

Chapter Two – Certification

Table of Contents

2	Certification	2
2-1	NFPA #96 Requirements.....	3
	A. Inspection for Cleanliness.....	3
	B. Cleaning	4
	C. What is “Trained, Qualified and Certified?”	4
2-2	Phil Ackland’s Kitchen Exhaust Cleaning Certification Protocol™	4
2-2.1.	Certification Outline	5
	A. The Certification Structure	5
	B. Administration of the Certification Protocol	6
2-2.2	Statement of Principles (Values)	7
	A. Mission Statement.....	7
	B. Code of Ethics.....	7
	C. Competency Standards.....	8
2-2.3	Certification Prerequisites.....	12
	A. Required Company Documentation.....	12
	B. Additional Company Requirements.....	12
	C. Crew-Leader.....	13
	D. Validation of Crew-Leaders.....	13
2-2.4	Phil Ackland’s Kitchen Exhaust Cleaning Certification Training Programs™	14
	A. Education Sources.....	14
	B. Outcome Goals of the Training Programs	14
	C. The Two-Day Experienced Cleaner Certification Program.....	15
	D. The Five-Day Entry Level Cleaner Certification Course.....	15
	E. Course Curriculum.....	16
2-2.5	Certification/Licensing by the AHJ	19
	A. Implementation of Certification by the AHJ.....	19
	Conclusion	19

2 Certification

This chapter provides guidelines for the Authority Having Jurisdiction (AHJ) to establish a consistent and recordable set of Competencies for exhaust cleaners. The chapter is also designed to help exhaust cleaning companies enhance their professionalism with government agencies.

In growing numbers, States, Provinces and other jurisdictions are requiring proof of competency to comply with NFPA #96 Standard 11.3 and 11.4.1 (2001 ed.) and 8-3 and 8-3.1 (1998 ed.). The following chapter outlines **Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol™**.

Phil Ackland Holdings Ltd.'s "Quality Management System" has been developed in accordance with ISO 9001 requirements. Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol™ was created in accordance with these Quality Management Principles to deliver a consistent and high level of training and certification.

It is meant to assist government regulatory bodies (AHJ) by providing them with a Certification Protocol that they can use in the regulatory implementation of the requirements of this NFPA Standard. It is also meant to aid in determining what qualifications and values should be included when recognizing a person or company as acceptable for the NFPA #96 definition of "*Trained, Qualified and Certified.*"

Author's Note: In some cases, we have assigned values (such as length of time practicing in this cleaning field). These values are considered minimums.

Important Notice

The quality management systems of Phil Ackland's Kitchen Exhaust Certification and Training Protocols and Programs are compliant with ISO 9001. They are copyrighted and trademarked. Any reproduction in whole or in part without the expressed written permission of the author is strictly forbidden and constitutes a breach of copyright. This breach will be vigorously prosecuted. If you wish to reproduce portions of the following copyrighted information contact the publisher of this manual, in writing.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

2-1 NFPA #96 Requirements

In the vast majority of cases in the USA and Canada, the regulatory bodies (AHJ) take their cleaning requirements for kitchen exhaust systems from the NFPA #96 Standard.

The 1998 and 2001 editions of this Standard state that inspection (for cleanliness) and the cleaning of the exhaust system shall be done by *trained, qualified and certified persons and/or companies*.

A. Inspection for Cleanliness

NFPA #96 (1998) 8-3.1 states: Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal at frequent intervals prior to surfaces becoming heavily contaminated with grease or oily sludge. After the exhaust system is cleaned to bare metal, it shall not be coated with powder or other substance. The entire exhaust system shall be inspected by a properly trained, qualified, and certified company or persons(s) acceptable to the authority having jurisdiction in accordance with Table 8-3.1.

The new NFPA #96 2001 edition reads at:

11.3 Inspection of Exhaust Systems. *The entire exhaust system shall be inspected by a properly trained, qualified, and certified company or person(s) acceptable to the authority having jurisdiction in accordance with Table 11.3.*

Editorial Note: The word “inspection” or “inspecting,” in the Cleaning Section of NFPA #96 indicates that these individuals are responsible for and only qualified to inspect for cleanliness. It should not be implied that they are qualified as Fire or Building Inspectors.

