

The standard in FM Education

ADVANCED CERTIFICATE IN FACILITY MANAGEMENT

AREA OF SPECIALISATION: SOFT SERVICES MANAGEMENT

BACKGROUND FOR REGISTRATION AND DISTANCE LEARNING PROGRAMME
NQF 6 / 126 CREDITS

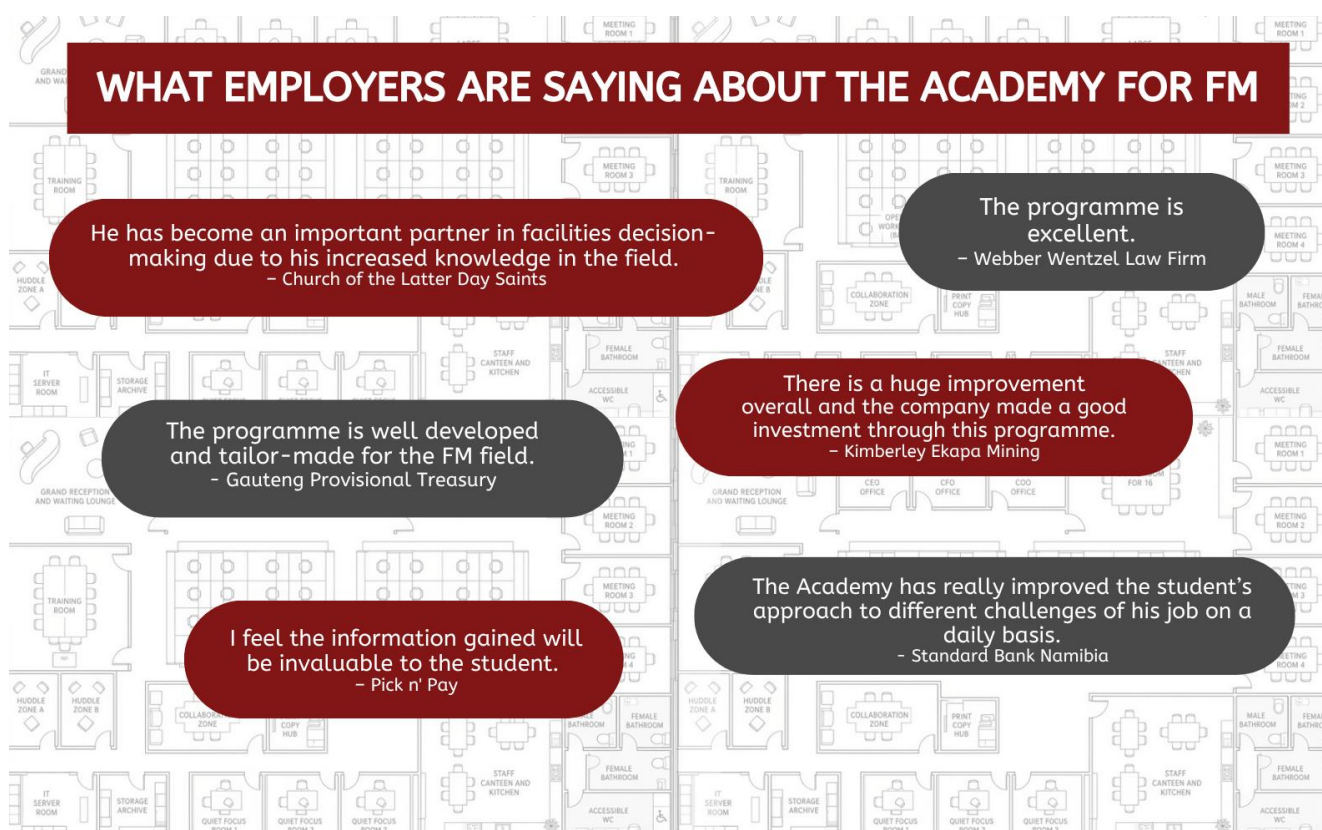
OVERVIEW 2027



ADVANCED CERTIFICATE IN FACILITY MANAGEMENT (SOFT SERVICES MANAGEMENT) (ACFM SS)

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WHAT EMPLOYERS ARE SAYING ABOUT THE ACADEMY FOR FM

He has become an important partner in facilities decision-making due to his increased knowledge in the field.
- Church of the Latter Day Saints

