

STUDY PROGRAMME OVERVIEW

# ADVANCED CERTIFICATE IN FACILITIES MAINTENANCE MANAGEMENT 2020

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Background for Registration and Distance Learning Programme  
NQF 6 / 130 Credits



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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# WHAT IS THE ADVANCED CERTIFICATE IN FACILITIES MAINTENANCE MANAGEMENT (ACFMM)?

## 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 optimise their career in the FM;
- Providing opportunities for FMs to specialise at higher levels of learning within the FM field.



**“...intended for supervisors and managers who are involved in the broad field of FM and who wish to expand their specialised knowledge and skills”**

### 1.3 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.

### 1.4 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 Facilities Maintenance Management. This qualification / programme is a formal registered qualification - accredited at NQF Level 6, 130 credits. They will also be registered on SAQA's National Learner Registration Database of qualified people in SA, where anyone can verify their achievement.

Successful students will also be able to register as professional FMs with the SA Facilities Management Association (SAFMA).

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 made available to students at the end of each semester.



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

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

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

**OR**

- You have achieved an equivalent registered NQF 5 - level qualification. in order to apply for admission, prospective students must 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/>

Please note that the Academy assumes that students who register, already have a broad theoretical and practical knowledge of the FM environment. Students who do not have a NQF 5 qualification in a closely-related field may find the programme content challenging. If your NQF 5 qualification is not in a suitably related field, or has a narrow scope, we may recommend that students purchase our Higher Certificate material for reference and background, as this will assist them.

### **Internet Access and Computer Literacy**

Any student wishing to study with the Academy needs must sufficient access to the internet to engage with the Academy on the online student portal. The programme is offered via Distance Learning and are fully internet reliant. Students will need sufficient computer skills and literacy to operate the student portal and access study material.

Students must 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 and tech skills 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 any of the programmes offered by the Academy.





### 3. WHAT DOES THE PROGRAMME COVER?

#### Summary of the Programme

Syllabus Theme / Module	Credits	NQF level
<b>Fundamental content</b>		
• Management for FM (ACFMM)	16	6
• Research Methodology (ACRM)	2	6
• Contract Management and SLAs (ACSLA)	11	6
• FM Sourcing (ACS)	10	6
• Risk Management for FM (ACRisk)	7	6
• Project Management for FM (ACPM)	7	6
• FM Information Management (ACIS)	7	
<b>SUB-TOTAL</b>	<b>60</b>	
<b>Core content</b>		
<i>Facilities Maintenance Management:</i>		
• Electrical (ACElec)	20	6
• Mechanical (ACMech)	20	6
• Civil / Building services (ACCiv)	20	6
• Finance and Environmental Management for FM (ACF&E)	10	6
• Work Integrated Learning & Capstone project	-	-
<b>SUB-TOTAL</b>	<b>70</b>	
<b>TOTAL</b>	<b>130</b>	

Please see page 22 for the details about the content of each module.

## WORK INTEGRATED LEARNING (WIL)

The qualification requires WIL which must be completed in the workplace. It requires the integration of practical on-the-job experience with the academic learning. A logbook has to be completed by the student and signed off by their 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 an organisation in the field.

WIL and the academic work culminates in a Capstone (final or summative) project to be completed by students.

Capstone is shaped by SANS 1752:2017 (Strategic Facility Management System Standard) which 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 the 41000-suite of standards will require a comprehensive due diligence process which will be guided by SANS1752. This process is the theme for the Capstone project.

Students must complete the Capstone project which will focus all their research for all modules, and their practical experience with 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 and progressively work on the project and make a further submission in conjunction with each and every module. This will enable proper guidance by lectures and ensure a holistic result which will culminate in the final Capstone submission.



## 4. HOW DO I PRACTICALLY GO ABOUT STUDYING FOR THE QUALIFICATION

The programme is offered in a distance learning / hybrid mode, which means the student learning platform is fully online, but face-to-face lecturer time is also available. Contact sessions are conducted in Pretoria at the Academy's campus during two block weeks (one for the first semester in March and the other for the second semester in August). We also offer online sessions with our lecturers via web conferencing.

The block week gives students time to engage with lecturers, work through all requirements of the programme in detail, engage in discussions and discuss their assignments and learning with the lecturers. Attending the block weeks is essential.