The Standard also provides an *Exhaust System Inspection Schedule*, which stipulates required frequencies for inspection of cleanliness. This Inspection Schedule is not a Cleaning Schedule. However, it is recognized that this Inspection Schedule reflects the more rapid build-up of grease and fuel loads in certain cooking types and operational conditions.

NFPA #96 Table - Exhaust System Inspection Schedule

<u>Type or Volume of Cooking</u>	<u>Frequency</u>
<i>Systems serving solid fuel cooking operations.....</i>	<i>Monthly</i>
<i>Systems serving high-volume cooking operations..... such as 24-hour cooking, charbroiling or wok cooking</i>	<i>Quarterly</i>
<i>Systems serving moderate-volume cooking operations.....</i>	<i>Semiannually</i>
<i>Systems serving low-volume cooking operations, such as churches, day camps, seasonal businesses, or senior centers</i>	<i>Annually</i>

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

B. Cleaning

The NFPA #96 Standard then continues by stating the qualifications of individuals or companies that are required to do the actual cleaning work.

NFPA #96 (1998) 8-3.1.1, or (2001) 11.4.1: Upon inspection, if found to be contaminated with deposits from grease-laden vapors, the entire exhaust system shall be cleaned by a properly trained, qualified, and certified company or person(s) acceptable to the authority having jurisdiction in accordance with (1998) Section 8-3 (or 2001 - 11.3).

C. What is “Trained, Qualified and Certified?”

The above quoted NFPA Standards set in motion a challenge for the Authorities Having Jurisdiction (AHJ). Exactly what is meant by “*trained, qualified and certified?*”

Since 1998, a consensus has evolved of what training and qualifications a person or company should possess to be considered “*acceptable to the AHJ.*” Of paramount concern, is that the individual (Crew-Leader) who is on the job at the time of cleaning be this “*acceptable*” person. The following Protocol and corresponding Training Programs help further define the responsibilities and knowledge levels of these individuals and companies.

2-2 Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol™

The primary concern of the Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol™ is to satisfy the Authority Having Jurisdiction and educate exhaust cleaners. It provides a consistent baseline for what “*trained and qualified*” should mean.

The Training Programs are provided in two formats, a 2-Day Experienced Program and a 5-Day Entry Level (Beginner) Program. These Training Programs create a solid foundation for the AHJ to recognize Certification participants.

The **2-Day Experienced Cleaner Program** is specifically designed for experienced company owner/operators and Crew-Leaders only. It is not for inexperienced personnel. (See Section 2-2.4 C).

The **5-Day Entry Level Program** is designed for those desiring to get into exhaust cleaning. After completion of this course and passing the Certification Test, they are granted **Interim (Temporary) Certification** (See Section 2-2.4 D).

Note: Both Programs are available in English and Spanish.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

2-2.1. Certification Outline

The Certification Protocol relies on the following components to create a well-rounded, definable set of knowledge and skill values.

Statement of Principles

Mission Statement

Ethics

Competencies/Standards of Practice

Certification Prerequisites

Required Company Documentation

Additional Company Requirements

Crew-Leader

Validation of Crew-Leader

Phil Ackland's Kitchen Exhaust Cleaning Certification Programs

Educational Sources

Outcome Goals

2-Day Experienced Certification Program

5-Day Entry Level Cleaning and Certification Program

Course Curriculum

We feel this combination of principles, prerequisites and education creates the protocol for a regulatory body to make a judgment of an individual's (or company's) ability to practice in this field. The Protocol package provides a balance that is not overly burdensome on companies or individuals yet is usable for the AHJ to determine overall Competency.

A. The Certification Structure

Certification Protocol is a phased structure:

1) Initial application

For qualified (experienced) companies and Crew-Leaders - See the 2-Day Program, Section 2-2.4 C.

For those without experience (Entry Level individuals and companies) - See the 5-Day Program, Section 2-2.4 D.

2) Program Pre-Study Materials

Candidates will be provided, in advance, with copies of Phil Ackland's Kitchen Exhaust Cleaning and Certification Manual and NFPA #96 Standard. These publications are accompanied by a Workbook, containing exercises and sample questions to prepare the candidates for the course and Certification Test.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

3) Course Attendance

After the completion of the Workbook, candidates attend either the 2-Day or 5-Day Course (depending on qualifications) and take the Certification Test. *See 2-2.4 B Course Outcome Goals and 2-2.4 E Course Curriculum.*

4) Testing

The Certification Test has 150 questions and requires 80% to pass (subject to change). It is based on the information from the listed Educational Sources.

