







ACADEMY FOR FACILITIES MANAGEMENT

**OVERVIEW OF**

**SHORT COURSES IN FACILITIES MANAGEMENT**

**2015**

Academy for FM: Registered with the Department of Higher Education and Training as a private higher education institution under the Higher Education Act. 1997. Registration certificate No. 2009/HE07/012

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## **1. FM TRAINING AND THE WORKPLACE**

In considering FM training for employees, employers require an indication of the level at which a trained employee should be competent to function. The following categories may be useful:

### **1.1 Operational FM Level - Supervision**

All supervisor and middle management course

This employee is likely to be supervising a small single facility or a number of services (cleaning, Call Centre, etc.) in a larger facility. The employee will be focussed on the operational aspects of facility services provision and supervise the(se) function(s) rather than having management responsibility. While being involved in FM planning and procedures the responsibility will lie with a more senior manager who will provide guidance and management support.

### **1.2 Operational Level - Management**

Facility Manager

This employee/ manager will probably manage a large facility or a portfolio of smaller facilities in more than one province. He/she may even be responsible for more than one facility type. The job will probably require responsibility for facility outcomes including management of contracts (outsourced), FM planning and development of procedures, facilities budget, and managing a FM team. He/she may be at management level (middle management) and work with clearly delegated authority, with limited guidance, but reports to a senior manager who in all likelihood is not an FM specialist.

### **1.3 Strategic Level - Senior Management**

Senior FM Manager

The person will be actively involved in strategy development for a large national, regional or global organisation with a portfolio of facilities varying in type. He/she will have overall responsibility for FM outcomes, management of the full facilities team, setting of FM performance standards, development and implementation of facility policy and procedures, strategic management of contract specifications and tendering processes, as well as communication of key FM decisions. He/she will report to the CEO or FD / CFO and advise on strategic FM issues at a corporate level.

## **2. SHORT COURSES**

The following short courses are only offered on an in-house basis to groups of ten people or more. Dates will have to be scheduled to suit the customer. The NQF level of each course is clearly indicated.

Having been registered by **SAQA** (ID #75283), the courses can be included in the **Skills Development Plans** of employers contributing to a SETA.

## **2.1 Programme in Facilities Management (PFM)**

*The course is designed for employees, supervisors and managers who are responsible for housekeeping in medium to large organisations and who wish to expand their specialised knowledge and skills.*

The course is intended for employees who are involved within the broad field of FM. The focus is on the FM function in the organisation, the FM tools and the outsourcing of services.

Facility management is an integrated process, inclusive of quality and cost-management. Useful tools for managing this integrated process include the following, Service Delivery Activity Manual, Central Help Desk and Internal Service Level Agreements.

- Who should attend?  
Employees who are;
  - employed within the FM unit
  - are responsible for supervising the provision of general facility services in the organisation
  
- Course Content
  - Facility Organisation - the role and function of facility services within the organisation
  - Focus areas within FM - we focus on cleaning services, the logistics of relocation, meeting rooms/venues, purchases, telephone services, office automation, security, ambience, etc.
  - Organising and delegation - improving management skills in conjunction with communication skills
  - Integrated service provision - various FM tools are introduced, e.g. the concept of the Service Activity Manual and the Central Help Desk.
  - Legal wise - trainees are orientated with regard to the legal aspects of contracts with external service providers and labour relations in general.
  - Building Maintenance - responsibilities of the FM department re planned and unplanned maintenance
  
- Course objectives  
Broadening of knowledge and skills that will facilitate the professionalisation of facility services.
  
- Duration  
Five consecutive days.
  
- Certification and NQF (National Qualifications Framework) Level  
Certificate of participation is issued for attendance only. Course is offered at NQF level 3 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

## **2.2 Facilities Management Programmes in Health Care Environments**

This course can be customised by way of additional modules relevant to the health care environment. The course structure for the PFM or HCFM therefore stays the same but is augmented by modules like hospital management, patient care, clinical care process, introduction to micro biology, SLAs, etc.