The programme is excellent.
- Webber Wentzel Law Firm

The programme is well developed and tailor-made for the FM field.
- Gauteng Provisional Treasury

There is a huge improvement overall and the company made a good investment through this programme.
- Kimberley Ekapa Mining

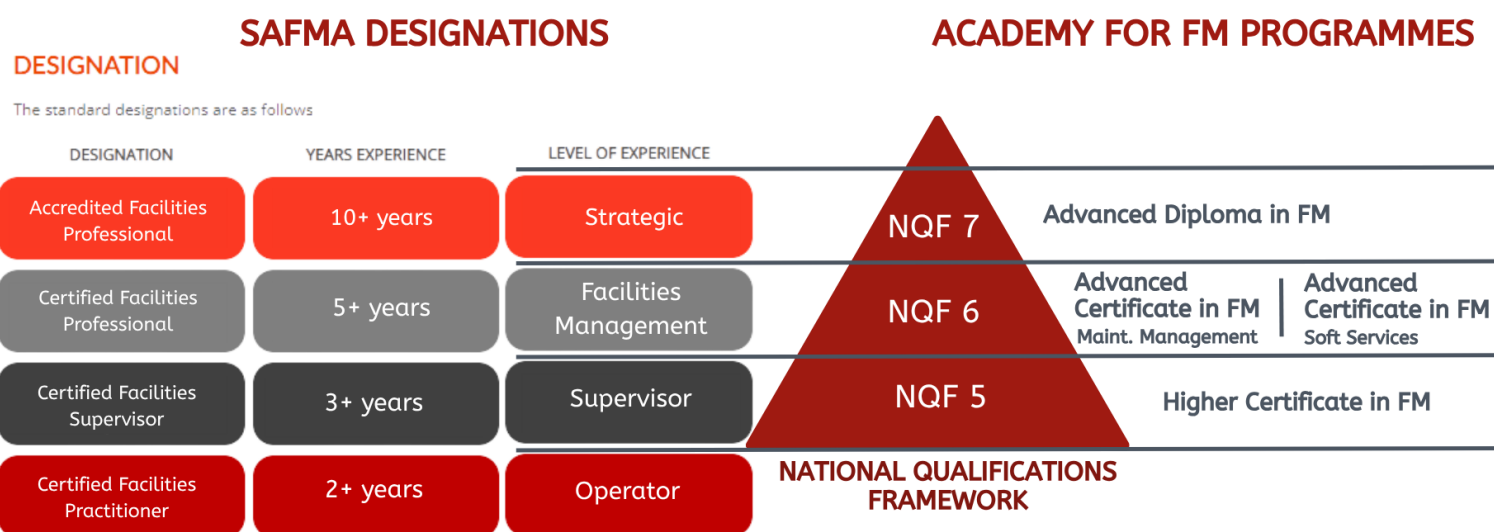
I feel the information gained will be invaluable to the student.
- Pick n' Pay

The Academy has really improved the student's approach to different challenges of his job on a daily basis.
- Standard Bank Namibia

1. WHAT IS THE ADVANCED CERTIFICATE IN FACILITY MANAGEMENT (SOFT SERVICES MANAGEMENT)?

This qualification provides a balanced learning programme consisting of both theoretical and practical components that should address the workplace need for competent facility managers with either a specialised knowledge of FM maintenance management or a specialised knowledge of FM soft services, across all economic sectors.

The qualification fits into the Academy's holistic learning path in FM, for people employed in the facility management field, which incorporates all our qualifications as per the below:



1.1. Programme information

The Advanced Certificate in Facility Management (SOFT SERVICE) – 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.

