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## OVERVIEW OF THE ADVANCED CERTIFICATE IN FACILITIES MAINTENANCE MANAGEMENT

**NQF 6 / 130 Credits**







**Background re Distance  
Learning Programme:  
2020**



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.)

\*Trading as of the Academy for Facility Management / Registered with CIPRO as: Academy for Facilities Management

 Postnet Suite 953 ,P/Bag x 04, Menlo Park, 0102  +27 (0) 12 993 0533  086-552-6573

 082 568 5824 **Enterprise No.** 2005/009477/23 **E-mail:** [info@a4fm.ac.za](mailto:info@a4fm.ac.za) **Website:** [www.a4fm.ac.za](http://www.a4fm.ac.za)

# ADVANCED CERTIFICATE IN FACILITIES MAINTENANCE MANAGEMENT (ACFMM)

## TABLE OF CONTENTS

1. WHAT IS THE ADVANCED CERTIFICATE IN FACILITY MAINTENANCE MANAGEMENT?.....	3
2. CAN I BE ADMITTED TO THE ACFMM? .....	3
3. WHAT DOES THE PROGRAMME COVER? .....	4
4. HOW DO I PRACTICALLY GO ABOUT STUDYING THE PROGRAMME? .....	4
4.1. How long does it take? .....	5
4.2. When can I start? .....	5
4.3. What about classes? .....	5
4.4. What if I can't attend a contact session? .....	5
4.5. Schedule overview .....	6
5. WHAT DOES THE PROGRAMME COST? .....	7
5.1. What payment options are there? .....	7
5.2. Payment terms and conditions .....	7
5.3. Re-registration fees .....	8
6. HOW DO I REGISTER? .....	8
7. HOW WILL THE ACFMM BENEFIT ME? .....	9
8. HOW DO I REGISTER? .....	14
9. QUALITY ASSURANCE .....	9
10. DETAIL ABOUT EACH MODULE / LEARNING COMPONENT .....	10

## 1. WHAT IS THE ADVANCED CERTIFICATE IN FACILITIES MAINTENANCE MANAGEMENT?

### 1.1. Programme information

*The Advanced Certificate in Facilities Maintenance Management (ACFMM) – NQF Level 6* - is intended for supervisors and managers who are involved in the broad field of FM and who wish to expand their specialised knowledge and skills. The focus is on the maintenance management within the wider FM function.

Facility Management is an integrated function requiring the integration of accommodation, soft services and facilities maintenance management. However, the FM field is too wide and the body of knowledge too extensive for a holistic FM qualification at this level (NQF6). The Advanced Certificate is intended for those who wish to specialise in the Facility Maintenance Management function of the broader FM field.

### 1.2 Purpose of the Qualification (ACFMM)

The qualification (ACFMM) is intended for any individual who is employed in or is planning to be employed in the field of facility maintenance management and is directed specifically at those in supervisory / managerial level positions. The qualification serves to support and advance the functioning of individuals in this industry by:

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

## 2. CAN I BE ADMITTED TO REGISTER FOR THE ACFMM?

The ACFMM is an NQF Level 6 qualification. Therefore, you can be admitted to the qualification if:

- You are in possession of a Higher Certificate in Facility Management (HCFM/ NQF5)

**OR**

- You have achieved an equivalent NQF 5 - level qualification. Prospective students need to complete a CAT (Credit Accumulation and Transfer) application which can be found on our website at <http://www.a4fm.ac.za/credit-accumulation-transfer-application/> in order to apply for admission.

*Please note that the ACFMM assumes that students have a broad theoretical and practical knowledge of the Facility Management environment and that students who do not have a NQF 5 qualification in a closely-related field may find the programme content challenging. In such cases, if your NQF 5 qualification is not in a suitably related field, or has a narrow scope, we may recommend purchasing our Higher Certificate material for reference and background.*

### **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 and to their own data / internet usage to ensure their studies are not hindered due to technical reasons. Students will need access to sufficient data to download material (PDF / Word documents), upload assignments, write online tests, participate in online video conferencing sessions and watch videos online. Students who do not have access to email or the internet should not register as they will not be able to complete the programmes offered by the Academy.

