







OVERVIEW OF THE HIGHER CERTIFICATE IN FACILITIES MANAGEMENT

NQF 5 / 120 Credits

Background re Registration and
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 until 31 Dec. 2021. (Registration certificate No.2009/HE07/012.)

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

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HIGHER CERTIFICATE IN FACILITY MANAGEMENT (HCFM)

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1. WHAT IS THE HIGHER CERTIFICATE IN FACILITIES MANAGEMENT?

1.1. Programme information

The **Higher Certificate in Facilities 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 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

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
* Estimated 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 person in Pretoria and via online video conferencing for students who are not in Gauteng or 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 (three in the first semester and four in the second semester). **However, students must determine their own pace at which they wish complete the programme by deciding which modules to complete each semester, as only they can manage their own time schedules.** Please note that student must pass the required number of modules each year to complete the entire programme within the maximum three-year regulation timeframe.

Students must keep in mind that if they are working and studying, the time they have available may make it difficult to complete the entire programme in 12 months. Therefore, they **should only register for the number of modules in any year that they will be able to successfully manage**, factoring in work, family and other responsibilities.

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. Starting at the beginning of a calendar year is ideal, but not necessary, as all modules are individually credit-bearing.

4.3. What about lectures/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 half day of lectures, student participation, interaction and discussion of a particular module. Sessions usually take place in the second week of the month. A detailed schedule is made available to registered students.

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

The HCFM is a 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. FM Consumer and Communication (FMCC) February 2020
2. Theory of Facility Management (FMOT): March 2020
3. Building Maintenance (FMBM): April 2020
Exams: Early June 2020 (4 days)
Supplementary Exams: End June 2020 (4 days) - only if required

2nd Semester
4. Soft Services Management (FMSS): July 2020
5. Finance for FM (FMFIN): August 2020
6. FM Space Planning (FMSP) and Site Visit: September 2020
7. FM Health and Safety (FMHS): October 2020
Exams: Early November 20120 (3 days)
Supplementary Exams: Mid November 2020 - only if required

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?

5.1. Tuition fee

The cost of education has to 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 HCFM programme is:
 - R 6 880 per 20 credit module per student
 - R 3 415 per 10 credit module per student

Therefore, the full tuition cost for all the modules in 2020 is:

FMCC (10 credits)	R 3 415
FMT (20 credits)	R 6 880
FMBM (20 credits)	R 6 880
FMSS (20 credits)	R 6 880
FMFin (20 credits)	R 6 880
FMSP (20 credits)	R 6 880
FMHS (10 credits)	R 3 415
TOTAL	R 41 230

- 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.

5.2. Registration fee

- The 2020 **registration** fee is R 2 300. This fee is payable annually.

Therefore, for new students who register for all the modules of the programme in 2020, the cost is:

Description	Price
Student Registration fee 2020	R 2 300
Tuition Fees 2020: Higher Certificate in Facility Management (NQF 5/120 credits)	R 41 230
TOTAL	R 43 530

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

5.1. What payment options are there?

- Students will need to pay the annual registration fee (R 2300) + the full tuition fees for any modules for which they register in any year.
- Students may also choose to register and pay per semester and will then pay a semester registration fee (R1150) + the tuition fees for modules taken in that semester.
- We can draw up a payment agreement for **monthly payments** towards tuition. Contact us for details. An admin fee is charged for managing 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 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 2 300 for the 2029 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.
- 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. The student completes the provisional registration (and indemnity form) online at www.a4fm.ac.za/registration
2. If the student has previous qualifications and want to apply for credit, a Credit Accumulation and Transfer (CAT) Application must be submitted with this registration. This can be found at: <http://www.a4fm.ac.za/wp-content/uploads/2018/02/CAT-application-form.pdf>

3. 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.
4. 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.
5. 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.
6. 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.
7. No student will receive a student number or be able to commence with their studies unless payment has been received by the Academy.
8. 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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