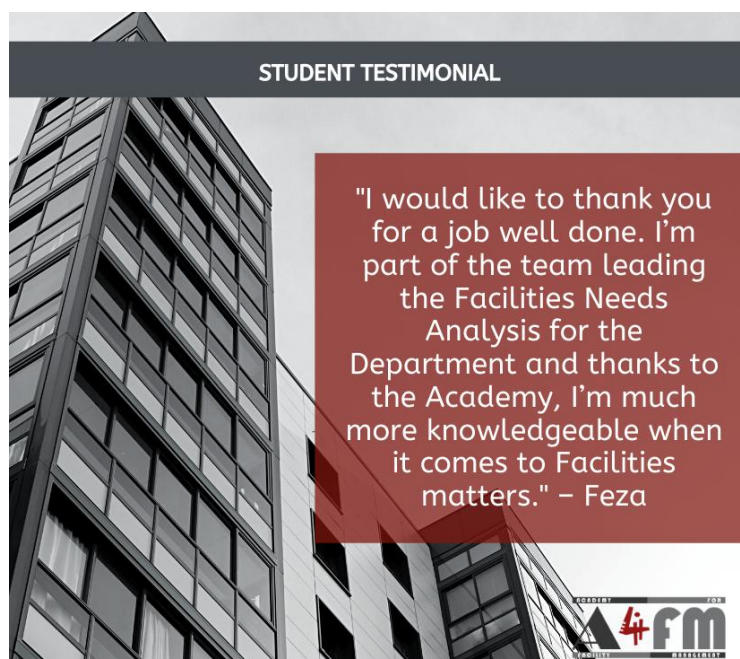
Facility Management is an integrated function requiring the integration of accommodation, soft services and maintenance management. However, the FM field is too wide and the body of knowledge too extensive for a holistic, all-inclusive FM qualification at this level (NQF6). This Advanced Certificate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

1.2. Purpose of the Qualification (ACFM) and Programme (ACFM SS)

The purpose of this qualification is to provide a student who already work in the Facility Management environment with the required skills and knowledge to perform a supervisory / managerial function concerning the management of FM soft services and an understanding of the implications for productivity

and the relevant economic and environmental constraints. The Advanced Certificate in FM (Soft Services) creates an awareness of common pitfalls in the field and provides the know-how to evaluate services that may be managed in a sub-optimal manner.

An enhanced capacity to make decisions which can save cost / lives is enabled through evaluation and synthesis of common FM challenges. An operational understanding of the full complement of soft services is established in order to enhance the Facilities Manager's ability to undertake a holistic evaluation of any given situation and identify possible solutions to problems re the cost-effective management of these services. The qualification comprises a range of subjects as well as the applicable international best practice in the field including ISO and SANS Standards and draws upon the expertise of academics and employers in the field.



The programme 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 soft services management;
- Helping students optimise their career in the FM;
- Creating opportunities for FMs to specialise at higher levels of learning.

1.3 How will the ACFM (SS) 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 soft services 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 soft services 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 Facility Management (Soft Services). This qualification / programme is a formal registered qualification - accredited at NQF Level 6, 126 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).

Convocation 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 ACFM (SS)?

The ACFM 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 (of at least 120 credits). Prospective students need to complete a CAT (Credit Accumulation and Transfer) application (included in the online registration form).

AND

- In view of the WIL requirements of the programme, students must be employed at the time of registration.

Please note that the ACFM (SS) 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 class sessions with lecturers 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

Compulsory modules (Core)	Credits
1. Business Communication	6
2. FM Theory	6
3. Management for Facility Managers	18
4. Risk Management for FM	6
5. Project Management for FM	6
6. FM Information Systems	6
7. Green Buildings & Sustainability	6
8. FM Contracts & Service Level Agreements	6
9. Sourcing for FM	6
10. Capstone	6
Total Compulsory Modules	72
Elective Stream (Soft Services)	Credits
1. Housekeeping for FM (Cleaning, Hygiene & Pest control)	12
2. Hospitality, Reception, Parking for FM	6
3. Security Management for FM	12
4. Landscaping Management for FM	6
5. Food Management for FM	12
6. Reprographics for FM (Copying, Printing, Scanning) & Mailroom	6
Total Elective Modules	54
TOTAL	126

Please see page 12 for the details about the content of each module.

CAPSTONE ASSESSMENT

The qualification requires Work Integrated Learning (WIL) which must be completed in the workplace. It requires the integration of practical on-the-job experience with the academic learning. A WIL Assignment (Capstone F) has to be completed by the student for every module. WIL and the academic work culminate in a Capstone (Summative) assignment to be completed by students.

4. HOW DO I PRACTICALLY GO ABOUT STUDYING FOR THIS QUALIFICATION?

The ACFM is presented on the Distance Learning platform, which means that it is **offered online**. Contact sessions are conducted online via online web conferencing. Our online classes take place during office hours (usually at 10AM) as we have found this to work best for most of our students. If you are not able to make an online class live, you can watch the video recording which will be loaded on the student portal later. 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. Tests and exams are also written online on the student portal.

