

DLI CERTIFICATION PROGRAM

HANDBOOK FOR CANDIDATES

Drycleaning & Laundry Institute
i n t e r n a t i o n a l

DRYCLEANING & LAUNDRY INSTITUTE
14700 SWEITZER LANE
LAUREL, MD 20707
(301) 622-1900
www.dlionline.org

TABLE OF CONTENTS

OBJECTIVES OF CERTIFICATION	5
ADMINISTRATION	5
ATTAINMENT OF CERTIFICATION AND RECERTIFICATION	5
REVOCAION OF CERTIFICATION	6
APPLICATION PROCEDURE	6
COMPLETION OF APPLICATION	6
FEES	6
EXAMINATION ADMINISTRATION	7
RULES FOR THE EXAMINATION	7
REEXAMINATION	7
CONFIDENTIALITY	7
CONTENT OF EXAMINATION	7
CONTENT OUTLINE	8-19
SAMPLE EXAMINATION QUESTIONS	20

OBJECTIVES OF PROFESSIONAL CERTIFICATION

TO PROMOTE DELIVERY OF SAFE AND EFFECTIVE GARMENT CARE THROUGH THE CERTIFICATION OF QUALIFIED PROFESSIONAL GARMENT SPECIALIST BY:

1. Recognizing formally those individuals who have achieved a prescribed level of knowledge about environmental regulation and operating procedures applicable to the fabric care industry.
2. Acknowledging those individuals who use/implement prescribed care standards for physical plant facilities and equipment operations that are safe.
3. Enhancing the public image of the fabric care industry as a proactive partner in advancing environmentally safe environs globally.
4. Emphasizing and encouraging lifelong learning among fabric care specialist so that they might expand their knowledge and expertise in the safe operation of their business.

ADMINISTRATION

The Certification Program is administered by the Drycleaning & Laundry Institute (DLI), 14700 Sweitzer Lane, Laurel, Maryland 20707, (301) 622-1900, www.dlionline.org. Questions concerning the examination should be referred to DLI.

ATTAINMENT OF CERTIFICATION AND RECERTIFICATION

Eligible candidates who pass a Certification Examination are entitled to use the registered designation Certified Professional Drycleaner (CPD), Certified Professional Wetcleaner (CPW) or Certified Environmental Drycleaner (CED) after their names and will receive certificates from DLI. A registry of Certified Drycleaners will be maintained by the DLI and may be reported in its publications and/or website.

DLI Certification is recognized for a period of three years at which time the candidate must have met at least one of the following requirements:

1. Complete continuing education courses approved by DLI including those offered by DLI, DLI state associations, and by other organizations that meet prescribed standards and requirements established by the Council;
2. Take and pass the Renewal Examination in effect at that time. Inquiries about renewals should be directed to DLI's Education Department.

REVOCACTION OF CERTIFICATION

Certification may be revoked for any of the following reasons:

1. Falsification of an Application.
2. Failure to provide, in a timely manner, any periodic reports as may be requested by the Council during the time of active certification or providing such reports that are incomplete or inaccurate in the judgment of the Council.

An appeal mechanism exists for challenging revocation of Certification. It is the responsibility of the individual to initiate this process.

APPLICATION PROCEDURE

Complete the online registration application at www.dli.com. DLI members should log in with their member number to get DLI special pricing. Allow 3 -5 business days to process the form. Once the application has been processed and your eligibility verified, DLI will send information on how to access the online exam and study materials. The study material can be viewed or downloaded as often as necessary. The actual exam however, will only be available during the one-week testing period.

COMPLETION OF APPLICATION

Complete or fill in as appropriate ALL information requested on the Application, including email address, company address and home address.

PRIMARY SOLVENT(S) USED: The information requested is to assist in providing an exam that is most compatible with test candidate's current experience.

When you have completed all required information, click the "Register" link to forward the application to DLI .

