





OVERVIEW OF THE HIGHER CERTIFICATE IN FACILITY MANAGEMENT

- NQF 5 / 120 Credits

Background re Open Registration and Distance Learning Programme: 2018

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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HIGHER CERTIFICATE IN FACILITY MANAGEMENT (HCFM)

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1. WHAT IS THE HIGHER CERTIFICATE IN FACILITY MANAGEMENT?

1.1. Programme information

The **Higher Certificate in Facility Management (HCFM) – NQF Level 5** - is intended for FM supervisors and managers who are involved within the broad field of FM and who wish to expand their specialised knowledge and skills. The focus is on all the FM function in the organisation, the FM tools required and Service Level Agreements.

1.2 Purpose of the Qualification (HCFM)

The Qualification is for any individual who is employed in, or planning to be employed, in the field of facility management and is directed specifically at those in supervisory / entry level management capacity. It serves to support and advance the capacity of individuals in this industry by:

- Promoting the development of knowledge, skills and values that are required in facility management;
- Helping students realise their potential in the field;
- Providing opportunities for people to progress to higher levels of learning within the FM field.

2. CAN I BE ADMITTED TO THE HCFM?

The HCFM is an NQF Level 5 qualification. Therefore, you can be admitted to the qualification if:

- **You have a valid Senior Certificate** (Grade 12) as stipulated by the relevant Act.

OR

- You do not have a Senior Certificate, but you are **over 23 years** of age and have relevant experience in the field of Facility Management. (In this case, please send us a copy of your formal job description and CV in order to determine the suitability of your experience).

Internet Access and Computer Literacy

Any student wishing to study with the Academy needs to have sufficient access to the internet to engage with The Academy on the student portal where material is loaded, assignments submitted etc. The programmes are offered via Distance Learning and are fully internet reliant. Students also need sufficient computer skills and literacy to operate the student portal, to submit assignments in Microsoft Word and correspond via email. They also need to be able to open and work with PDF documents.

Students should have sufficient access to technical support to ensure their studies are not hindered due to technical reasons. Students who do not have access to email or the internet will not be able to complete the programmes offered by the Academy.

3. WHAT DOES THE PROGRAMME COVER?

Summary of the Programme

The programme consists of 7 modules (2 fundamental modules - 10 credits each) and 5 core modules (20 credits each):

HIGHER CERTIFICATE IN FACILITY MANAGEMENT		Notional hours*	NQF Level	Credits
Fundamental modules				
(6)	Consumer and Communication Skills	100	5	10
(7)	Health & Safety	100	5	10
Credit Sub-Total		200		20
Core modules				
1	Facility Management Theory	200	5	20
2	Financial Management	200	5	20
3	Building Maintenance	200	5	20
4	Facility and Space Planning and Management	200	5	20
5	Soft Services	200	5	20
Credit Sub-Total		1000		100
TOTAL:		1200		120

* Total number of hours it will take the average student to complete the HCFM

Please see page 9 for the details about the content of each module

WORK-INTEGRATED LEARNING

There is a work-integrated learning component of every module. Students will be required to spend a certain number of hours (usually 40 per module) gaining practical experience in their workplace with regard to the syllabus theme. A logbook has to be completed by the student and signed off by their supervisor or manager. Should a student not be able to complete their Work-Integrated Learning at their workplace, the Academy will assist in placing the student with someone in the field who can assist them in this regard.

4. HOW DO I PRACTICALLY GO ABOUT STUDYING THE PROGRAMME?

The HCFM is presented on the Distance Learning platform, which means that it is **primarily done online**. Contact sessions are conducted in the main centres of SA for those who can attend. Contact sessions are however not compulsory. Online Video conferencing sessions are done for students who are not able to attend contact sessions.

All study material is made available on the Academy's user friendly Online Student Portal. Students therefore simply download the study material and submit their completed assignments online.

4.1. How long does it take?

- By regulation of the Higher Education Act, the programme may be completed over:
 - 12 months by full time students.
 - 18-24 months by part-time students
 - All students have a maximum time frame of 3 years to complete the programme.

All the modules of the programme (7) are presented during each calendar year on a continuously revolving cycle (four in the first semester and three in the second semester). Students can determine their own pace at which they complete the programme by deciding which modules to complete each semester, provided they complete and pass the required number of modules each year to complete the entire programme within the maximum three year timeframe.

Please note that while tuition fees are paid once off, there is an **annual** registration fee for each calendar year of study. Please note that study fees escalate annually depending on inflation. Students who have not paid tuition fees in full in any one calendar year will also be liable for the difference in fees (i.e. the fee increase) for tuition fees for any modules they have to complete in a next or successive academic year.