## **2.3 Building Supervisor (BS)**

*Employees responsible for building management in medium to large organisations will most benefit from this course. The course is set to enhance their specialised knowledge and skills.*

- ❑ Course Content
- ❑ Introduction to Facilities Management  
Participants are introduced to the field of FM, what it is, where it originated, what elements can be distinguished and how it can benefit building supervision.
- ❑ Cost-management  
Integral FM expenditure usually constitutes an important cost component for most organisations. We focus special attention on these integral FM costs and how best to manage it.
- ❑ Space management and requirements  
Questions covered here include the following:  
Does the enterprise optimise on the utilisation of office space, what are the principles of space management and how do we accurately quantify the available space? Participants will learn how to execute property performance measurement and to properly analyse the cost and other implications of the different options, e.g. renovation, extension, sub-letting, downsizing, relocating, etc.
- ❑ Space requirements & relocation  
The space requirements of the enterprise largely determine its accommodation needs. This module focuses on accurately determining these needs and requirements.
- ❑ Maintenance management  
Good maintenance is the key to good building management. We analyse preventative and corrective maintenance.
- ❑ Contract management  
Various external contractors may be contracted to service a building/property and this module is aimed at how best to manage these contracts.
- ❑ Statutory Requirements  
This module ensures that the property manager will be aware of applicable statutes and building regulations and will know how best to incorporate these into the overall management of the property.
- ❑ Alterations  
The building supervisor plays an important role with regard to any alterations and he/she is sensitised to his facilitative role in dealing with both professionals (architects) and users.

- ❑ Technology  
This module deals with the basics concerning some of the large technical components, e.g. lifts, air-conditioning, lighting, etc.
- ❑ Building Control Systems and benchmarking

This module is devoted to information technology - what systems and software are required by the organisation, the pros and cons of different FM software packages (FMIS) in relation to various types of organisations. Attention is focused on the ideal system to support integrated Facilities management as well as the relevant benchmarks.

- ❑ Who should attend?
  - Property managers and building supervisors responsible for the properties/buildings of medium to large organisations
  - Employees interested in expanding their specialist knowledge and skills in this field
- ❑ Course objectives  
Expanding knowledge and skills required for optimal building management.
- ❑ Duration  
5 days
- ❑ Certification and NQF (National Qualifications Framework) Level  
Certificate of participation is issued for attendance only. Course is offered at NQF level 4 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

#### **2.4 FM Help Desk Employee (HDE)**

*This course is designed for novice 'front line' staff in facility services who serve at the Facilities help desk and are in direct contact with clients and customers. Active participation is essential as participants will not only learn new skills but will be coached to implement FM improvements in their own companies.*

##### Course Content

- ❑ Professional Facility Services  
Developing an understanding of the broad FM function and the individual employee's role in this regard is key to changing corrective action into preventative service.
- ❑ Communication & service delivery  
The focus is on more effective communication through improved listening skills, telephone skills, verbal and non-verbal communication skills and their impact on customer service.
- ❑ Customer-orientated thinking and performance  
As the organisation's front line contact with customers and employees the facility service staff need to be customer-service orientated. They must be skilled in dealing with customer complaints, obtaining usable facility information from

unsatisfied customers and effecting the necessary corrective action. The course also incorporates a social skills workshop that is hugely practical.

❑ **Experiential learning workshop**

The course concludes with individual practical experience and coaching.

Active participation is a prerequisite and tutors will be available to participate in and support participants with practical proposals for possible improvement at their place of work.

❑ **Who should attend?**

Employees who are relatively inexperienced with FM or who are;

- employed within the FM function
- working/planning to work as help desk staff or with the Help Desk/ Call Centre in connection with:
  - Tenants
  - Help Desk / Call Centre
  - Facilities help desk
  - Customer service
  - Interested in developing their active sensing skills

❑ **Course objectives**

Acquiring the knowledge and skills required to work on the facilities Help Desk or such similar FM unit.

❑ **NQF Level and Duration**  
NQF Level 3 / Two days.

❑ **Certification and NQF (National Qualifications Framework) Level**

Certificate of participation is issued for attendance only. Course is offered at NQF level 3 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

❑ **Articulation**

The course serves as preparation for the next level - Help Desk Supervisor/Manager

## **2.5 Help Desk Supervisor (HDS)**

The course is focussed on the 'front-line' facility service staff who wish to learn about the professional help desk / call centre function and customer orientation. Help desk / Call Centre supervisors /managers will benefit from

### **Course Content**

❑ **Help Desk / Call Centre**

What is a FM help desk, how does it function and what value does it add to the efficiency of the enterprise? Is a central service point necessary and what information systems (IT) may be employed to convert user complaints, requirements and wishes into data or actionable information.