Editorial Note: It is prudent for regulatory bodies to research the validity of any group offering “Certification” programs to determine their credibility or suitability.

5) Certification

At the successful completion of the course Certification Test, candidates will receive a Certificate of Compliance. This record will be forwarded to whichever AHJ the candidate requests.

B. Administration of the Certification Protocol

Phillip Ackland Holdings Ltd. (PAH) conducts various training programs, for both cleaners and Fire Prevention Officers. Licensed instructors are available throughout North America. All Programs are also taught on a regular basis in Louisville, Kentucky (United States) and Penticton, British Columbia (Canada).

Records of Certification results and other documentation will be confidential. These records will be backed up and kept in a secure secondary location. On request from the Certified individual (company), information will be available to designated representatives of the Authority Having Jurisdiction. The Certified individual (or company) must provide PAH with authorization to release any records.

We will provide a dated wallet sized identification card, which will assist restaurant owners and AHJ's to identify certified individuals. We also provide a numbered identification stamp for use on the Cleaning Performance Certificate, which is required to be placed on the hood of exhaust systems after cleaning.

Phil Ackland's training programs, as part of the quality management system are based on the requirements of *ISO 9001*. All instructors are licensed and trained by to these requirements. Each must pass a stringent set of training protocols and possess years of practical field experience. For further details on the requirements of instructors contact Phil Ackland (Phone: 250-494-1361, Email: packland@shaw.ca).

Duration of Certification: Certification will be for three years. At the end of which the individual will be required to reregister and review any changes that may have taken place in the industry and/or to the Codes and Standards over the past three years. This review and periodic updates will be available both over the Internet and at classes.

2-2.2 Statement of Principles (Values)

The Statement of Principles includes a Mission Statement, Code of Ethics, and Competencies (also known as “Standards of Practices”). These principles demonstrate to the Authority Having Jurisdiction that “Certified” exhaust cleaners recognize an obligation to the public to perform services in a safe and responsible manner.

A. Mission Statement

The Certification Protocol recognizes the need to safeguard life, property and the environment. The intent of the protocol is to enhance the knowledge, skills and values of participants and help them meet personal and occupational goals.

A professional technician values safety, and maintains integrity by performing work in accordance with acceptable standards and practices.

The Protocol supports success by teaching, learning and working to offer educational leadership. It attempts to create a model of ethical and socially responsible behaviors in accordance with an established Code of Ethics, Competency/Standards of Practice and by being accountable to the Authority Having Jurisdiction.

B. Code of Ethics

Ethics are defined as a system of morals or right principles. All professionals recognize the need for a Code of Ethics.

The following exhaust cleaning Code of Ethics provides guidance to the Authority Having Jurisdiction and to exhaust cleaners to fulfill their duty to the public, the trade and fellow workers.

An ethical, responsible exhaust cleaning worker will:

1. Hold paramount the safety, health and welfare of the public, the protection of the environment and the promotion of health and safety within the workplace;
2. Undertake and accept responsibility for contractual assignments only when qualified by training or experience;
3. Provide an opinion on a technical subject only when it is founded upon adequate knowledge and honest conviction;
4. Act with integrity towards customers, the AHJ* or employers; maintain confidentiality and avoid a conflict of interest but, where such conflict arises, fully disclose the circumstances without delay;
5. Uphold the principle of appropriate and adequate compensation for the performance of their work;

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

6. Keep informed to maintain proficiency and competence; work to advance the body of knowledge within their discipline to include further opportunities for the professional development of their associates;
7. Conduct themselves with fairness, courtesy and good faith towards customers, colleagues and others; give credit where it is due and accept, as well as give, honest and fair professional comment;
8. Present clearly to employers and customers and the AHJ the possible consequences if professional decisions or judgments are overruled or disregarded;
9. Report to the appropriate agencies any hazardous, illegal or unethical decisions or practices by fellow technicians;
10. Promote public knowledge and appreciation of the technology and protect the industry from misrepresentation and misunderstanding.