FEES

Application fees for the Professional Certification Examination:

DLI Member Company	\$299.00
Non-DLI Affiliated Company	\$490.00

Application fees for Certification Renewals:

DLI Member Company	\$195.00
Non-DLI Affiliated Company	\$375.00

Application fees for Renewal of Certified Garment Care Professional

DLI Member Company\$499.00
Non-DLI Affiliated Company\$575.00

Visa, MasterCard, and American Express are accepted. Please complete the credit card payment information on the application.

EXAMINATION ADMINISTRATION

The Professional Certification Examinations are administered during an established one-week testing period. Candidates may schedule one or more examinations during the test period.

RULES FOR THE EXAMINATION

1. Anyone taking an exam should carefully read the directions that are provided by email and on the exam website before starting the exam. No questions concerning content of the examination may be asked once the exam has been started.

REPORT OF RESULTS

Upon completion of the exam, a status screen will display the final exam score and pass or fail status. Written status notification will also be sent from DLI to all test candidates. Successful candidates will receive certificates from DLI.

REEXAMINATION

The Professional Certification Exams may be taken as often as desired upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

CONFIDENTIALITY

- 1. DLI will release the individual test scores ONLY to the individual candidate.
- 2. Any questions concerning test results should be referred to DLI.

CONTENT OF EXAMINATION

1. Professional Certification Examinations are composed of multiple-choice questions.
2. The content for the examinations is described in the Content Outline starting below.

The **Professional Wetcleaner Certification** Examination is composed of 180 multiple-choice questions weighted in approximately the following manner:

I. Customer Service	20%
II. Fibers and Fabrics	25%
III. Wetcleaning Process	55%

I. CUSTOMER SERVICE

- A. Customer
 1. Demographics
 2. Values, Needs, and Requirements
- B. Customer Service Representative (Counter Personnel)
 1. Responsibilities to Customers
 2. Responsibilities to Business
 3. Technical Knowledge
 4. Interpersonal Communications
 - a. Customer
 - b. Employee
 - c. Owner/Manager
- C. Garment Handling Procedures
 1. Invoicing (Ticketing)
 2. Bagging
 3. Tagging
 4. Sorting
 5. Packaging
 6. Inventory Control
 7. Garment Retrieval
 8. Inspection/Quality
- D. Claims Handling Procedures
 1. Handling Complaints
 2. Resolution and Settlement
- E. Promotion of Wetcleaning
 1. Knowledge of Products and Services
 2. Promotional Techniques

II. FIBERS AND FABRICS

- A. Classification of Fibers
 - 1. Cellulose
 - 2. Protein
 - 3. Mineral
 - 4. Man-Made
 - 5. General Characteristics
- B. Fiber Identification
 - 1. Laboratory Techniques
 - 2. Burn Test
- C. Yarns
 - 1. Types
 - a. Spun
 - b. Filament
 - c. Textured
 - 2. Properties
- D. Fabrics
 - 1. Woven
 - 2. Knitted
 - 3. Other
- E. Finishes
 - 1. General
 - 2. Special
- F. Color
 - 1. Dyes/Pigments
 - 2. Methods
 - 3. Printing
 - 4. Dye and Pigment Problems
- G. Labeling
 - 1. Care
 - 2. Fiber Content
 - 3. Other
- H. Legislation
 - 1. Care Label Rule
 - 2. Wool Products Labeling Act

III. WETCLEANING PROCESS

- A. Wetcleaning Fundamentals
 - 1. Equipment
 - a. Wetcleaning Washers
 - b. Wetcleaning Dryers
 - 2. Supplies
 - a. Water
 - b. Detergents
 - c. Finishing Agents
 - 1. Sizings
 - 2. Optical Brighteners
 - 3. Procedures