4.1. How long does it take?

The ACFM was designed to be completed over **24-months** and is presented as a part-time programme on a revolving annual cycle. Since 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?

Research has 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 virtual face-to-face contact sessions (online) via web conferencing, 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.

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

Student engagement is essential for academic success and is compulsory for students to participate in online contact sessions. These sessions are presented during office hours. They are also recorded and should students be unable to attend an online session, these can be accessed at a later date. Various resources, such as study material, audio and video clips are available on the online student portal to assist all students. Students can also communicate with lecturers by e-mail. Tests and exams are written online on the Academy's student portal.



4.5. Schedule overview

YEAR ONE	
1 st semester	2 nd semester
• Business Communication • FM Theory • Management for Facility Managers • Risk Management for FM	• FM Contract & Service Level Agreements • Project Management for FM • Soft Services modules I & II
YEAR TWO	
1 st semester	2 nd semester
• Green Buildings & Sustainability • Soft Services modules III & IV	• Sourcing for FM • FM Information Systems • Capstone • Soft Services modules V & VI

* Every semester culminates with exams

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

Please note that all the modules in one semester are clustered together for the Work Integrated Learning Assessment submissions. This means that invoices are created to show clusters for which students must register and students must follow the Academic calendar.

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 2027 tuition fee for the ACFM programme is R 72 034 per student, if paid in advance. The tuition fee includes study notes, lectures, lecturer access and examination fees only, but not registration fees or textbooks. The tuition fee is a once-off amount paid for the duration of the ACFM.
- The 2027 registration fee is R 3 470. This fee is payable on an annual basis. Therefore, for new students who register for 2027 the cost is:

Description	Price
Student Registration fee 2027	R 3 470
Tuition Fees 2027/8: Advanced Certificate in Facility Management (NQF 6)	R 72 034
TOTAL	R 75 504

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.

Modules are grouped into clusters that should be paid for and taken together to ensure that students can complete the Work Integrated Learning Assessment requirements for each semester successfully.

	Registration fee 2027: Academy for FM		R 3 470
	<i>Please note that a re-registration fee must be paid ANNUALLY for registration with the institution for each year of study.</i>		
	<i>Note: Soft Services modules are offered as per lecturer availability and may not take place as per the order below.</i>		
	Tuition fee 2027/8		R 72 034
	Modules to be completed in 2027		
Cluster 1	Foundational modules – to be completed first, before other modules can be attempted		
	Business communication (6 credits) - 1st semester	R 3 442	
	FM Theory (6 credits) - 1st semester	R 3 442	
Cluster 2	Management for Facility Managers (ACM) (18 credits) - 1st semester	R 10 264	
	Risk Management for FM (ACRisk) (6 credits) - 1st semester	R 3 442	
Cluster 3	Soft Services module I (12 credits) – 1 st semester	R 10 264	
	Soft Services module II (6 credits) – 2nd semester		
	FM Contract and SLAs (ACSLA) (6 credits) - 2nd semester	R 3 442	
	Project Management for FM (ACPM) (6 credits) - 2nd semester	R 3 442	
	Modules to be completed in 2028 (A re-registration fee will be payable for this academic year)		
Cluster 4	Soft Services module III (12 credits) – 1st semester	R 10 264	
	Soft Services module IV (6 credits) – 1st semester		
	Green Buildings & Sustainability (ACGBS) (6 credits) - 1st semester	R 3 442	
Cluster 5	FM Information Systems (ACIS) (6 credits) – 2nd semester	R 3 442	
	Sourcing (ACS) (6 credits) – 2nd semester	R 3 442	
	Soft Services module IV (12 credits) – 2nd semester	R 10 264	
	Soft Services module VI (6 credits) – 2nd semester		
	CAPSTONE PROJECT (Final Summative Assessment) (6 credits)	R 3 228	
	Textbooks		
	Students must also purchase a subscription to Perlego - an online library where they will be able to access prescribed and other material. This is the cheapest option available. This is an independent company that has no affiliation with the Academy and prices are subject to change. See www.perlego.com . Alternatively, students must purchased prescribed material from book shops.		
	TOTAL		R 75 504

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 / module cluster.
- Payments can be made per module. Note that in this case, students may not be able to complete their Capstone F requirements if they don't take the full cluster in any semester.