*AHJ - Authority Having Jurisdiction; e.g.: Fire Department, Health Inspector, Insurance Company, etc.

C. Competency Standards

Achieving Competency or Standards of Practice

The development of competent standards is the beginning step towards the attainment of quality maintenance. It is the recognition of standard competencies that enables the AHJ to judge reasonable expectations from technicians in this field; and accordingly to insist that these expectations be achieved.

In addition to the knowledge of competencies, each qualified person must understand the rationale behind each competency and the criteria by which each competency is measured. Therefore, we have provided an expanded explanation.

COMPETENCY STANDARDS FOR CERTIFICATION IN COMMERCIAL KITCHEN EXHAUST CLEANING

The following are recommended competency standards for Certification in the field of both Inspecting and Cleaning Commercial Kitchen Exhaust.

Kitchen Exhaust Cleaners shall:

1. Identify that Fire Protection is central to their service.
2. Systematically inspect (for cleanliness), analyze and make recommendations regarding kitchen exhaust systems to customers, the Fire Rescue Community and others.
3. Thoroughly clean all applicable components of kitchen exhaust systems.
4. Perform additional maintenance and necessary accessory installations.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

5. Describe the safety factors of the work environment, equipment and methods of this field.
6. Demonstrate that they practice within the established law and jurisdictional requirements.
7. Demonstrate that they practice within the boundaries established by a Code of Ethics.
8. Function effectively with other technicians, trades and co-workers.
9. Demonstrate responsibility and continued growth.

Expansion of Competency Performance Factors

1. Identify that Fire Protection is central to their service.
 - a) Demonstrate applied knowledge of the fire theory and fire containment theory.
 - b) Describe that the removal of grease build-up (fuel loads) is essential to reducing the hazard of fire.
 - c) Protect fixed-pipe fire suppression systems from the cleaning process and never pin them off.
 - d) Demonstrate practical knowledge of portable fire extinguishers.
 - e) Demonstrate a working knowledge of fire-actuated hood dampers and automatic shut-off valves.
2. Systematically inspect (for cleanliness), analyze and make recommendations regarding kitchen exhaust systems to customers, the Fire Rescue Community and others.
 - a) Possess a working knowledge of local Fire and Building Codes and the NFPA #96 respecting Inspections for cleanliness and maintenance of exhaust systems.
 - b) Demonstrate a practical understanding and identification of a variety of kitchen exhaust systems, their components and functions.
 - c) Describe the need for complete cleanliness inspections; list the protocols and the use of: (i) Inspection Sheets, and (ii) After-Service Follow-up Reports.
 - d) Collect, document, and communicate both strengths and weaknesses of exhaust systems to customers and others.
 - e) Make specific recommendations that could improve the system, e.g. installation of Listed access panels, roof protection systems, etc. Do not recommend unnecessary changes.
 - f) Demonstrate an understanding of cleaning-frequency requirements.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

3. Thoroughly clean all applicable components of kitchen exhaust systems.
 - a) Identify that there is a variety of acceptable cleaning methods.
 - b) Demonstrate applied knowledge of air-movement, dampers, heating of food and cleaning theory.
 - c) Demonstrate ability to disassemble, clean and reassemble all areas of the exhaust system.
 - d) Clean components according to NFPA #96 Standards, the *Cleaning Performance Form* and other regulatory standards.
 - e) Show proven experience working around/near fire extinguisher-links and fixed-pipe fire suppression systems located within exhaust systems.
 - f) Show knowledge of cooking appliances and other kitchen equipment.
 - g) Describe and demonstrate the use of all tools and equipment utilized in this field, especially the use and maintenance of steam/pressure washers.

4. Perform additional maintenance and necessary accessory installations.
 - a) Assess the need for maintenance, especially in moving parts (such as the fan), or system deterioration.
 - b) Install access panels, hinge kits, rooftop containment systems and other approved accessories according to accepted codes and manufacturers instructions.
 - c) Obtain consent before performing specific maintenance or installations.
 - d) Lubricate components and replace fan belts (only as required).
 - e) Document any maintenance/installation performed.