- a. Classification of Garments
- b. Loading
- c. Cleaning
 - 1. Running Times
- d. Drying
- B. Stain Removal
 - 1. Equipment
 - a. Basic Tools and Supplies
 - b. Stain Removal Boards
 - c. Maintenance
 - 2. Stain Removal Agents
 - a. Dryside
 - b. Wetside
 - c. Bleaches
 - d. Special Stain Removal Agents
 - e. Other
 - 3. Stains
 - a. Types
 - b. Factors Affecting Removal
 - c. pH Scale
 - 4. Procedures
 - a. Basic
 - b. Special
 - 1. Rings
 - 2. Watermarks
 - 3. Other
- C. Finishing Procedures
 - 1. Equipment
 - a. Presses
 - b. Steam Pressure/ Drycleaning Presses
 - c. Special Tensioning Presses
 - d. Aids
 - e. Maintenance
 - f. Other
 - 2. Garments
 - a. Pants
 - b. Coats
 - c. Silks
 - d. Skirts
 - e. Blouses
 - f. Dresses
 - g. Sweaters
 - h. Other
 - 3. Specialty Fabrics
 - 4. Quality and Production Standards
- D. Power Plant
 - 1. Characteristics of Steam

2. Steam Traps
3. Boilers
 - a. Water Treatment
 - b. Other
4. General Maintenance

The **Professional Drycleaner Certification** Examination is composed of 250 multiple-choice questions weighted in approximately the following manner:

I. Business Management	20%
II. Customer Service	12%
III. Fibers and Fabrics	20%
IV. Drycleaning Process	40%
V. Wet Processing	8%

I. BUSINESS MANAGEMENT

- A. Personnel
 1. Recruitment
 2. Training
 3. Supervision
 4. Evaluation
 5. Compensation and Benefits
- B. Equipment and Supplies
 1. Vendors
 2. Lease versus Purchase
 3. Inventory
 4. Maintenance
- C. Accounting Procedures
 1. Payroll
 2. Cash Control
 3. Accounts Payable
 4. Financial Reports
 - a. Taxes
 - b. Payroll
 - c. Profit/Loss/Income
- D. Legal and Regulatory
 1. Equal Employment Opportunity
 2. Americans with Disabilities
 3. Immigration and Naturalization Compliance
 4. Fair Labor Laws
 5. Other
- E. Automation
 1. Computerization

- 2. Inventory Control
- F. Insurance
 - 1. Bailee
 - 2. Workers' Compensation
 - 3. Personal Liability and Property Damage
 - 4. Vehicular
 - 5. Umbrella
 - 6. Furrier
 - 7. Boiler
 - 8. Other
- G. Plant Layout and Procedures
 - 1. Work Flow Efficiency
 - 2. Environmental Considerations
- H. Business Plan
 - 1. Market Analysis
 - 2. Budgeting
 - 3. Pricing
 - 4. Cash Flow
 - 5. Advertising and Marketing
 - 6. Long Range Planning
 - 7. Plant Site
 - a. Location - Accessibility
 - b. Lease versus Purchase
 - 8. Ownership
 - a. Type
 - 1. Individual
 - 2. Partnership Agreements
 - 3. Corporation
 - 4. Franchise
 - b. Change of Ownership
 - 9. General Policies and Procedures

II. CUSTOMER SERVICE

- A. Customer
 - 1. Demographics
 - 2. Values, Needs, and Requirements
- B. Customer Service Representative (Counter Personnel)
 - 1. Responsibilities to Customers
 - 2. Responsibilities to Business
 - 3. Technical Knowledge
 - 4. Interpersonal Communications
 - a. Customer
 - b. Employee
 - c. Owner/Manager
- C. Garment Handling Procedures
 - 1. Invoicing (Ticketing)
 - 2. Bagging

3. Tagging
4. Sorting
5. Packaging
6. Inventory Control
7. Garment Retrieval
8. Inspection/Quality
- D. Claims Handling Procedures
 1. Handling Complaints
 2. Resolution and Settlement
- E. Promotion of Additional Services
 1. Knowledge of Products and Services
 2. Promotional Techniques

III. FIBERS AND FABRICS

- A. Classification of Fibers
 1. Cellulose
 2. Protein
 3. Mineral
 4. Man-Made
 5. General Characteristics
- B. Fiber Identification
 1. Laboratory Techniques
 2. Burn Test
- C. Yarns
 1. Types
 - a. Spun
 - b. Filament
 - c. Textured
 2. Properties
- D. Fabrics
 1. Woven
 2. Knitted
 3. Other
- E. Finishes
 1. General
 2. Special
- F. Color
 1. Dyes/Pigments
 2. Methods
 3. Printing
 4. Dye and Pigment Problems
- G. Labeling
 1. Care
 2. Fiber Content
 3. Other
- H. Legislation
 1. Care Label Rule

