

Principles and Practices of Facilities Management

Unit Standard: 15059
NQF 4 | 5 Credits
3 Days



Delegate Profile:

- Building managers
- Facility co-ordinators
- Facility administrators
- Junior facilities management staff
- Maintenance co-ordinators
- Soft services co-ordinators
- Property managers
- Property administrators
- Handymen

Admission Requirements

- NQF 3, English Communication, Mathematical Literacy and Computer Literacy

The training programme is ideal for junior FM staff or delegates starting their career in the FM industry. Delegates will learn to identify, understand and implement activities and operations required to manage facilities effectively.

The training focuses on business management skills and the application in an FM environment.

The delegate will be able to:

- Identify aspects relating to facilities analysis
- Recognise and co-ordinate activities relating to facilities management
- Monitor and ensure efficient management of facilities

Outcomes-Based Assessment:

Delegates earn the SSETA credits when they complete and submit the formative and summative assessments. These form part of a post-training work-based Portfolio of Evidence (POE) evaluated by an assessor and moderator.

Upon completing the POE and found competent by the assessor and moderator, the SSETA registers the delegate's results on the National Learners' Record Database. These results remain a lifelong achievement for all delegates to further their careers.

SAFMA awards CPD points to registered SAFMA members on the presentation of their Certificate of Attendance.

Programme Outline:

1. The Components of Facilities Management

- The various components of facilities management
- A business simulation

2. The Origins of Facilities Management

- Facilities management – a service
- The birth and drivers of the FM industry
- Opportunities within the industry

3. Defining Facilities Management

- Global definitions of facilities management
- Facilities management supporting business
- The roles and responsibilities of facilities management
- More than the sum of its parts
- A service, a function, a discipline

4. Categorising Facilities Services

- Impact of facilities management within the environment
- Facilities services
- Categorising facilities services into service types
- Categorising services into process components
- The challenges facing the Facilities Manager

5. The Facilities Manager's Toolbox

- Introduction to strategic management
- Introduction to financial management
- Introduction to risk management
- Introduction to facilities planning
- Introduction to project management
- Introduction to people management
- Introduction to operations management
- Introduction to quality and reliability
- Introduction to property management
- Introduction to leadership and communication

6. Practical Facilities Management

- Corporate organisational structure
- Establish and manage facilities departments
- Manage the facilities operations
- The technology used in facilities management
- Strategic facilities management
- The future of facilities management