Modules are priced differently according to their credit weighting.

5.2. Some payment Terms and Conditions

- Group rates can be negotiated with the Academy.
- Having been registered by **SAQA**, the ACFM 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 3470 for the 2027 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. This is an escalating fee for each year of study.
- 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: <https://www.a4fm.ac.za/advanced-certificate-application-registration/>

- 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 registration that includes a CAT (Credit Accumulation and Transfer) application to determine their eligibility for the programme.
 - 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), a request should be sent to register@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.

7. WHO ENDORSES THIS QUALIFICATION?

The Academy for Facility Management has a proud track record of academic excellence, spanning over 20 years. It is a duly registered Private Higher Education Institution of the Higher Education Act.

Registered by the DHET (Department of Higher Education and Training) and CHE (Council on Higher Education) under:

- Certificate Nr. 2009/HE07/012.
- SAQA (SA Qualifications Authority) qualification ID number issued 120402.
- The ACFM (SS) was approved by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). The Academy's Provider Code is: CHED 145. Qualification Code CHED-3456. HEQC reference number for this programme is: H/PR415/E006CAN
- All programmes are endorsed by the professional industry body SAFMA (SA Facility Management Association – www.safma.org).

For more information, please contact the Academy.

8. DETAIL ABOUT EACH MODULE / LEARNING COMPONENT

The following table contains the purpose and outcomes of every module, which provides a broad overview of the curriculum (course content):

Purpose & Learning Outcomes of Modules

Orientation
The purpose of this non-credit bearing module is to ensure that students have sufficient and integrated understanding of the Academy, its rules and processes, the Student Learning platform (Moodle), the programme and its constituent modules to make academic progress.
Business Communication
The purpose of this module is to equip the student with the academic and business communication skills required to successfully complete their undergraduate studies. The focus is on understanding of academic and business texts, research skills, working in a team context and the writing of academic and business reports. The skills mastered in this module will lead to improved performance throughout their academic and professional careers.
<i>Learning Outcomes:</i> • Read academic and business texts with understanding • Participate in learning discussions and teamwork • Demonstrate communication skills • Display digital literacy in the drafting of an academic assignment • Apply research skills
FM Theory
The purpose of the module is to ensure detailed understanding of the terminology, concepts, standards and best practice principles of the field of Facility Management.
<i>Learning Outcomes:</i> • Demonstrate a detailed knowledge of FM, its principles, frameworks and processes. • Demonstrate a detailed knowledge of FM standards and statutes and the ability to apply this in the work environment. • Demonstrate a detailed knowledge of FM strategy, policy and plans and how to align these with the business plan / strategy of the demand organisation.
Management for Facility Managers
FM is about the integrated management of all the different services. Management is therefore key to the knowledge of any facility manager. In this module, the student explores classic and contemporary management theories and the alignment of corporate and FM strategy, policy and plans and to prepare the Facility Manager for a management role in the organisation / the FM function.
<i>Learning Outcomes:</i> • Demonstrate a detailed knowledge of and the ability to apply good corporate governance and management principles, frameworks and processes. • Demonstrate an informed understanding of the strategy of own organisation and how the FM function is aligned. • Outline own strategy for building relationships and reputation in the organisation • Design a strategy for establishing a personal leadership philosophy, style, and brand.