2. Wool Products Labeling Act
3. Other

IV. DRYCLEANING PROCESS

Drycleaning Fundamentals

1. Equipment
 - a. Drycleaning Machines
 - b. Filters
 - c. Tumblers and Reclaimers
 - d. Stills and Muck Cookers
 - e. Storage Tanks
 - f. Vapor Recovery
 - g. Moisture Control
 - h. Other
2. Supplies
 - a. Solvent
 1. Perchloroethylene
 2. Petroleum
 3. General Characteristics
 - b. Detergents, Sizings, Optical Brighteners
3. Procedures
 - a. Classification of Garments
 - b. Loading
 - c. Cleaning
 1. Running Times
 2. Solvent Flow Rate
 3. Solvent Maintenance
 4. Other
 - d. Drying

B. Stain Removal

1. Equipment
 - a. Basic Tools and Supplies
 - b. Stain Removal Boards
 - c. Maintenance
2. Stain Removal Agents
 - a. Dryside
 - b. Wetside
 - c. Bleaches
 - d. Special Stain Removal Agents
 - e. Other
3. Stains
 - a. Types
 - b. Factors Affecting Removal
 - c. pH Scale
4. Procedures
 - a. Basic
 - b. Special
 1. Rings

- 2. Watermarks
 - 3. Other
- C. Finishing Procedures
 - 1. Equipment
 - a. Presses
 - b. Steam Pressure/Drycleaning
 - c. Special
 - d. Aids
 - e. Maintenance
 - f. Other
 - 2. Garments
 - a. Pants
 - b. Coats
 - c. Silks
 - d. Skirts
 - e. Blouses
 - f. Dresses
 - g. Sweaters
 - h. Other
 - 3. Specialty Fabrics
 - 4. Quality and Production Standards
- D. Power Plant
 - 1. Characteristics of Steam
 - 2. Steam Traps
 - 3. Boilers
 - a. Water Treatment
 - b. Other
 - 4. General Maintenance

V. WET PROCESSING

- A. Wetcleaning
 - 1. Equipment
 - a. Washers
 - b. Extractors
 - c. Dryers
 - d. Other
 - 2. Supplies
 - a. Detergents
 - b. Water
 - 3. Procedures
 - a. Classification and Preparation
 - b. Washing Methods
 - c. Drying Methods
- B. Laundry
 - 1. Equipment
 - a. Washers
 - b. Extractors
 - c. Dryers

2. Supplies
 - a. Detergents
 - b. Sours
 - c. Bleaches in Laundry
 - d. Starches
 - e. Antichlor
 - f. Other
3. Procedures
 - a. Classification
 - b. Wash Formulas
 - c. Drying
4. Finishing
 - a. Laundry Presses
 - b. Shirt Units
 - c. Quality
 - d. Production

The **Environmental Certification Examination** is composed of 150 multiple choice questions weighted in approximately the following manner:

- | | |
|---|-----|
| I. Regulations | 20% |
| II. Drycleaning Equipment, Material, and Supplies | 30% |
| III. Waste Handling | 20% |
| IV. Operating Practices | 30% |

I. REGULATIONS

- A. EPA
 1. Clean Air Act
 2. Resource Conservation and Recovery Act
 3. National Emission Standard for Hazardous Air Pollutants
 4. Solid and Hazardous Waste Act
 5. Comprehensive Environmental Response Compensation and Liability Act
- B. OSHA
 1. Indoor Air
 2. Lockout, Tagout
 3. Bloodborne Pathogens
 4. Hazard Communication Standard
 5. Equipment Safety
 6. Protective Equipment
 7. Inspections
 8. Hydrocarbon
- C. State Regulations
- D. Operating Practice
 1. Record Keeping

2. Perchloroethylene Usage
 3. Petroleum Usage
 4. Green Earth Usage
 5. Hydrocarbon
- E. National Fire Protection Association

