



The Standard for Laundry Managers

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I. Program Overview

A production manager coordinates and oversees laundry processes, supervises personnel, identifies staffing and training needs, and identifies and implements continual process improvement. This certification designates individuals who have demonstrated competency in all areas constituting production laundry management.

TRSA has established standards for a certification in laundry management based on 100 years of knowledge development and information-sharing. Certification is now an important role in the laundry industry by identifying high professional standards. As an indicator of qualifications, certification is documented evidence of expertise and experience. It is an objective means of distinguishing highly competent managers from their less experienced peers.

Events of the past decade have lead to a fundamental shift in the laundry industry, resulting in an ever- increasing demand for technical expertise and people skills. By taking and passing the CPLM exam individuals demonstrate a high level of management skills and knowledge in these areas:

- Customer Service
- Equipment
- Financial Management
- Finishing/Conditioning
- Human Resources
- Management/Leadership Skills
- Merchandise Management
- Pack-out
- Quality Control
- Soil Sorting
- Stockroom/Linen Room Management
- Textiles (Fabric Technology)
- Washroom Management/Chemistry
- Waste Water Management

Why Get Certified?

The simple answer is to gain a competitive advantage. The operations of commercial, industrial, linen, healthcare and large institutional laundries have raised the bar in terms of recruiting, training and retaining skilled, knowledgeable managers, employees and vendors. Professional certification from TRSA offers companies and individuals an opportunity to train and reward high performing managers/ supervisors to increase productivity, company dependability, and retention while providing them with more marketable credentials backed by the support and credibility of TRSA, the preeminent professional laundry organization.

This profession requires specialized skills. Not every employer or customer knows that you have those skills. In short, certification is an investment in your business, your career, your livelihood, your future.

If you want . . .

- To demonstrate your advanced knowledge in laundry management
- To gain professional credibility
- To recognize, reward and retain high performers
- To gain a competition advantage

Get certified. Apply today.

A. Certification Eligibility

Applicants who wish to earn the CPLM designation must satisfy certain laundry and/or educational requirements:

- MINIMUM of two (2) years of experience in laundry processing
- Education - High school diploma or GED
- Must take and pass the CPLM exam with a score of 75% or higher

Applicants can prepare for the CPLM exam by attending the TRSA Professional Management Institute (PMI) program or by purchasing TRSA's CPLM Self-Study package.

II. Recertification Guide

As the laundry industry is constantly evolving; to protect the integrity and advance the professionalism of the CPLM designation, the Certification Advisory Board mandates that all holders of TRSA certifications pursue professional development and continuing education to maintain proficiency and credibility.

Recertification requirements established by the Certification Advisory Board involve obtaining a specified number of credits, in areas such as education, training, teaching, and volunteer leadership in laundry and business management associations. The Certification Advisory Board will review and revise activities approved for credit as appropriate.

Recertification activity reports must be submitted every three years for holders of the CPLM designation. The recertification term shall be three (3) years for each certification commencing July 1st and concluding June 30th (i.e. July 1, 2016 - June 30, 2019).

A. How To Earn Credits Required (45) to Keep Your CPLM Certification/Recertify

Certified professionals must earn 45 credits every three years to maintain the CPLM certification. Certified professionals can earn all 45 required credits by attending formal continuing education sessions, but only a minimum of 22 credits must be earned this way to maintain the certification. Credits can also be earned by maintaining association memberships, serving as a speaker/instructor and by performing volunteer service, but credit in these categories is limited (see chart below; also see Recertification Program Categories p. 11, for more detail.)

	Requirement Minimum	Requirement Maximum
1. Continuing Professional Education (CPE)	22	45
2. Professional Membership	-	12
3. Instructor/Author /Speaker /Presenter	-	12
4. Volunteer Service	-	9

1. Continuing Professional Education (CPE) (min 22, max 45 CPE credits)

CPE credit will be given for whole hours only, with a minimum of 50 minutes constituting one hour. As

an example, 100 minutes of continuous instruction would count for two hours; however, more than 50 minutes but less than 100 minutes of continuous instruction would count only for one hour. For continuous conferences, conventions and other programs when individual segments are less than 50 minutes, the sum of the segments will be considered equal to one total program.