### 3. WHAT DOES THE PROGRAMME COVER?

#### *Summary of the Programme*

Syllabus Themes	Credits	NQF Level
<b>Fundamental Content</b>		
• Management for FM	16	6
• Research Methodology	2	6
• Contract Management & SLAs	11	6
• Outsourcing	10	6
• Risk Management	7	6
• Project Management	7	6
• FM Information Systems Management	7	6
<b>Sub-Total</b>	<b>60</b>	
<b>Core Content</b>		
<i>Facilities Maintenance Management</i>		
• Electrical	20	6
• Mechanical	20	6
• Civil / Building services	20	6
• Finance and Environmental Management for Facilities Maintenance	10	6
Sub-Total	<b>70</b>	
<b>Total</b>	<b>130</b>	

Please see page 14 for the details about the content of each module.

#### **CAPSTONE ASSESSMENT & SANS 1753:2017**

SANS 1752:2017 (Strategic Facility Management System Standard) states that organisations comprise of primary and support processes. The Standard seeks to increase the value generated by the FM discipline for organisations, by way of:

- Aligning FM planning and operations to the corporate strategic management process
- Securing resources and support from the organisation
- Improving performance through effective operations and management reporting

The FM's challenge is how to ensure that the FM function is:

- Aligned to the core business strategy / business plan / objectives
- Well established in the organisation
- Seen to be adding value in the organisation
- Compliant with corporate governance and statutory requirements

One of the ways to meet this challenge is to align the demand organisation (student's employer or client) with the FM standards. Aligning to these standards (41000-suite of standards) will require a comprehensive due diligence process which will be guided by SANS1752. This challenging process is now incorporated as the theme for the Capstone project, for the ACFMM qualification.

Students will be required to complete the Capstone project which will focus all their research, for every module, on the portfolio of the demand organisation. This project will therefore take shape over the entire study period and will be submitted as the final project submission. By *taking shape*, it is suggested that students will continuously work on the Capstone project and make a further submission in conjunction with each and every module of the ACFMM. This will enable proper guidance by lectures and ensure a holistic result.

### **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 ACFMM is presented on the Distance Learning platform, which means that it is **primarily done online**. Contact sessions are conducted in Pretoria and online via web conferencing. All study material is made available on the Academy's user-friendly Online Student Portal. Students therefore download the study material and submit their completed assignments online.

#### 4.1. How long does it take?

The ACFMM was designed to be completed over **24 months**, and is presented as a part-time programme on a revolving annual cycle. In view of the fact that this is a two year programme only half the modules will be offered per annum so as to ensure a manageable pace for students. The 24 month period will be broken up into 2 semesters per annum with exams at the end of each semester.

While the programme can be completed over a 2 year period, students have a maximum of 4 years to complete the qualification from the time they register.

#### 4.2. When can I start?

The programme is structured in such a way that students can begin with any module, so you can register at any time during the year. All modules are individually credit bearing and the order in which they are completed does not matter. Therefore, students can start at any time agreed with the Academy.

#### 4.3. What about classes?

The Academy offers Contact Sessions (classes) for each module, which we believe are beneficial for students. Contact sessions will be offered live in centres where there is a group of at least eight students. There are also live online video conferencing sessions available.

Contact sessions consist of approximately a day and half of lectures, student participation, interaction and discussion concerning a particular module and may include assessments.

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

The ACFMM is a distance learning programme and contact sessions, as indicated, 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 or Zoom (online video conferencing) sessions are also offered. Tests can also be written at your workplace, but regulation requires all students to write exams at designated examination venues.

