



# PRINCIPLES AND PRACTICES OF FACILITIES MANAGEMENT

**NQF Level: 4**

**Credits: 5**

**Duration: 5 Days**

**US Standard : 15059**

**Training Formats : Blended Online Training (3 days theory & 2 days practical)**

**: Facilitated Training**

## **Delegate Profile:**

**Building Managers, Facility Co-Ordinator's & Administrators, Facility Managers, Junior FM Staff, Maintenance Co-Ordinator's, Soft Services Co-Ordinator's, Property Managers, Handyman**

This three-day facilities management training programme is designed to enable qualifying delegates to:

- Identify aspects relating to facilities analysis
- Recognise and co-ordinate activities regarding facilities management
- Monitor and ensure efficient management of facilities

The content is specifically designed to provide each delegate with a comprehensive understanding of facilities management and introduces them to effective and practical methodologies to manage office and building services associated with facilities management.

The focus of the training programme is on business management skills and the application thereof in the facilities management environment and include subject matter that include:

- An in-depth understanding of the characteristics of facilities management
- A broad understanding of the methods and techniques involved in analysing the performance of facilities
- A comprehensive understanding of resources required to manage facilities

## **Assessment:**

For delegates to earn the SSETA credits, they will be required to complete both formative and summative assessments which forms part of a post training work-based Portfolio of Evidence (POE) which is evaluated by an assessor and moderator.

Upon successful completion of the POE, the SSETA, the assuring body, will register the delegate's results on the National Learners' Record Database. These results remain a lifelong achievement for all delegates to further their careers. SAFMA CPD points will be awarded to registered SAFMA members on presentation of their Certificate of Attendance.



In association with





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## Programme Outline:

### The Components of Facilities Management

- The various components of facilities management
- A business for the simulation activities

### The Origins of Facilities Management

- Facilities management – A service
- The birth and driers of the FM industry
- Opportunities within the industry

### Defining Facilities Management

- Global definitions of facilities management
- Facilities management supporting business
- The roles and responsibilities of facilities management
- More than the sum of its parts
- A service, a function, a discipline

### Categorising Facilities Services

- Impact of facilities management within the environment
- Facilities services
- Categorising facilities services into service types
- The challenges facing the Facilities Manager

### The Facilities Manager's Toolbox

- Introduction to strategic management
- Introduction to financial management
- Introduction to risk management
- Introduction to facilities planning
- Introduction to project management
- Introduction to people management
- Introduction to operations management
- Introduction to quality and reliability
- Introduction to property management
- Introduction to leadership and communications

### Practical Facilities Management

- Corporate organizational structure
- Establishing and managing facilities departments
- Managing the facilities operations
- Technology used in facilities management
- Strategic facilities management
- The future of facilities management