Time for meals, breaks, social gatherings, planning sessions, business meetings and similar activities will not be included. You are required to submit a certificate or letter of completion and agenda that includes the total hours of classroom time. Below are examples of education offerings that would qualify for CPLM CPE:

- **TRSA Institutes/Conferences/Summits:** Single and multiple day seminars
- **Classroom and Web-Based Professional Development:** CPE credit for attending educational meetings of any length and web-based training may be claimed for equivalent CPLM credit with no maximum limit. Meetings must have a formal speaker or facilitator and relate directly to the competence (domains) of the applicable certification.
- **Accredited College Courses:** Management-related accredited college courses may be claimed and computed at the rate of seven (7) CPE credits for each semester hour completed. This includes internet/distance learning and other self-study programs that result in accredited college or university credit.
- **Attending Clean Show or Comparable Int'l Equipment Show:** Three (3) CPE credits may be awarded for attendance at each laundry-related equipment exhibit.
- **Webinars:** One (1) CPE credit may be awarded for a live industry related presentation with web-based delivery of PowerPoint slides or other participant materials or pre-recorded presentations with a quiz. Quiz scores must be 80% or higher.

2. Professional Membership Credit (Organizational or Individual Memberships...max 12 credits)

- Earn four (4) credits per year, limited to twelve (12) credits per term for membership in a nonprofit professional laundry or laundry-related organization or association and/or
- Earn four (4) credits per year, limited to twelve (12) credits per term for membership in a nonprofit business management-related organization or association.

3. Instructor/Author /Speaker/Presenter Credits (max 12 credits)

The topics of the sessions and articles must be relevant to the processing or management of laundry by serving as a principal instructor, speaker or author on a laundry or business management-related program.

- | | |
|--|-------------------|
| • Regional Conference/Program speaker/panelist | 2 credits/hour |
| • National/International Conference | 3 credits/hour |
| • Article in national/international trade/business publication | 3 credits/article |
| • Online commercial content (1,500 words+) | 2 credit/article |

4. Volunteer Service Credits (max 9 credits)

A maximum of 20% of total credits may be earned from volunteer service by serving on an industry board or committee:

- TRSA Officer or Director
- TRSA Committee Chair
- Active TRSA Committee Member
- Other laundry-related association Board
- Other laundry-related association Committee
- Other association or non-profit Board

PLEASE NOTE: All activities must relate to laundry management as defined by the core curriculum specifications for the CPLM examination.

B. Deadlines

Recertification Deadlines			
April 1	June 30	September 30	
Recertification email reminder sent to certificants	Deadline to report credits earned or request an extension (<i>Standard recertification fee applicable</i>)	Final deadline to report credits earned (<i>Higher recertification fee applicable</i>)	

C. Fees

Member Status	Deadline (June 30)	Final Deadline (September 30)
Member	\$150.00	\$200.00
Non-Member	\$300.00	\$400.00

D. Recertification Cycle

The Certified Professional Laundry Manager certification is valid for three years (i.e. July 1, 2016 - June 30, 2019).

To maintain your credential, you must earn a total of 45 recertification credits within a three-year recertification cycle. You may earn 45 recertification credits at any time during your three-year recertification cycle. You have the option to earn all your credits in one year or during the course of the three-year cycle.

Additional credits earned beyond the required 45 credits cannot be "rolled over" to the next reporting cycle.

III. Reporting

A. REPORTING YEAR

The reporting year is the actual year that you are required to submit your credits for the past three-year recertification cycle. All credits must be earned by June 30 of your reporting year. The standard deadline to report credits is June 30th and the final deadline to report credits is September 30th.