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 cycle each year. This means that 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 (8 semesters) to complete the qualification.

### 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?

Research has very conclusively shown that there is a direct link between student engagement and academic success. The Academy endeavours to improve student engagement and maximise opportunities for student academic success and therefore a series of face-to-face contact sessions and (online) Zoom sessions are required.

This format allows for comprehensive engagement with lecturers and other students, as well as more interactive feedback with lecturers in working through assignments and providing real-time student support.

The face-to-face sessions are conducted at the Academy's Pretoria campus while Zoom will be used for online sessions. The Zoom block week will consist of multiple sessions during the week. See calendar on page 13.

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

Student engagement is essential for academic success and is compulsory for students to participate in online or contact sessions. Should students not be able to attend these face-to-face sessions, they can complete the programme entirely online. Various resources, such as study material, audio and video clips are available on the online



student portal to assist all students. Remote students can also communicate with lecturers by e-mail and must participate in the online video conferencing sessions (zoom) that are offered. Tests and exams are written online on the Academy's student portal.

#### 4.5. Schedule

A list of exact dates (including block week dates and submission deadlines) is available to registered students on the Student Portal.

<b>Module</b>	<b>Timetable</b>
<b>2020</b>	
1. Research Methodolgy (ACRM)	1st semester
2. Information Management (ACIS)	1st semester
<b><i>First semester Exams</i></b>	<b><i>June 2020</i></b>
3. Civil Maintenance Management (ACCiv)	2nd semester
4. Contract management and SLAs (ACSLA)	2nd semester
5. Project Management (ACPM) and Research Methodology (ACRM)	2nd semester
<b><i>Second semester exams</i></b>	<b><i>November 2020</i></b>
<b>2021</b>	
6. FM Sourcing (ACS)	1st semester
7. Electrical Maintence Management (ACElec)	1st semester
8. Risk Management (ACRisk)	1st semester
<b><i>First semester Exams</i></b>	<b><i>June 2021</i></b>
9. Mechancial Maintenance Management (ACMech)	2nd semester
10. Financial and Evironmental Management (ACF&E)	2nd semester
<b><i>Second semester exams</i></b>	<b><i>November 2021</i></b>

**Invest in your future and your legacy with a formal FM qualification**



## 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 2 300
Tuition Fees 2020/21: Advanced Certificate in Facility Maintenance Management (NQF 6/130 credits)	R 42 170.00
Prescribed Textbooks (Couried to student via Postnet to Postnet Courier)	R 1 275.00
<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>	
<b>Modules to be completed in 2020</b>	
Management for FM (ACMFM) (16 credits)	R 5,200.00
Contract management and SLAs (ACSLA) (11 credits)	R 3,570.00
Information Management (ACIS) (7 credits)	R 6,480.00
Civil Maintenance Management (ACCiv) (20 credits)	R 6,480.00
Project Management (ACPM) (7 credits) and Research Methodology (ACRM) (2 credits)	R 2,900.00

<b>Modules to be completed in 2021</b>	
FM Sourcing (ACS) (10 credits)	R 3,250.00
Electrical Maintenance Management (ACElec) (20 credits)	R 6,480.00
Risk Management (ACRisk) (7 credits)	R 2,280.00
Mechanical Maintenance Management (ACMech) (20 credits)	R 6,480.00
Financial & Environmental Management (ACF&E) (10 credits)	R 3,250.00
<b>Textbooks (which are posted to the student via Postnet to Postnet courier):</b>	
Prescribed Textbooks: Hauptfleisch, Basic Construction Technology (For ACMech, ACElec & ACCiv) & Steyn, Project Management (For ACPM)	R 1,275.00

### 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 for the 2020 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?

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

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, 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 pays in full or provides 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.

A photograph showing a person from a high angle, sitting on a light-colored floor. They are leaning over a small, round, white table where a laptop is open. The person is wearing a dark blue t-shirt and light-colored pants. Their hands are on the laptop keyboard. In the background, a smartphone is lying on the floor. The lighting is bright and even.

**All registration is done online at  
[www.a4fm.ac.za/registration](http://www.a4fm.ac.za/registration)**

The programme contributes immensely to the development of our employee in her Facilities Management role.

– Special Investigating Unit

The student has helped in the office by compiling documents and sharing knowledge acquired.

