

## Project Management in FM Operations

Unit Standard: 120372  
NQF 4 | 5 Credits  
3 Days



### Delegate Profile:

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

### Admission Requirements

- NQF 4 Computer, Numeracy and Communication Literacy

This training programme is ideal for individuals who work in an FM environment and manage service-related project management functions. The programme introduces the delegate to various project management principles, e.g., terminology, role players, scheduling and tracking related processes and effectively executing FM services requiring more than the usual day-to-day commitments.

### The delegate will be able to:

- Explain the nature of a project
- Explain the nature and application of project management
- Explain the types of structures found in a project environment
- Explain the application of organisational structures in a project environment
- Explain the major processes and activities required to manage a project

### 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. Introduction to Project Management**

- The Pyramids, Lunar Walks and Facilities Management
- Project and project characteristics
- Operations vs people management
- Construction, IT and business project management

### **2. The Project Management Framework**

- The project process (life cycle)
- The five project processes
- Stakeholders in the project organisation
- Key management skills

### **3. Managing Time**

- Input in the activity definition
- Methods of the activity representation
- Managing project time

### **4. Managing Cost**

- The cost management process
- Resource planning
- Cost estimating, budgeting and control
- The time value of projects

### **5. Project Quality Management**

- Quality management and characteristics
- Reliability
- Tools and techniques to ensure quality
- Quality control

### **6. The Project Management Organisation**

- Project reporting within the organisation
- Change from operations to project management
- Organisational projects

### **7. People Management**

- Requirements of managing people
- Team characteristics and team building
- Ways and results of team building
- Ground rules of conflict management

### **8. Project Risk Management**

- Concepts
- Classification of risk

### **9. Project Management for FM**

- Types of FM projects

### **10. Practising Project Management**

- Introduction to project management tools