Example: 2019 reporting year includes credits earned from July 1, 2016 through June 30, 2019.

For ease in record keeping, all three-year recertification cycles begin July 1 of the examination year and end June 30 of the third year.

Example: If the exam is taken on any date within the May 2016/July 2016 testing window, the first recertification cycle is July 1, 2016 through June 30, 2019.

B. REPORTING CREDITS

TRSA will send reminder notifications via e-mail on April 1st of the reporting year. Non-receipt of a recertification reminder does not waive the requirement to recertify and will not serve as an appeal to revocation. Please notify TRSA of changes to your e-mail address.

Once you have earned all 45 credits, please submit the Recertification Reporting Form

Please complete the form as indicated and email or mail it to TRSA. You may only submit this form once all 45 recertification credits have been earned. Therefore, do not send in the Recertification Reporting Form multiple times with less than 45 recertification credits reported. The only exception to this rule is for approved extensions. Please review the Request for a General Extension section to learn more.

C. CALCULATING CREDITS

Recertification credits are calculated based on the following guidelines.

- You may earn any number of credits per year. You may earn all your credits in one year, or over the course of three years.
- Some recertification program categories have a maximum number of eligible credits per recertification cycle.
- A program must last for at least 50 minutes to qualify for credit.
- One (1) recertification credit is equivalent to 50 minutes (including question and answer sessions) of instruction in an approved topic area.
- Only qualified educational activities in approved topics should be reported.
- An activity should be listed exactly as the title appears on the printed materials for the event.
- Forward supporting documentation of attendance or participation to TRSA when filing your recertification reporting form.

As an example, a seminar runs from 9:00 am to 5:00 pm and includes a one hour lunch and two fifteen-minute breaks. There are 390 minutes of instruction $480 (8\text{hrs} = 480 \text{ minutes}) - 60 (\text{lunch}) - 30 (\text{two breaks})$. One recertification credit is earned for every 50 minutes of instruction. $390 \text{ minutes divided by } 50 \text{ equals } 7.8$. (If the number behind the decimal point is 5 or higher round up to the nearest whole number. If the number behind the decimal point is 4 or lower, round down to the nearest whole number). In this example, you have earned 8 recertification credits.

To calculate credits for conferences that offer multiple concurrent sessions of varying length over the course of one or more days, such as the TRSA Annual Conference program, total the number of minutes of the sessions you attended in their entirety and divide by fifty. If the sessions attended total 250 minutes, you would earn five (5) recertification credits. Calculate the sum of the number of minutes accrued; divide by 50 and round the number down.

Certificants evaluate their recertification activities and determine the appropriate number of recertification credits based on the information outlined above. TRSA does not review and approve recertification activities. Please review the guidelines in its entirety to determine if an activity is eligible.

D. DOCUMENTATION OF ATTENDANCE

Each CPLM is responsible for maintaining records documenting recertification activities for up to two years after reporting recertification credits. A copy of a letter or certificate confirming completion of the activity is adequate documentation. The documentation must contain the:

- Name of the sponsor (e.g., ABC Bank, XYZ Corporation)
- Title of the activity (e.g. Economic Outlook 2020)
- Date of the activity (the date must fall within your three year cycle)
- Length of the activity (minus breaks and meals) OR number of recertification credits
- Contact information for a sponsor representative who could verify your attendance if you are audited

E. REQUEST A GENERAL EXTENSION

If you are unable to meet the 45 recertification credits requirement by the end of your three-year cycle, but have been working toward meeting the requirement, you may request an extension. The maximum extension granted is six months to December 31. Further extensions will not be granted. Your credential will remain current during the period of your extension but you will shorten the length of your next reporting cycle since credits may not be used twice. Please treat this policy as a courtesy.