5. Describe the safety factors of the work environment, equipment and methods of this field.
 - a) Demonstrate proven first-aid competency in accordance with requirements in the local area.
 - b) Demonstrate safe handling and transportation of all chemicals, according to EPA, and OSHA (MSDS) (WHMIS in Canada) regulations, or whatever standards apply in your country.
 - c) Demonstrate working application of both company, as well as, WCB/OSHA, Confined Space Policies and Procedures; including air testing and co-worker monitoring.
 - d) Apply knowledge of personal protection gear and clothing by properly using these whenever required.
 - e) Apply safe use of ladders and (where appropriate) hoists.
 - f) Demonstrate safe, consistent use of Lock Out/Tag Out Procedures.
 - g) Apply safe application principles of Body Mechanics, to prevent personal injury, especially back injuries.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

6. Demonstrate practice within established Law and jurisdictional requirements.
 - a) Only perform work that they are qualified to do – staying within the bounds of the *Statement of Principles*.
 - b) Perform work bound by Municipal, State/Provincial and Federal laws, statutes and by-laws.
 - c) Be accountable to, and follow exhaust cleaning regulations and protocols established by the Authority Having Jurisdiction.
 - d) Demonstrate proven consistency in disposal of waters and effluent according to authorized by-laws and industry standards.
7. Demonstrate practice within the boundaries established by a Code of Ethics.
 - a) Subscribe to the Mission Statement.
 - b) Explain and subscribe to the Code of Ethics.
8. Function effectively with other technicians, trades and co-workers.
 - a) Work co-operatively with and respect other trades or technologies.
 - b) Communicate clearly to customers, Inspectors and the public.
 - c) Advocate on behalf of the customer and the industry.
9. Demonstrate responsibility and continued growth.
 - a) Participate in training programs in this industry.
 - b) Stay current with technological and professional changes.
 - c) Continually add to the growing body of knowledge of this industry.
 - d) Provide peer support for colleagues in this industry.

2-2.3 Certification Prerequisites

A. Required Company Documentation

The following are required compliances for certification for an exhaust cleaning company Owner/Operators. They were created to provide a reasonable degree of security for the investment of an owner. Crew-Leaders who wish to be certified must do so under the umbrella of the company they work for. This protocol insures that both the company and the Crew-Leader are providing adequate credentials to establish that they are qualified for certification under this arrangement.

- Maintain a Business License for their home office location and operate in accordance with the requirements of the local, state/province and federal by-laws.
- Maintain a General Liability Insurance policy that is of an acceptable level for the local AHJ.
- Provide a list of at least 10 references from owners/managers of commercial cooking establishments (restaurants) where the candidate has cleaned the exhaust system in the last six months.
- **Note:** The local AHJ may require other validation of a business, such as:
 - Worker Compensation Board/State Industrial Number
 - Contractors License
 - Company Safety Policy (*See Chapter 12 - Safety*)
 - Federal ID Number
 - Have a Written Training Policy

B. Additional Company Requirements

The owner or designated company representative must complete one of the Certification Training Programs, and pass the Certification Test.

A company must mean the required company documentation prior to being able to recommend Crew-Leaders for certification. (This ensures that the Crew-Leader is working for a company with insurance, business license and so forth as listed above).

New Exhaust Cleaning Companies and Owner/Operators will be granted *Interim (or temporary) Certification* once they have completed the 5-Day Entry Level program. These new owner/operators (companies) must provide a copy of their liability insurance policy and business license (the same information required as an experienced company).

Note: Where applicable, Company Certification requirements will apply to either the company owner or the company's designated representative.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

C. Crew-Leader

In the vast majority of cases, the actual cleaning job is done by a “Crew-Leader” (also known as foreman, crew chief). The Crew-Leader is the individual who is on the job site, in charge of getting the job done, documenting what the crew did and looking out for the safety of the workers.

Many cleaners have “On-the-Job” skills from past experience. However, to be defined as *Trained*, cleaners need more than just on-the-job skills. This Certification Program provides both qualification and quantification of a baseline of training, duties and experience required.

To be “*qualified*” persons and companies need an understanding of the responsibilities, principles or regulations of this service and the equipment they work on. This academic knowledge can only come from studying the various publications related to the field.

Note: A Crew-Leader differs from an Owner or Company Representative in that, generally, he only brings his labor experience to the job, whereas, an owner has made an investment in assets on several levels.