- ❑ Professional housekeeping  
It is an unfortunate fact that all too often housekeeping staff is not recognised for their contribution. Professional housekeeping is a people-to-people function and by focussing on the necessity for housekeeping services and the role of the staff employed here, the course is intended to motivate them, instil professionalism, improve service delivery and generally improve job satisfaction.
- ❑ Customer focus  
Generally speaking, customers are demanding, critical and insist on the meeting of their own needs. Against this background it is essential that housekeeping staff will be customer focussed and very clear on who the customer is and his/her requirements.
- ❑ Communication and housekeeping  
Effective communication is vitally important to housekeeping and the course deals with human interaction, verbal and non-verbal communication as well as the necessity for effective communication with customers and between housekeeping staff.
- ❑ Dealing with Complaints  
We look at the skills required to effectively deal with complaints and techniques for obtaining useful information from complainants in particular and customers in general. Participants will get to understand the importance of timing and clarity, in dealing with complaints and also get the opportunity to compile a useful action plan in this regard.
- ❑ Supervision and Delegation  
This segment of the course focuses on the do's and don'ts of managing / supervising to motivate the team. We look at the requirements of a manager and how to get the best out of your team. A step-by-step guideline to successful delegation will empower both supervisors and staff, and enhance the success of the Help desk operation.
- ❑ Experiential learning workshop  
The course concludes with a site visit and an individual practical assignment. These assignments are work shopped by participants and common areas of concern are subjected to an experiential learning session. Active participation is a prerequisite and tutors will be available to participate in and support participants with practical proposals for possible improvement at their place of work.
- ❑ Who should attend?  
Experienced staff employed within facility services; staff who interface with customers (both internal and external); staff who wish to become more professional in their conduct with customers; supervisors/managers.
- ❑ Course objectives – effective and efficient help desk / call centre functioning.  
Inculcating the importance of professional housekeeping, customer focussed service and conduct as well as improved communication in order to turn dissatisfied FM customers in to satisfied FM customers.
- ❑ Duration  
Four days.



- ❑ Certification and NQF (National Qualifications Framework) Level Certificate of participation is issued for attendance only. Course is offered at NQF level 4 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

## **2.6 Catering Supervisor -Food Management (CAS)**

*The course is intended for employees involved with catering as well as those responsible for catering supervision and management who wish to enhance their specialised knowledge and skills.*

### Course Content

- ❑ FM & catering  
The ins and outs of catering outsourcing is analysed, also negotiating service-level agreements for catering contracts, the pros and cons of various of catering contracts and contract management.
- ❑ Quality  
Outsourcing requires a clear set of requirements and specifications prior to the tendering process. This module also looks at the evaluation of catering bids, and related issues such as internal and external quality and certification requirements. We also look at the pros and cons of certification and compile a program of requirements for certification.
- ❑ Statutory Requirements  
This course ensures that the catering manager will be aware of applicable statutes and will know how best to incorporate these into the provision of catering. This includes hygiene and systems like HACCP (Hazard Analysis of Critical Control Points)
- ❑ Menus  
In determining the ideal menu to be offered to staff we look at the setting of company policy and determining of staff preference. The objective is to find cost-effective solutions.
- ❑ Hygiene  
We review all the relevant statutes and regulations with regard to catering, e.g. HACCP (Hazard Analysis of Critical Control Points).
- ❑ Furnishings  
This model exposes participants to a variety of issues that may impact the catering function, e.g. ambience, efficiency, feasibility, staff matters, regulations, etc. The objective is to find a workable parity between these issues.
- ❑ Financial Control  
A comparative approach to various cost management systems will greatly assist catering managers in finding an optimal system.