To request an extension:

1. Complete the Extension Form

- Indicate your reason for an extension
- List all credits earned to date

2. Submit the form along with the Extension Request fee by mail or fax no later than June 30 of the reporting year: (\$75 for members, \$150 for non-members)

Upon approval, certificants will be notified that they have until December 31 of the reporting year to earn and report the remaining credits.

To finalize renewal of your CPLM credential:

3. Complete the Extension Form listing all delinquent credits earned.

4. Submit the form along with the Delinquent Credit Reporting Deadline fee no later than December 31 of the reporting year: (\$200 for members, \$400 for non-members)

F. REVOCATION AND REINSTATEMENT

Failure to report the required 45 continuing education credits to renew your CPLM credential by the deadline or request or qualify for an extension will revoke your certification and you can no longer use the CPLM mark professionally. You will receive official revocation notification by certified mail.

Should you wish to reinstate your credential after revocation, you are required to submit a formal appeal to the Certification Advisory Board. For your appeal to be considered, submit:

- A letter outlining the reasons for the lapse in reporting continuing professional education (CPE) credits required for renewal
- A non-refundable reinstatement appeal fee (\$250 members, \$500 non-members)
- A completed Reinstatement Form detailing the outstanding 45 continuing education credits earned since your last renewal **along with supporting documentation**. Examples of acceptable supporting documentation can be found in the **program category descriptions**. (See below)
- Credits will be accepted within three years prior to reapplication.
- Delinquent Credits Reporting Fee (\$200 members, \$400 non-members)

The appeal must be submitted within two years of the cycle end date for which credits were not reported. For example, a CPLM whose credential was revoked for failure to report credits for the July 1, 2016 - June 30, 2019 cycle has until June 30, 2021 to submit an appeal. If an appeal is not submitted by the deadline the opportunity to apply for reinstatement by appeal will be forfeited.

To reinstate the CPLM credential after the appeal deadline a former certificant must submit a new examination application, remit the appropriate exam fees, pass the examination and then abide by the recertification policy in effect at the time the CPLM designation is reinstated.

G. AUDIT

TRSA and the Committee Advisory Board conducts an annual audit of up to 10% of CPLMs (selected at random) who have recertified in the previous two years. Audits are a standard practice across the certification industry. Recertification audits ensure that certificants have earned the credits reported during their recertification cycle. If you are selected for the audit, you are required to participate, and expected to adhere to the policies and procedures of the audit. If you cannot supply documentation that confirms completion of the reported recertification activities, you will be considered delinquent and your credential may be revoked by the Certification Advisory Board.

IV. Qualifying Recertification Activities

Only activities directly related to the textile services industry or classes related to the operation of a textile service company as noted in the Certified Professional Laundry Manager guidelines are eligible for recertification credits. The continuing education activities need NOT be sponsored by TRSA or pre-approved for credit by TRSA or the certification advisory board to qualify. TRSA and the Certification Advisory Board are unable to review and pre-approve recertification activities for individual certificants. Please review these guidelines to determine if an activity is eligible.

The following are examples of educational sessions that do not qualify for recertification credits:

- Personal career development sessions not specific to management of a laundry (e.g., "How to write a good cover letter")
- Technology-specific courses such as, but not limited to, Word and Access
- Licenses and Certifications NOT related to the textile service industry (e.g. Real Estate license)

V. Recertification Program Categories

A. Educational Credits

Minimum Credits Required: 22 Maximum Credits Accepted: 45

TRSA Institutes/Conferences, Summits, and Regional Meetings

Activity Description: Single and Multiple Days. Attendance at live events (not recorded).

Accepted Documentation: Certificate of Program Completion/Attendance or Copy of Program Registration form.

Classroom and Web-based Professional Development

Activity Description: Print, audio, video and online formats or any combination. The activity must include a method of assessment of the completed work.

Accepted Documentation: A copy of satisfactory test or quiz result, written project, or certificate activity of completion. The number of credits awarded will be based on the average completion time

determined by the sponsoring organization.

