

## SHORT COURSES 2017

Students who wish to do short programmes can complete the modules of our Higher Certificate in Facilities Management as a short course.

**There are 2 options for how short courses can be done:**

1. If students simply want a **certificate of attendance**, they are able to attend 2 days of lectures / training and be given all the material for the module for further reading and study.
2. If students want to get recognised **credits for the short course** and engage with it more formally, they can attend the 2 days of lectures, will have to write 2 tests, submit 2 assignments, write an exam and complete a practical element of Work Based Learning, after which they will have achieved 20 credits at NQF level 5 and would be able to continue with more formal FM studies later on if they decided to do the formal HCFM programme or an accredited programme at another tertiary institution.

The cost of doing a module as a short course is **R 7 700**.

There are 6 different modules from which to choose. The sessions take place in:

Garsfontein, Pretoria • Umhlanga, Kwa-Zulu Natal • Belville, Cape Town

*Customised short courses can also be done at any venue where there are 8 or more students registered*

**The courses take place according to the following schedule\***

\* Dates subject to change

Module	Dates of lectures	Content	Credit Value
<b>FM Operational Theory</b>	8-9 February 2017	<ul style="list-style-type: none"> <li>• Origins, integrated nature, theory and principles underpinning the FM field</li> <li>• FM objectives of the organisation</li> <li>• Scope of FM</li> <li>• Roles and responsibilities and structure of the FM organisation</li> <li>• Corporate strategy, FM strategy and FM policy</li> <li>• Trends in FM</li> </ul>	20 Credits at NQF Level 5
<b>FM Consumer and Communication &amp; FM Health &amp; Safety</b>	8-9 March 2017	<p><b>Consumer and Communication</b></p> <ul style="list-style-type: none"> <li>• FM customers, their behaviour and needs in the FM environment.</li> <li>• Communication for excellence in service delivery.</li> <li>• Customer satisfaction in the FM environment and how to achieve it.</li> <li>• Principles and techniques of effective communication.</li> <li>• Conflict management - dealing with dissatisfied customers.</li> <li>• Principles of communication planning for FM.</li> <li>• Effective communication with customers / users of the facility</li> </ul>	(10+10) = 20 Credits at NQF Level 5

		<b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>• Risk management</li> <li>• Rights and responsibilities of the employer and employee re H&amp;S</li> <li>• Occupational Health and Safety Act</li> <li>• Environment</li> <li>• SHE Quality Management</li> <li>• Behaviour-based approach to SHE</li> <li>• Sick Building Syndrome</li> </ul>	
<b>Building Maintenance Management</b>	12-13 April 2017	<ul style="list-style-type: none"> <li>• Building condition assessment</li> <li>• Medium and long-term operations and maintenance programs.</li> <li>• Maintenance budgets, service level agreements, and asset management.</li> <li>• Planned and unplanned maintenance</li> <li>• Organisational strategy / policy and the link with building maintenance</li> <li>• Building and equipment life cycles</li> <li>• Building maintenance schedule.</li> </ul>	20 Credits at NQF Level 5
<b>Financial Management for FM</b>	12-13 July 2017	<ul style="list-style-type: none"> <li>• Accounting Terms and the "mechanisms" of a business</li> <li>• extent of own financial involvement</li> <li>• Balance Sheets and an Income Statements</li> <li>• Mark-up and Profit margins; correct units for Investment</li> <li>• Profit, Return on Investment and Circulation of Capital</li> <li>• Core Financial Indicators</li> <li>• Productivity</li> </ul>	20 Credits at NQF Level 5
<b>Professional Delivery of Soft Services in FM</b>	16-17 August 2017	<ul style="list-style-type: none"> <li>• The scope and role of facility (soft) services in facility management.</li> <li>• Quality control for soft services and professional service delivery.</li> <li>• Financial implications and cost effectiveness in service delivery.</li> <li>• Service Level Agreements and contract management - SA Law of Contracts and other statutory requirements.</li> <li>• Principles and functioning of a Help Desk in the FM environment.</li> <li>• Practical case study work on contract management and SLAs.</li> <li>• Creating cost saving partnerships with suppliers.</li> <li>• Knowledge and understanding of supply chain and value chain.</li> <li>• Common negotiating errors.</li> </ul>	20 Credits at NQF Level 5
<b>Facilities Space Planning and Management</b>	13-14 September 2017	<ul style="list-style-type: none"> <li>• Collect, analyse and critically evaluate the accommodation needs of the organisation</li> <li>• Optimal space utilisation</li> <li>• Space needs - conference areas, filing areas and systems, pause areas, toilets, catering requirements, reception areas, etc.</li> <li>• Space planning for efficient use of the available space</li> <li>• Workstation layouts, appropriate office furniture and ergonomics</li> <li>• Present and future requirements of the accommodation needs of the organisation</li> <li>• Organisation's needs regarding furniture, audio visual requirements, filing requirements and systems, facilities management policies, etc.</li> </ul>	20 Credits at NQF Level 5

For more information please contact [info@a4fm.ac.za](mailto:info@a4fm.ac.za) or register online at [www.a4fm.ac.za](http://www.a4fm.ac.za)

Please complete the registration at: <http://www.a4fm.ac.za/short-course-registration/>



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of excellence*

A4FM is 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. CHE Provider code CHED145. Etqa ID 621.

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