

January 2010

Happy New Year from everyone at Jena Dyco. We hope you enjoyed a well deserved break over the festive season and are settling nicely back into 2010.

Welcome to a new look eNewsletter. Each month we will be sending Jena Dyco's latest news straight to your inbox, including a feature article, technicians' tips, photos and customer profiles. Feel free to send us an email with what you think – we would love to hear from you.

In this issue we take a look back at the happenings of 2009 and all the upcoming events to look forward to in 2010. Don't forget to scroll down to the bottom of the newsletter to meet the Jena Dyco team so you can match a face to the voice on the phone.

We look forward to hearing from you soon with your training and technical queries.

Kind Regards,

Jenny Boymal
Jena Dyco Director

FEATURE

Jena Dyco 2009 – 2010: The great year that was and the even greater year that will be...

2009: The year that was...

In 2009 we started offering the [Certificate IV in Asset Maintenance \(Cleaning Management\)](#). Specifically tailored to the carpet cleaning industry, the qualification offers business owners in the carpet cleaning industry the opportunity to brainstorm with their peers and write, prepare and present a professional business pitch. The course was a success in Melbourne, Brisbane and Sydney and a number of students were able to secure contracts with the business proposals they created within a few weeks of gaining their qualification.

Jena Dyco at Clean Scene

Between 27th and 29th October 2009 we promoted our services at CleanScene, the new national Cleaning and Hygiene Expo in Sydney, NSW where we shared a stand with IICRC Oceania. The three days were filled with meeting new and existing customers, answering questions and advising attendees about Jena Dyco courses, Nationally Recognised Qualifications and Government Funded Training for staff. It was a great meeting point for everyone in the Carpet Cleaning and Restoration industries and the stand really started buzzing with chatter and laughter when Jena Dyco Founder and Trainer Felix Krivitsky arrived. We look forward to the next Clean Scene show, which has been scheduled for April 2011 in Melbourne. There will also be a Clean Scene Trade Show in Albury on 11 May 2010, for which Felix will be speaking about the way to approach stain removal.

We here at Jena Dyco would like to say thank you to all of those who came and visited our stand. If you have not redeemed your show special offer please contact our office now to secure your spots.

A change is as good as a holiday

In June 2009 we packed up our Hawthorn office and relocated to Suite 1, Office 8b, 242 Hawthorn Road, Caulfield. Please drop in for a cup of tea and a chat whenever you are next in the area! (Pavlina has a soy cappuccino, Nicole has a chai latte and Jenny has a weak skinny cappuccino!)

Internationally recognised across the board

In November 2009 Jena Dyco Director Jenny Boymal was elected chairperson of the IICRC Oceania Advisory Board. Jena Dyco instructor Charlie Lodge was also approached by IICRC and appointed to the IICRC International Instructors advisory panel. The panel is made up of only six members (including four members from North America, one from the United Kingdom and one from the Oceania region) and works with IICRC instructors and schools to address key issues affecting instructors. We are proud to have one of the best instructors in the world training under the Jena Dyco badge.

Feeling hot hot hot: training in Mackay

In 2009 we ran a Certificate III in Asset Maintenance – Carpet Cleaning program in Mackay, Queensland with 15 people completing the program. Most of the attendees were company employees on government funded traineeships, which was of great benefit to the owners. Thanks to Roz and Scott from Mackay Carpet Care and their lovely staff for hosting the courses.

FORWARD TO A FRIEND

TECHNICIANS TIPS



A word of warning on fibre identification from Charlie...

I recently came across a beautiful, soft thick-pile carpet. At first glance I was sure this was a wool carpet, and my further visual and touch inspections ensured me that the carpet was, in fact, wool. There was no way a synthetic fibre could ever be so soft. However, after identifying the fibre I was proved very wrong - it turned out to be a polypropylene carpet which was of the same standard as the most expensive wool carpets you see. Make sure ID each carpet you see – otherwise you're just looking for trouble.

Call the office on 03 9815 0175 and enquire about getting your own Jena Dyco fibre ID kit.

BEEN AND SEEN

CleanScene Exhibition held in Sydney October, 2009.



MEET THE TEAM

We would like to introduce you to our office staff so that next time you call you can match a face to the voice on the other end of the phone.

Jenny



As many would know, Jenny has been the cheerful face at the front of the organisation for the last 7 years. Whenever she's not spending time with her 2-year old Eli, she's off keeping busy at courses, conferences, exhibitions and meeting clients. Jenny was recently appointed Chairperson of the IICRC Advisory Board Oceania. She is very passionate about the industry and is very involved in organisations such as NUCCRA, NSCA as well as working closely with industry suppliers.