Accredited College/University Courses

Activity Description: Successful completion of industry related college/university course. This includes live instructor-led classes as well as internet/distance learning, CD-ROM or other self study programs that result in accredited college or university credit toward a degree program. Credits are earned at the rate of four (4) credits per semester hour. For example, a three-credit course would earn 12 credits. (finance, accounting, business management, etc...)

Accepted Documentation: Copy of course transcript indicating a passing grade.

Clean Show or Comparable Int'l Equipment Show

Activity Description: Attendance of the Clean Show or a comparable Int'l Equipment show.

Accepted Documentation: Copy of Program Registration form or brochure from event.

Webinars

Activity Description: A live industry related presentation with web-based delivery of PowerPoint slides or other participant materials or pre-recorded presentations with ability to track participation.

Accepted Documentation: Copy of Attendance Confirmation or Certificate of Completion.

B. Association or Professional Society Membership

Maximum Credits Accepted: 12

Activity Description: Individual membership in a national, international or regional professional association.

MEMBERSHIP TYPE	ELIGIBLE CREDITS
<ul style="list-style-type: none">Four (4) credits per year, limited to twelve (12) credits per term for membership in a nonprofit professional laundry or laundry-related organization or association. (May belong to multiple organizations).	4 credits per year

<ul style="list-style-type: none"> • Four (4) credits per year, limited to twelve (12) credits per term for membership in a nonprofit business management-related organization or association. (May belong to multiple organizations). 	<p>4 credits per year</p>
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Accepted Documentation: A copy of your membership ID card, a receipt for membership or a letter from the association.

C. Instructor/Author /Speakers/Presenters

Maximum Credits Accepted: 12

Activity Description: The topics of the sessions and articles must be relevant to the processing or management of laundry by serving as a principal instructor, speaker or author on a laundry or business management-related program.

- | | |
|--|-------------------|
| • Regional Conference/Program speaker/panelist | 2 credits/hour |
| • National/International Conference | 3 credits/hour |
| • Article in national/international trade/business publication | 3 credits/article |
| • Online commercial content (1,500 words+) | 2 credit/article |

Accepted Documentation: For articles, a copy of the publication cover AND the index indicating length of article (number of pages).

Activity Description: Service as a lecturer, presenter or teacher. Speakers receive two credits for every 50-minutes of presentation time. You may only claim credits once for a presentation given multiple times during a recertification period. Subject matter must relate to the topics in the Textile Services Industry. You do not get credit for presentations given as part of your everyday job responsibilities.

Accepted Documentation: Copy of program indicating or listing the (1) date, (2) presentation title, (3) description of presentation, and (4) your name as the presenter.

D. Volunteer Service/Leadership

Maximum Credits Accepted: 9

Activity Description: Holding executive officer or Board position or serving on a Committee or Task Force. Listed below are some examples of positions that qualify and the number of credits they earn per year. Certificants can submit more than one position for recertification. Total credits not to exceed maximum allowed.

Volunteer Position	Eligible Credits
TRSA Officer or Director	5 credits per one-year term
TRSA Committee Chair OR Active Committee Member	4 credits per one-year term 3 credits per one-year term
Other Laundry-Related Association Board	3 credits per one-year term
Other Laundry-Related Association Committee	3 credits per one-year term
Other association or non-profit Board	2 credits per one-year term

Accepted Documentation: A copy of the program or publication listing your name OR a signed letter from an association officer or committee chair.

All policies, procedures and decisions regarding the Recertification Reporting Guidelines are approved by the Certification Advisory Board. The Certification Advisory Board provides ongoing oversight to the program and periodically reviews and revises the policies to ensure the practical and equitable application of recertification procedures.

VI. Certificate Reprint/Questions

If you'd like to request a CPLM certificate reprint, please email cplm@trsa.org. Please allow 3-4 weeks for delivery. General questions about the CPLM can be directed to TRSA's education staff at cplm@trsa.org.