D. Validation of Crew-Leaders

The owner of the company (the legal entity carrying the insurance and WCB policies) is required to sign a document stating that the potential Crew-Leader has work related experience of at least six months of reasonably full time employment at cleaning systems (as a helper). This places the responsibility on the owner to validate this potential Crew-Leader.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

2-2.4 Phil Ackland's Kitchen Exhaust Cleaning Certification Training Programs™

A. Education Sources

The following publications are the primary written sources of information used to compile this Training Program:

- National Fire Protection Association (NFPA) #96 *Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations 1998/2001 Editions.*
- *Phil Ackland's Kitchen Exhaust Cleaning and Certification Manual.*
- A *Course Workbook* consisting of questions and exercises taken from the Cleaning and Certification Manual. The workbook will count for a portion of the final score.
- OSHA regulations that relate to the kitchen exhaust industry.
- International Mechanical Code (IMC), Chapter 5 Sections 506 – 507.

B. Outcome Goals of the Training Programs

Both programs provide a balanced core of basic knowledge, including:

- Understanding Fire Codes and Standards related to the exhaust cleaning field
- Recognizing their responsibility when cleaning (What is a properly cleaned job?)
- Recognition of basic deficiencies related to accessibility and cleaning
- A protocol of documentation to inform kitchen owners (and others) of the cleanliness and accessibility of the exhaust system
- How to install Listed access panels and fan hinge kits
- Becoming familiar with power washers and other tools of the trade
- Recognizing Safety issues inherent to this service
- Preparation for the Certification Test

C. The Two-Day Experienced Cleaner Certification Program

This course is for pre-qualified personnel only. To be considered qualified, an individual will have to provide the Certifying Body with proof that they have actively been in the cleaning field for at least 6 months and possess the needed Practical Knowledge to perform this cleaning service.

Generally these individuals would be the “Crew-Leader” on the job. A Crew-Leader could be the Owner/operator of a business or someone designated by them to represent the company at the jobsite.

The Certification Test will be administered on the last day of the course.

Note: For further qualifications of Company Certification (Owner/Operators), see *Section 2-2.3 Certification Prerequisites*.

D. The Five-Day Entry Level Cleaner Certification Course

Getting Started in Kitchen Exhaust Cleaning

This five-day course is designed primarily for entry-level individuals. The course provides a solid background emphasizing the responsibility of the service they are providing; and what is expected of them from both the restaurant and the Authorities Having Jurisdiction (AHJ). This course will provide information tailored to individuals interested in opening their own business and companies that wish to train new Crew-Leaders.

This 5-Day course is very participatory. Individuals will be expected to work with pressure washers, drape hoods, install access panels and review other duties required of competent exhaust cleaners. At each day of the course various chapters of the *Kitchen Exhaust Cleaning and Certification Manual* will be reviewed.

The Certification Test will be administered on the last day of the course.

Successful participants will be granted 6 month Interim Certification during which time they will have to provide the Certification Board with the required Company documentation and a list of at least 10 clients which they have personally cleaned. Failure to supply this information within 6 months will void the Certification.

Note: Maintaining the suggested Job Service Reports, Inspection Sheets and After-Service Follow-up Reports can also act as documentation of work performed. **For further information on these forms see: *Chapter 4 - Paperwork*.**

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

E. Course Curriculum

Outline

The following subjects are covered in both the 2-Day and 5-Day Programs (unless otherwise stated). Obviously, we go into greater and more basic details in the 5-Day Program.

Introduction

- Goals of the Certification Program for participants
- Statement of Principles and Ethics
- Applicable Legislation; NFPA, IMC and jurisdictional by-laws

Professionalism

- Responsibility of Service Providers (Standards of Practice)
- Accountability

Theoretical Concepts

- Heat & cooking
- Air Movement
- Fire
- Cleaning

Review NFPA #96 and Local Fire Codes

- Understanding the local Fire and Building Codes and Standards as they relate to kitchen exhaust systems
- What a cleaner needs to know about the Fire Codes to be able to report deficiencies to the system owner

Understanding Exhaust System Components

- Hoods – Ducts – Fans
- Working safely around fire suppression equipment
- Auxiliary equipment

Understand Inspections

- What the AHJ is looking for from you
- The limits of your responsibility
- Inspection guidelines
- Need for access