4.2. When can I start?

The programme is offered on a continual revolving schedule, in other words, it is structured in such a way that students can begin with any module, so you can register at any time during the year. The module, Theory of FM (done in February each year), provides a good theoretical base for the HCFM and so starting at the beginning of a calendar year is ideal, but not necessary as all modules are individually credit-bearing.

4.3. What about classes?

The Academy offers Contact Sessions for each module which we believe are beneficial for students, but they are not compulsory. Contact sessions are offered where there are 8 or more students who are registered for and committed to attending these sessions. Students who are not in these areas can access online video conferencing sessions.

Contact sessions consist of approximately a day and half of lectures, student participation, interaction and discussion of a particular module as well as assessment. Sessions usually take place in the second week of the month. Please see the schedule for details.

4.4. What if I can't attend a contact session?

The HCFM is an distance learning programme and contact sessions are therefore not compulsory. Should students not be in an area where contact sessions are offered, or cannot attend sessions due to work and other commitments, they will complete the programme entirely online. Various resources, such as study material, audio and video clips are available on the online student portal (Moodle) to assist all students. Remote students can also communicate with lecturers by e-mail and online video conferencing sessions. Tests can also be written online, but regulation requires all students to write exams at designated examination venues in June and November each year.

4.5. Schedule overview

1st Semester
1. Theory of Facility Management (FMOT): February 2018 (Contact Session: 3 days)
2. FM Consumer and Communication (FMCC): March 2018 (Contact session 1 day) Health & Safety for FM (FMHS): March 2018 (Contact Session: 1 day)
3. Building Maintenance (Site Visit) (FMBM): April 2018 (Contact Session: 3 days)
Exams: Early June 2018 (4 days)
Supplementary Exams: End June 2018 (4 days)

2nd Semester
4. Finance for FM (FMFIN): July 2018 (Contact Session: 3 days)
5. Soft Services Management (FMSS): August 2018 (Contact Session: 3 days)
6. FM Space Planning (FMSP) and Site Visit: September 2018 (Contact Session: 3 days)
Exams: Early November 2018 (3 days)
Supplementary Exams: Mid November 2018

A list of **exact dates** (including contact sessions and submission deadlines) is available for students on the Student Portal. *Contact sessions usually take place in the second week of the month.*

While it is unlikely, please note that these dates are subject to change.

5. WHAT IS THE COST OF THE PROGRAMME?

Please note that the study fee is split into two segments: a tuition fee and an annual registration fee:

- The 2018 **tuition fee** for the HCFM programme is R 37 000.00 per student, if paid in advance. The tuition fee includes study notes, lectures, lecturer access and examination fees only, but not registration fees. The tuition fee is a once-off amount paid for the duration of the HCFM.
- The 2018 **registration** fee is R 2 000. This fee is payable on an annual and escalating basis for each year of study.

Therefore, for new students who register for 2018 the cost is:

Description	Price
Student Registration fee 2018	R 2 000.00
Tuition Fees 2018: Higher Certificate in Facility Management (NQF 5/120 credits)	R 37 000.00
TOTAL	R 39 000.00

Note: VAT is not applicable as Higher Education Institutions are exempted from VAT.

5.1. What payment options are there?

- Payment can be made **in full.**
 - R 39 000 once off.
- Payments can be made **per semester.**
 - R 19 500 per semester (R 1 000 semester registration fee; + R 18 500 tuition fee)

- Payments can be made **per module**.
 - Annual registration fee (R2 000)
 - R 6200 per module
- We can draw up a payment agreement for **monthly payments** towards tuition. Contact us for details.

5.2. Some payment Terms and Conditions

- Group rates can be negotiated with the Academy.
- Having been registered by **SAQA** (ID #75283), the HCFM can be included in the **Skills Development Plans** of employers contributing to the National Skills Fund or SETA.
- The student **registration fee** is a standard feature of every tertiary institution and will amount to R 2000 for the 2018 academic year (1st time students). The registration fee is payable before the end of January for every year of study. The registration fee is not subject to a negotiated payment option or a discount.
- The Academy does not refund students who drop out, but such students can be replaced as per the Academy's student replacement policy.

5.3. Re-registration fees

- Students who re-register to continue their studies in a following academic year will pay a re-registration fee that is higher than the initial (first year) registration fee.
- The re-registration fee for students who register for a **second academic year in 2018** will be **R 3 400**.
- The re-registration fee for students who reregister for a **third year** to continue their studies in 2018 will be **R 4 000**.

6. HOW DO I REGISTER?

Registration is all done online and the process works as follows:

1. The student completes the provisional registration (and indemnity form) online at www.a4fm.ac.za/registration
2. The Academy raises a quote or invoice as may be requested, for the full fee (tuition fee and annual registration fee) and sends to student/employer.