#### 4.5. Schedule overview

Syllabus Theme	Study Unit	Timetable
<b>2020</b>		
1. Management for Facilities Managers (ACMFM)	- Facility Manager's role in the organisation - Facility Manager's role re staff - Research Methodology (ACRM)	February 2020 March 2020
2. Risk Management (ACRisk)	- Principles and functions	April 2020
	<i>First semester Exams</i>	June 2020
3. Facilities Maintenance Management	- Mechanical (ACMech)	July 2020
4. Financial & Environmental Management (ACF&E)	- Financial Management for FMM	August 2020
5. Project Management (ACPM)	- Project and configuration management	September 2020
	<i>Second semester exams</i>	November 2020
<b>2021</b>		
6. Outsourcing (ACOUT)	- Principles of outsourcing	February 2021
7. Facilities Maintenance Management	- Electro-mechanical (ACElec)	March 2021
8. Information Systems (ACIS)	- FM Information Systems	April 2021
	<i>First semester Exams</i>	June 2021
9. Contracts and Service Level Agreements (ACLSA)	- Service Contracts and Management - Service Level Agreements	July 2021
10. Facilities Maintenance Management	- Civil (ACCiv)	August 2021
	<i>Second semester exams</i>	November 2021

A list of exact dates (including contact sessions and submission deadlines) is available for students on the Student Portal.

Please note that this schedule is subject to change.



## 5. WHAT IS THE COST OF THE PROGRAMME?

The cost of education must be seen in the context of the value of education.

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

- The 2020 **tuition fee** for the ACFMM programme is R 41 170 per student, if paid in advance. The tuition fee includes study notes, lectures, lecturer access and examination fees only, but not registration fees or text books. The tuition fee is a once-off amount paid for the duration of the ACFMM.
- The 2020 **registration** fee is R 2 300. This fee is payable on an annual basis.

Therefore, for new students who register for 2020 the cost is:

Description	Price
Student Registration fee 2020	R 2 2300
Tuition Fees 2020/21: Advanced Certificate in Facility Maintenance Management (NQF 6/130 credits)	R 42 170.00
<b>TOTAL</b>	<b>R 45 745.00</b>

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

- The tuition fee includes study notes, lectures, lecturer access and examination fees, but not registration fees.
- The tuition fee is payable for every module the student undertakes in any calendar year. Students who register for a module and receive the material for it, will be liable for the tuition fee, regardless of whether or not they attempt the module or engage academically with it.
- A student who fails a module, or does not successfully engage with the module, will have to register and pay for that module again in a subsequent academic year.

**THE 2020 TUITION FEE PER MODULE IS:**

<b>Tuition fee 2020 for the Advanced Certificate in Facilities Maintenance Management (NQF Level 6, 130 credits)</b>	
Modules to be completed in 2020	
Management for FM (ACMFM) (16 credits)	5,200.00
Risk Management (ACRisk) (7 credits)	2,280.00
Mechanical Maintenance Management (ACMech) (20 credits)	6,480.00
Financial & Environmental Management (ACF&E) (10 credits)	3,250.00
Project Management (ACPM) (7 credits) and Research Methodology (ACRM) (2 credits)	2,900.00
Modules to be completed in 2021	
Outsourcing (ACOUT) (10 credits)	3,250.00
Contract management and SLAs (ACSLA) (11 credits)	3,570.00
Information Management (ACIS) (7 credits)	2,280.00
Electrical Maintenance Management (ACElec) (20 credits)	6,480.00
Civil Maintenance Management (ACCiv) (20 credits)	6,480.00
Textbooks (which are posted to the student via Postnet to Postnet courier)	
Prescribed Textbook: Hauptfleisch, Basic Construction Technology (For ACMech, ACElec & ACCiv) & Steyn, Project Management (For ACPM)	R 1250.00

## 5.1. What payment options are there?

- Payment can be made **in full**.
- Payments can be made **per year**.
- Payments can be made **per semester**.
- Payments can be made **per module or monthly**.
  - Modules are priced differently according to their credit weighting.
  - A payment agreement can be drawn up in which students pay monthly over the period of their studies. An administration fee is charged for managing payment agreements.

\*Please contact us if you have any further queries about alternative payment agreements.