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

ABC's of Cleaning

- Reviewing job set-up
- How to drape and protect the cooking equipment
- How to clean exhaust systems in a safe practical manner
- Ensuring all sections of the system are properly cleaned (Job-flow)

Environmental Safety

- EPA Requirements
- Wastewater Management

Review Cleaning Tools and Cleaning Equipment (5-Day only)

- What tools you will need and how to use them
- Demonstration of pressure washers and accessories
- Basic pressure washer maintenance and safety
- “Hands on” demonstration of how to install access panels, fan hinge kits and rooftop grease containment systems
- Mixing and safe storage of cleaning chemicals
- Getting the most out of your cleaning chemicals
- Finding the best equipment and supply deals

Safety

- OSHA/WHMIS (review)
- Skin & Body Protection
- Eye/Ear Protection
- To & From the job
- Washing Equipment
- Ladders
- Confined Space
- Lock Out
- First Aid (review)

Demonstrations

- Installation of Listed access panels
- Installation of hinge kits
- Installation of rooftop grease containment systems

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

Paperwork

- How to create a paper trail, that will protect you and provide necessary information to satisfy the AHJ, property owners and insurance companies
- Understanding the forms:
 - ❖ Cleaning Proposal
 - ❖ Cleaning Performance Form
 - ❖ Job Service Report
 - ❖ After-Service Follow-Up Report

Field Tour – Kitchen Exhaust Systems (5-Day only)

- Tour a number of actual restaurant sites to inspect the systems and give participants a clearer understanding of what is involved in this work and to see some of the obstacles they will face.
- Where possible, we interview owners and managers of restaurants to get their feedback on what they are looking for from a cleaning service.

Sales and Marketing (5-Day only)

- How to bid and sell this work
- Marketing ideas
- Dealing with Complaints
- Scheduling
- Seasonal Considerations
- Telemarketing

As an outcome of the above curriculum, the participant will have a solid foundation of the fundamental skills and knowledge of the Codes to be able to perform the tasks of both inspecting and cleaning kitchen exhaust systems.

Important Note: When determining what “*trained and qualified*” is, the regulatory body might require some or all of the course subjects in the above curriculum be covered. This may be required, either prior to or within a certain period of time before considering an individual or company as “*Certified*.”

There are trade associations and training institutes offering *Phil Ackland’s Kitchen Exhaust Cleaning Certification Protocol* at their conventions. Contact these associations for further details.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

2-2.5 Certification/Licensing by the AHJ

A. Implementation of Certification by the AHJ

Just as there is a protocol for learning how to drive a car and being granted a full license, it will take time to 'ramp-up' a Certification Program within your jurisdiction. Regulatory bodies may wish to phase in certain certification requirements over a period of time, such as formal training and instructions on the local Fire Code.

It has been the practice of some jurisdictions to allow cleaning companies to continue to operate on an “Interim” basis, while the government regulatory bodies charged with legislating and enforcing this NFPA #96 Standard have time to create the structure in which they wish to run their local program. Additionally, cleaners will need a reasonable amount of time to fulfill the requirements as laid down by the regulatory body. This period has been anywhere from 2 to 3 years.

Once an individual (or company) has accumulated the necessary criteria outlined in this *Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol* we recommend the AHJ designate the individual (or company) as “Certified” or “Licensed” to practice kitchen exhaust cleaning/inspections.

This publication does not go into the manner in which the AHJ should administer local granting of “certification” (licensing or permitting to practice). Nor does it cover all of the details we have applied to our ISO 9001 Quality Management System for Exhaust Cleaning Certification. However, we have worked with a number of jurisdictions using this system. If you would like assistance with your program or wish to implement this Protocol, contact the author.

Conclusion

The expression “certified” can have a number of definitions or values. *Phil Ackland's Kitchen Exhaust Cleaning Certification Protocol* TM is not suggesting that because someone is “certified” that they are acting in the interests of or representing Phil Ackland Holdings Ltd. or the Authority Having Jurisdiction. However, we are indicating that an individual, who has gained a Certificate through this Protocol, has attained a certain knowledge/skill level in the field of kitchen exhaust cleaning, which should hold them responsible as a competent exhaust cleaner.

Kitchen Exhaust Cleaning and Certification Manual

2 ~ Certification

This page has been intentionally left blank for notes