- ❑ Who should attend?  
Managers and supervisors:
  - responsible for the catering function
  - who have or are planning to outsource their catering
  - who are interested in expanding their specialist catering knowledge and skills
- ❑ Course objective  
Expanding knowledge and skills required for optimal management of the catering function
- ❑ Duration  
Five days. (Could be offered as consecutive or non-consecutive days.)
- ❑ Certification and NQF (National Qualifications Framework) Level  
Certificate of participation is issued for attendance only. Course is offered at NQF level 4 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

## **2.7 Cleaning Supervisor (CLS)**

*Employees and supervisors who are responsible for the management of cleaning services will benefit from this course. The specialised knowledge and skills conveyed here would be applicable regardless of whether the cleaning function has been fully or partially outsourced.*

### Course Content

- ❑ Cleaning Programme  
Cleaning excellence is first and foremost achieved by assessing and compiling a comprehensive list of requirements. This module provides practical guidelines.
- ❑ Contract evaluation  
We deal with the cleaning contracts and some general requirements concerning outsourcing.
- ❑ Outsourcing of cleaning contracts  
We cover the basics of outsourcing, tender calls, tender evaluations, and contract management and service level agreements.
- ❑ Communication  
Good communication skills are required by the cleaning supervisor with regard to his/her role as intermediary between employees and the cleaning contractor.
- ❑ Who should attend?  
Supervisors and managers;
  - responsible for cleaning services
  - responsible for fully or partially outsourced (to be outsourced) cleaning contracts
  - interested in acquiring specialist knowledge and skills with regard to cleaning and cleaning contracts
- ❑ Course objectives  
To enhance knowledge and improve skills for optimising the supervision of cleaning and cleaning contracts.

- Duration  
Five days.
- Certification and NQF (National Qualifications Framework) Level  
Certificate of participation is issued for attendance only. Course is offered at NQF level 4 and those who wish can submit to assessment and if they succeed can get a certificate of competence.

### **3. FM SKILLS TRAINING**

These skills training programmes offer:

- Workplace case studies
- User friendly “How To Templates”
- Expert trainers
- Certificates
- Classroom assessment if required
- Employers can decide the appropriate NQF level (3 or 4).

#### **Course Topics:**

- Facility Awareness
- Project Management for FM
- Business Communication for FM
- Relocation / Churn / Office Moves
- Budgeting for FM
- Building Condition Assessment
- Day-to-day FM
- Space Planning for FM
- Benchmarking for FM
- Risk Assessment for FM
- Health & Safety
- Strategic Planning for FM
- FM Management
  - Delegation
  - Time Management
  - Supervision
  - Customer Satisfaction
- SLA (Service Level Agreement)
  - Quality Management
  - Contract Management
- Who should attend?  
FM staff, general staff, supervisors and managers;
- Course objectives  
To enhance knowledge and improve skills for optimising FM service delivery.



- ❑ Duration  
One day per course at NQF3 and two days at NQF level 4.
- ❑ Certification and NQF (National Qualifications Framework) Level  
Certificate of participation is issued for attendance only. Course is offered at NQF level 3 or 4 only and those who wish can submit to assessment and if they succeed can get a certificate of competence.

For more detail re these skills training programmes please contact the Academy.

#### 4. VENUE & COST

The fee for the above one day courses at one of our venues is R1950 (per person / per day) (excl. VAT) and includes comprehensive course material, lectures, refreshments, and certificates. Meals are excluded as a cafeteria is available for the use of attendees.




However, in order to curb costs we are willing to offer the above training at your own in-house venue. The Academy is flexible re venues and we try our best to meet customer requirements in this regard. Course fees at own venues will be quoted based on specific requirements and the number of delegates involved.

Group rates can be negotiated.

#### 5. QUALITY ASSURANCE

- The Academy for Facilities Management is a duly registered private institution of higher education in terms of the Higher Education Act, registered by the DoHE (National Dept. of Higher Education and Training) and CHE (Council on Higher Education) under Certificate **Nr. 2009/HE07/012<sup>1</sup>**.
- The short courses are based on the HCFM qualification and this course qualification identification number issued by **SAQA is 75283**.
- The HCFM was approved by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). The ETQA (Education Training Quality Authority) is the CHE/HEQC and the relevant provider **ETQA ID is: 621**. The Academy's **Provider Code is: CHED 145**.
- Some courses have been approved by the **Engineering Council of SA (ECSA)** for credits towards their Continuous Professional Development (**CPD**) programme.

For more information contact the Academy.

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