– CSIR

The company has benefited a lot. This course has helped our company to change some of the processes we were using that we thought were working, but we have realised they were costing us. We believe we are going to further benefit from our employee being enrolled as your student.

– Botswana Housing Corporation

The course and practical experience is a very good combination for the students.

– South African Reserve Bank

### Testimonials from employers

## 7. WHO ENDORSES THIS QUALIFICATION?

The Academy for Facility Management has a proud track record of academic excellence, spanning 15 years. It is a duly registered Private Higher Education Institution 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.
- SAQA (SA Qualifications Authority) number issued 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-1000.
- All the modules / subjects of the ACFMM 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](http://www.safma.org)).

***For more information, please contact the Academy.***

## 8. DETAIL ABOUT EACH MODULE

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

Syllabus Theme / Module	Study Unit
Management for Facilities Managers	<ul style="list-style-type: none"> <li>- Management principles for the FM context; Delegation, supervision, performance evaluation and leadership;</li> <li>- Staff assessment tools for FM; and Time management</li> <li>- Managing yourself</li> </ul>
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> <li>- Functionality, capability, practical advantages and integration of various FM Information Systems (FMIS)</li> <li>- FMIS as a management tool</li> </ul>
Contracts & Service Level Agreements (SLAs)	<ul style="list-style-type: none"> <li>- Law of Contracts</li> <li>- Service contracts and management</li> <li>- Service Level Agreements</li> </ul>
Facilities Maintenance Management - Civil	<ul style="list-style-type: none"> <li>- Be familiar with the civil components, systems and concepts of facilities maintenance.</li> <li>- Identify the following building Services, components / systems and describe their purpose and interaction and interrelatedness: Demand management, Sewage, All building elements / civils (gutters, roofs, vertical surfaces (tiles, wallpaper, brick, cement, etc.) and horizontal surfaces (carpets, tiles, wooden flooring, etc.) and paint, Structural elements, Signage, Building finishes, Carpentry, furniture maintenance, Roads / paving, etc.</li> </ul>
Facilities Maintenance Management - Electrical	<ul style="list-style-type: none"> <li>- Electro-mechanical components, systems and concepts of facilities maintenance.</li> <li>- Identify the following electro-mechanical, components / systems / machinery and describe their purpose and interaction and interrelatedness: electrical demand management, electrical rooms and switchboards / distribution boards, transformers, reticulation, lighting, PA &amp; Security systems (CCTV, Access / Egress), generators, transformers, uninterrupted Powers Supply systems (UPS), cabling, metering, telecommunications, energy demand, testing, energy saving, line diagrams, off-grid systems</li> </ul>

Syllabus Theme / Module	Study Unit
Facilities Maintenance Management - Mechanical	<ul style="list-style-type: none"> <li>- Mechanical components, systems and concepts of facilities maintenance.</li> <li>- Identify the following mechanical components / systems / machinery and describe their purpose and interaction and interrelatedness: Water supply / demand management, pumps, fire protection / detection, Mechanical elements of elevators, escalators and HVAC, boilers, storage tanks (water / fuel), gas and gas installations, water reticulation, drainage and sewage.</li> </ul>
Project Configuration and Management	<ul style="list-style-type: none"> <li>- The nature of projects and project management.</li> <li>- Planning the project lifecycle in phases.</li> <li>- Structuring the organisation for project work.</li> <li>- Initiating and defining the project.</li> <li>- Identifying work, responsibilities and roles.</li> <li>- Project scheduling.</li> <li>- Project control.</li> <li>- Project, stores and configuration management of consumables for facilities maintenance.</li> <li>- management service contracts</li> <li>- Stores, consumables and documentation required for facilities maintenance management.</li> </ul>
Sourcing	<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>
Risk Management	<ul style="list-style-type: none"> <li>- Principles of risk management</li> <li>- Framework for risk management</li> <li>- Process of risk management</li> </ul>
Financial and Environmental Management	<ul style="list-style-type: none"> <li>- Financial implications of maintenance decisions</li> <li>- The application of Financial and Environmental</li> <li>- Management principles in the facilities maintenance context.</li> <li>- Both elements of the triple bottom-line</li> </ul>

**Take the next step in advancing your FM career and register now!**

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