Risk Management for FM
Given the FM context and the nature of the built environment, the failure of most FM services can be life threatening. Risk management plays a crucial role in ensuring safe, environmentally friendly and sustainable FM practices. In this module the student explores risk management theory and the development of a framework for FM services related risk management in the organisation.
<i>Learning Outcomes:</i> • Demonstrate a detailed knowledge of and the ability to apply risk management principles, frameworks and processes in the organisation
Project Management for FM
The principles of project management are applicable across most disciplines and FM is no exception. This module enables the student to apply these PM principles to optimise service delivery and enhance user satisfaction.
<i>Learning Outcomes:</i> • Demonstrate a detailed knowledge of and the ability to use project management principles, frameworks and processes. • Demonstrate a detailed knowledge of and the ability plan the project lifecycle through all phases to project control.
FM Information Systems
Technology plays an ever-increasing support role across most fields. The broad scope of FM, the vast number of infrastructure systems / assets / components commonly found in a facility / building and the large number of users, makes it an essential tool in FM. This module explores the functionalities of various information systems and how best to employ them for the integrated and optimal management of facility services and the satisfaction of users.
<i>Learning Outcomes:</i> • Explain and use information systems as a tool for FM services management in own organisation and use information systems for improved service delivery and user satisfaction • Demonstrate an understanding of the functionality, capability, practical advantages and integration of various FM Information Systems (ACIS).
Green Buildings & Sustainability
The advent of the UNDP Sustainability Goals has made sustainability an essential element of every human activity. The built environment has responded by way of various green building standards and practices. The purpose of this module is to explore the relevant terminology, concepts, statutory and standards framework for sustainability, the application of sustainability principles and their cost implications for decisions about services in the FM context.
<i>Learning Outcomes:</i> • Demonstrate a detailed knowledge of and the ability to apply the principles, frameworks and processes of sustainability in FM services management.
FM Contract & Service Level Agreements (SLAs)
The delivery of FM related services permeates every aspect of the field and agreements with a great variety of service providers is a given in the FM context. Success or failure of these agreements impact on every aspect of FM. The purpose of this module is to obtain an understanding of the statutory and standards framework for SLAs, the basic principles of contract law as it applies to agreements for FM service delivery, international best practice regarding the formulation and assessment of FM Service Level Agreements (SLAs) and the impact of these agreements and their management for the cost-effective service delivery in the work environment.

Learning Outcomes:

- Interpret and apply standards, principles, frameworks and processes of contract management for the integrated delivery of FM services.
- Demonstrate a detailed knowledge of and the ability to use the principles, frameworks and processes regarding service level agreements for the integrated delivery of FM services
- Demonstrate an understanding of and ability to apply the principles of contract law as it applies to FM service delivery agreements.

Sourcing for FM

A key FM function is determining which procurement option or combination of options for the delivery of FM services, best suits the core business processes of the organisation. This module explores the statutory & standards framework for sourcing as well as international best practice and principles and the implications for service delivery in the FM context.

Learning Outcomes:

- Demonstrate a detailed knowledge of and ability to use sourcing standards, principles and processes for the delivery of FM services

Elective Modules – FM Soft Services

Purpose of the elective: FM constitutes the second highest expenditure item in the operational budget for most organisations. Integrated and optimal management of these services therefore has a major impact on FM costs.

The purpose of this module is to explore key terms and concept as well as the latest statutory and standards frameworks for the management of soft services required by a demand organisation. This must enable the student to evaluate, select & apply the principles for the safe, integrated, effective, and efficient delivery of facility soft services to demand organisations across all sectors of the economy.

Housekeeping (Cleaning, Hygiene & Pest control); Reprographics (Copying, Printing, Scanning) & Mailroom; Security Management; Hospitality, Reception, Parking; Food Management; Landscaping;

Learning Outcomes:

- Evaluate, select & apply the principles frameworks and processes for the integrated management and delivery of effective and efficient facility soft services for user requirements.
- Demonstrate detailed knowledge of soft services, the best practice principles and apply to the FM practice of the employer organisation.
- Interpret and apply the statutory and standards framework as it applies to the management of FM soft services.
- Interpret and apply the statutory and standards frameworks and processes as it applies to the management of FM soft services.
- Demonstrate detailed knowledge of client (demand organisation), and end-user needs for soft services and managing the metrics and outcomes of service delivery.

Capstone (summative)

Purpose of the research task is to prepare the student for a management role (soft services) in the demand organisation.

Learning Outcomes:

- Demonstrate detailed knowledge of FM and the FM management system as it applies to his/her employer organisation
- Identify, evaluate the and select the best practise principles for FM appropriate to the various functional areas of FM
- Demonstrate an understanding of the relationship between FM best practise principles and standards and the FM practice of his/her employer organisation

- Develop proposals to close the gap between the current and the ideal FM practice regarding the workplace of his / her employer's organisation
- Present and communicate the information accurately and reliably in the WIL Assignment and summative Capstone template



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

Postnet suite 593 P/Bag X04, Menlo Park, 0102 | +27 (0)12 993 0533 | 082 568 6824

Enterprise number 2005/009477/23 | info@a4fm.ac.za | www.a4fm.ac.za