3. Should the student / employer wish to make an alternative payment arrangement (per semester, per module or other), a request should be sent to accounts@a4fm.ac.za and a corresponding invoice will be raised according to the agreement reached.
4. Student employer pay/s in full or provide/s an employer order number or pay as per the arrangement between employer / student and the Academy.
5. The Academy sends the student his/her Academy student number which provides access to the student portal on our site. This will allow a student access to all study material.
6. No student will receive a student number or be able to commence with their studies unless payment has been received by the Academy.
7. Terms and conditions as per the Academy's registration policy apply.

The Registration and Admission policies as well as the Code of Conduct for students of the Academy are available on request. Students are expected to adhere to these policies.

7. HOW WILL THE HCFM BENEFIT ME?

Students working towards the HCFM qualification will find that the learning and enhanced competence will add value to their understanding of the sector and functioning in the workplace. The HCFM will provide them with a broad knowledge, skills and values which are demanded by employers in the field of FM.

The Qualification will facilitate access, mobility and progress along a learning and career path for those who:

- Have worked in the field of facility management or real estate or other related field, but have not obtained a formal qualification;
- Wish to extend their range of skills and knowledge of this field of study so that they can become competent facility managers.

8. WHAT WILL I GET WHEN I COMPLETE THE PROGRAMME?

Students who successfully comply with all the relevant assessment criteria will be awarded the Higher Certificate in FM. The programme is accredited at NQF Level 5, 120 credits. They will also be registered on SAQA's National Learner Registration Database of qualified people in SA.

Commencement ceremonies are arranged annually. Students can however, obtain proof of their continuous assessment results (marks) at any time via our Online Student Portal. An Academic Record is also sent to students at the end of each semester.

9. QUALITY ASSURANCE

The Academy for Facility Management is a duly registered private institution of higher education in terms of the Higher Education Act, registered by the DoHE (National Department of Higher Education and Training) and CHE (Council on Higher Education) under :

- Certificate Nr. 2009/HE07/012.
- The 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. Qualification Code CHED-548
- All the modules / subjects of the HCFM have been approved by SAAMA the SA Maintenance Association (as ECSA affiliate) for credits towards their Continuous Professional Development (CPD) programme.
- All programmes are endorsed by the professional industry body SAFMA (SA Facility Management Association – www.safma.org).



For more information, please contact the Academy.

10. DETAIL ABOUT EACH MODULE / LEARNING COMPONENT

There are 7 modules that comprise the HCFM. Each module covers the following content:

Facility Management Theory

- Origins, integrated nature, theory and principles underpinning the FM field
- FM objectives of the organisation
- Scope of FM
- Characteristics of FM
- Roles and responsibilities and structure of the FM organisation
- Corporate strategy, FM strategy and FM policy
- Trends in FM

Financial Management for FM

- Accounting Terms and the "mechanisms" of a business
- extent of own financial involvement
- Balance Sheets and an Income Statements
- Mark-up and Profit margins; correct units for Investment
- Profit, Return on Investment and Circulation of Capital
- Core Financial Indicators
- Productivity
- Facility Management budget
- Communication between FM and the Financial people in the organisation

Building Maintenance Management

- Building condition assessment
- Medium and long-term operations and maintenance programs.
- Maintenance budgets, service level agreements, and asset management.
- Planned and unplanned maintenance
- Organisational strategy / policy and the link with building maintenance
- Building and equipment life cycles
- Building maintenance schedule.

Facility Space Planning and Management

- Collect, analyse and critically evaluate the accommodation needs of the organisation
- Optimal space utilisation
- Space needs - conference areas, filing areas and systems, pause areas, toilets, catering requirements, reception areas, etc.
- Space planning for efficient use of the available space
- Workstation layouts, appropriate office furniture and ergonomics
- Present and future requirements of the accommodation needs of the organisation
- Organisation's needs regarding furniture, audio visual requirements, filing requirements and systems, facility management policies, etc.

Professional Delivery of Soft Service in FM

- The scope and role of facility (soft) services in facility management.
- Quality control for soft services and professional service delivery.
- Financial implications and cost effectiveness in service delivery.

- Service Level Agreements and contract management - SA Law of Contracts and other statutory requirements.
- Principles and functioning of a Help Desk in the FM environment.
- Practical case study work on contract management and SLAs.
- Creating cost saving partnerships with suppliers.
- Knowledge and understanding of supply chain and value chain.
- Common negotiating errors.

Consumer and Communication in FM

- FM customers, their behaviour and needs in the FM environment.
- Communication for excellence in service delivery.
- Customer satisfaction in the FM environment and how to achieve it.
- Principles and techniques of effective communication.
- Conflict management - dealing with dissatisfied customers.
- Principles of communication planning for FM.
- Effective communication with customers / users of the facility

Health and Safety in Facility Management

- Risk management
- Rights and responsibilities of the employer and employee re H&S
- Occupational Health and Safety Act
- Environment
- SHE Quality Management
- Behaviour-based approach to SHE
- Sick Building Syndrome



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