II. DRYCLEANING EQUIPMENT, MATERIALS, AND SUPPLIES

- A. Types
1. Petroleum
 2. Perchloroethylene
 3. Green Earth Usage
 4. Hydrocarbon
- B. Installation and Removal
1. Containment Tank
 2. Base Tanks
 3. Water
 4. Steam
 5. Electricity
 6. Storage Tanks - Underground, Outside
- C. Functions
1. Transfer
 2. Dry to Dry
 - a. Vented
 - b. Non-vented
- D. Filtration
- E. Vapor Condensing and Adsorption Equipment
- F. Water Separators
- G.

III. WASTE HANDLING

- A. EPA Identification Number
1. EPA Form 8700.12
 2. Designated Container
- B. Storage
1. Designated Place
 2. Designated Employees
- C. Safety Equipment
1. Respirator
 2. Protective Clothing
- D. Documentation of Waste Handling
1. Hazardous Waste Manifest
 2. Notifications
- E. Solvent Spills
1. Evidence of Contingency Plan
- F. Operation of Stills
1. Frequency
 2. Steam or Electric

3. Cleanup
- G. Operation of Cartridge Filters
 1. Change Intervals
 2. Drainage
 3. Disposal
 4. New Installation
- H. Operation of Disk Filters
 1. Powder
 2. Non-powder
 3. Micron Size
 4. Regeneration Periods
- I. Operation of Line Pre-Filters
 1. Installation
 2. Change
- J. Disposal
 1. Hazardous Waste
 2. Evaporation
 3. Carbon Purification
 4. Process Water
- K. Training of Employees

IV. OPERATING PRACTICES

- A. Procedures and Records
 1. Solvent Deliveries
 - a. Date
 - b. Gallons
 - c. Storage
 2. Clothing Poundage
 - a. Charts
 - b. Solvent Mileage
 3. Solvent Spills
 - a. Training
 - b. Team
 - c. Plan
 4. Employee Training
 5. Equipment Inspections
 - a. Equipment Manuals
 - b. Preventive Maintenance Program
 - c. Maintenance
 1. Lint Filter Cleaning
 - a. Frequency
 - b. Proper Handling
 2. Gasket Inspections
 - a. Frequency
 - b. Proper Handling
 3. Leak Detections
 - a. Monitoring Devices
 4. Button Trap

- d. Training Employees
 - 1. Program
 - 2. Delivery
 - 3. Monitoring
 - 6. Facility Inspection
 - B. Solvent Reclamation
 - 1. Drying Times
 - a. Extraction
 - b. Length of Time Required
 - 2. Drying Temperature
 - a. Air Flow
 - b. Load Factor
 - c. Heat
 - 3. Refrigeration
 - a. Water Tower
 - b. Heat Pump
 - c. Water Cooled
 - 4. Carbon Vapor Adsorber
 - 5. Distillation
 - C. Maintenance
 - 1. Lint Removal
 - 2. Gasket Inspections
 - 3. Leak Detections
 - 4. Filters
 - D. Training Employees in Proper Operating Practices Regarding Environmental Matters

SAMPLE EXAMINATION QUESTIONS

1. Which of the following is required before a licensed hazardous waste hauler can pickup hazardous waste?
 - A. EPA I.D. number
 - B. Full hazardous waste container
 - C. Certificate of occupancy
 - D. State tax I.D. number

2. To comply with OSHA's "employee right-to-know" standard, drycleaning and laundry plants must
 - A. post operating permits.
 - B. post the OSHA minimum pay and wage laws.
 - C. give each employee a list of OSHA violations.
 - D. provide a written hazard communication program.

3. Many garments are only partially dried after wetcleaning to help control which of the following?
 - A. Color loss
 - B. Shrinkage
 - C. Yarn slippage
 - D. Sizing loss

4. What is the recommended boiler pressure for shirt laundry presses?
 - A. 35-40 psi
 - B. 50-75 psi
 - C. 65-90 psi
 - D. 100-125 psi

Answers to Sample Questions:

1. A; 2. D; 3. B; 4. D