2010: Celebrating 20 years of excellence

The year 2010 is set to be an exciting one for Jena Dyco as we celebrate our 20th anniversary. Felix Krivitsky first started teaching short carpet cleaning courses in Melbourne in 1990. Jena Dyco started to pick up steam when we became a Registered Training Organisation and began offering Nationally Recognised Qualifications. Jenny Boymal, Jena Dyco Director, joined the team in 2005. Watch this space for upcoming events to celebrate our 20th Anniversary in the business!

Today, we are proud to be the leading industry trainers in Australia. We currently offer three Nationally Recognised Qualifications – Certificate II and III in Asset Maintenance, Carpet Cleaning and Certificate IV in Asset Maintenance, Cleaning Management as well as a number of IICRC accredited short courses in carpet and upholstery cleaning and restoration. We cannot wait to bring you even more courses in the coming years for you to sink your teeth into!

Don't let your skills get mouldy

In fact we are not wasting any time in bringing you new courses. In March we are bringing out IICRC Mould Remediation expert Peter Sierck from the US to instruct a 4-day [IICRC Applied Microbial Remediation course in Melbourne](#). To be held on the 16th, 17th, 18th & 19th of March, the Applied Microbial Remediation course will be a first for the Australian industry. We will be accompanying the course with an informal [half-day trade expo](#) at Club Kilsyth, Bayswater.



Keeping up-to-date with the latest industry news

As well as making sure your technical skills are in shape, we will be posting [online news updates](#) on the Jena Dyco website each Monday. Make sure to log on each week to keep up to date with the latest news in carpet cleaning, OH&S, business and workplace policies and standards. We will also be featuring one or two of the more important updates in our eNewsletter each month.

Carn the carpet cleaning industry

In 2010 will be offering an online footy tipping contest. Don your scarf and beanie and log on weekly to place your tips to go in the running to win exciting prizes. [Click here](#) to express your interest in participating in the Jena Dyco 2010 Footy Tipping contest.

Celebrating our 20th with a new-look website

We want to be fresh for our 20th Anniversary so we are in a process of revamping our website to make it easier for everyone to navigate the web pages and find the information you are looking for. Keep an eye on it and let us know what you think.

Jena Dyco on Twitter and Facebook



In line with our new look newsletter, Jena Dyco is now on Facebook and Twitter. [Follow us on Twitter](#) to see our daily Tweets or become a [fan of our Facebook fanpage](#) to see photos of recent courses and events, catch up on the latest Jena



Dyco information and network with other industry professionals you met at the latest Jena Dyco course.

UPCOMING COURSES

Month	Date	Course	Location	Instructor
January	27, 28 (Wed-Thur)	Cert IV in Cleaning Mngt - Session 3	Brisbane	Charlie Lodge
	28, 29, 30 (Thur-Sat)	IICRC Water Damage Restoration (WRT)	Melbourne	Felix Krivitsky
	29, 30 (Fri-Sat)	IICRC Health and Safety (HST)	Brisbane	Charlie Lodge
February	1, 2, 2, 4 (Mon-Thur)	IICRC Carpet Cleaning (CCT)	Perth	Charlie Lodge
	3, 4, 5, 6 (Wed-Sat)	IICRC Carpet Cleaning (CCT)	Sydney	Felix Krivitsky
	5, 6 (Fri-Sat)	IICRC Health and Safety (HST)	Perth	Charlie Lodge
	8, 9 (Mon-Tues)	IICRC Fire and Smoke (FSRT)	Sydney	Felix Krivitsky
	11, 12, 13 (Thur-Sat)	IICRC Water Damage Restoration (WRT)	Brisbane	Felix Krivitsky
	15, 16 (Mon-Tues)	IICRC Hard Floor Care (FCT)	Brisbane	Felix Krivitsky
	25, 26, 27 (Thur-Sat)	IICRC Water Damage Restoration (WRT)	Sydney	Felix Krivitsky

[Click here](#) for more information on timetables, courses or to register

Nicole



Nicole, Jena Dyco Assistant, has been working with Jena Dyco on a part-time basis since 2007. Nicole takes care of all the important little things that make the office run smoothly and we would not be able to service our customers without her great support. Nicole is also currently completing a Bachelor of Economics and Finance at RMIT University, good luck with your studies Nicole!

Pavlina



Pavlina, Jena Dyco Training Coordinator, joined the Jena Dyco team in September 2009 and has already slipped into the groove. Before moving to Australia from the Czech Republic in 2004, Pavlina worked in various customer focused positions in USA and the Czech Republic before taking up an interest in workplace training and assessment. We are happy to have Pavlina's smiling face in the Jena Dyco office managing courses, helping customers with their training needs and managing government funding for trainees.