## 5.2. Some payment Terms and Conditions

- Group rates can be negotiated with the Academy.
- Having been registered by **SAQA** (ID #75283), the ACFMM 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 2300 the 2020 academic year (1<sup>st</sup> 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 registration fee.
- Students will also be liable for payment of tuition fees for any modules they need to repeat.

## 6. HOW DO I REGISTER?

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

1. Prospective students should go online to: <http://www.a4fm.ac.za/advanced-certificate-applicationregistration/>
  - Graduates of the Higher Certificate in Facility Management will be able to complete a registration form (and indemnity) online.
  - Students with other NQF Level 5 qualifications need to complete a completed CAT (Credit Accumulation and Transfer application and attach this to their registration form.
  - CAT form: <http://www.a4fm.ac.za/credit-accumulation-transfer-application/>
  - Once the Academy receives and reviews this application, the student will be notified if he/she can be admitted to the programme.

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. (Any modules for which the student can be credited will be deducted from this fee in the quotation).
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](mailto: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 Admissions 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 ACFMM BENEFIT ME?**

Students working towards the Advanced Certificate will find that the acquisition of competence will add value to their understanding of the sector and functioning in the workplace. It will provide for consolidation of the broad knowledge, skills and values needed in the facility management / facility maintenance management field of study.

The Advanced Certificate will facilitate access, mobility and progress along a learning path for students who wish to focus their skills and knowledge in this field of study so they can become competent and qualified to manage facility maintenance for any organisation

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

Students who successfully comply with all the relevant assessment criteria will be awarded the Advanced Certificate in Facility Maintenance Management. The programme is accredited at NQF Level 6, 130 credits. They will also be registered on SAQA's National Learner Registration Database of qualified people in SA.

Such students will also be able to register as professional FMs with the SA Facilities Management Association.

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 94576.
- The ACFMM 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 programmes are endorsed by the professional industry body SAFMA (SA Facilities Management Association – [www.safma.org](http://www.safma.org)).



*For more information, please contact the Academy.*

## 10. DETAIL ABOUT EACH MODULE / LEARNING COMPONENT

The following table contains a broad overview of the various syllabus themes as well as the study units for each syllabus theme (course content):

Contact Session	Syllabus Theme / Module	Study Unit
1	Management for Facilities Managers	<ul style="list-style-type: none"> <li>- Facility Manager's role in the organisation</li> <li>- Facility Manager's role re staff</li> <li>- Research methodology</li> </ul>
2	FM Information systems	<ul style="list-style-type: none"> <li>- FM Information Systems (FMIS)</li> <li>- Helpdesk / Call centre systems</li> <li>- Computerised Maintenance Management Systems (CMMS)</li> <li>- Building Management Systems (BMS)</li> </ul> Functionality, capability, practical advantages and integration of various FM Information Systems (FMIS)
3	Contracts & Service Level Agreements (SLAs)	<ul style="list-style-type: none"> <li>- Service Contracts and Management</li> <li>- - Service Level Agreements</li> </ul>
4, 7, 9	Facilities Maintenance Management	<ul style="list-style-type: none"> <li>- Electrical</li> <li>- Mechanical,</li> <li>- Civil</li> </ul>
5	Project and configuration management	<ul style="list-style-type: none"> <li>- Project, stores and configuration management of consumables for facilities maintenance.</li> </ul> Stores, consumables and documentation required for facilities maintenance management
6	Outsourcing	<ul style="list-style-type: none"> <li>- Principles of outsourcing</li> <li>- Risks and benefits of outsourcing</li> <li>- Outsourcing process</li> <li>- - Managing the outsourcing decision</li> </ul>
8	Risk Management	<ul style="list-style-type: none"> <li>- Principles and functions</li> <li>- Implications of ineffective risk management</li> </ul>
10	Financial & Environmental Management	<ul style="list-style-type: none"> <li>- Financial management of facilities maintenance</li> <li>- Principals of environmental management</li> </ul>



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