, or exhaust the time limit placed on your exam. After successful completion, the IEHA Association Office will be notified and will mail your designation certificate within two (2) weeks.

Q. What qualifies as continuing education units (CEUs)?
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 sessions you attend. We understand that not all education courses you complete will provide you with a certificate of completion; this is when you should document your attendance with your supervisor or human resources manager so you can submit proof of attendance when it comes time to renew your designation.

Frontline Program

New to the cleaning industry? Start your career here!

IEHA’s comprehensive Frontline Program is for entry level through supervisory level housekeeping employees. The program is $149 per student. Each student who successfully completes the course receives a Certified Frontline Associate certificate from IEHA. 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. This program is a prerequisite to taking the PECP online. If you have a Bachelors Degree or higher you will be exempt from taking the Frontline Program.

Frontline training topics include:
- Waste Management
- General Cleaning
- Security & Safety
- Restorative Cleaning
- Chemical Controls
- Specialty Cleaning Standards
- OSHA Compliance
- Cleaning Equipment
**Professional Education Credentialing Program (PECP) Order Form**

Please note:
- Full payment must be made before release of the PECP online.
- 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 of 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.
- Orders are processed as quickly as possible and typically shipped within five (5) days of receipt.
- 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.

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**PAYMENT TYPE**

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

- Credit Card
  - $2.00 processing fee.
- MasterCard
- Visa
- American Express

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- Purchase Order
  - Must be attached
- Check Enclosed
  - Make check payable to IEHA

**Ordering Options:**

- Mail Your Order with completed Form and payment or P.O. to: 1001 Eastwind Dr., Suite 302 Westerville, OH 43081-3361
- Order by Phone by calling (847) 982-0800 or (800) 225-4772
  - When calling, please have credit card or purchase order number ready.
- Fax Your Order to (614) 895-1248