

BIFM Training

Understanding Facilities Management (Foundation) course

Part of the ILM Level 3 Award in FM (optional)

3-day course

NOTE: For those delegates who are attending this course in order to gain the nationally recognised 'Level 3 Award in FM' qualification, please see section below at page 5, entitled 'ILM Level 3 Award in FM'.

Aim

To provide both a comprehensive introduction to key aspects of FM, and provide a solid base of knowledge, techniques and reference material for Facilities Managers

Objectives

By the end of this course you will understand:

- The role of the facilities manager
- The scope and breadth of the profession
- The importance of FM and its value to organisations
- Key elements of building structure and design
- The impact of physical building characteristics on facilities management
- Key aspects of building services
- Key elements of Property Management and leases
- The role of space management and the workspace
- Practical aspects of space planning
- Re-location / Move Management
- Key elements of Energy and Environmental Management
- How to develop and implement maintenance management programmes
- The principles of commissioning and managing contract services
- How to approach tendering and letting contracts
- How to deliver a customer centric FM service
- How to measure customer requirements and satisfaction levels
- The key Health & Safety responsibilities for FM's
- Routes to Professional Development within FM

Description

This course is an intensive three-day introduction to the FM profession and best practice in day-to-day operations.

It is intended for newly appointed staff, or those with less than two years' operational experience looking to broaden their understanding, including facilities/premises/site services co-ordinators and supervisors; building, or office services managers; and accommodation officers. The course will also benefit those working in related areas that come into contact with the facilities management function, and individuals considering moving into the field as a career change.

PROGRAMME

DAY ONE: 8.45 or 9.15 (see below) – 5.30

- 8.30 (from) Registration, tea and coffee on arrival
- 9.00 Course commences: Welcome and Introduction**
All delegates are briefed on the main housekeeping points and then introduce themselves to each other, indicating their background and experience.
ILM Award induction and briefing
- 9.30 The Importance of Facilities Management
The session explores the growth of FM and the developing role of facilities managers in organisations, identifying the major qualities and skills required. It also raises the issue of continuing professional development.
- 10.15 Understanding Buildings – 1
The session provides guidelines for delegates on how to recognise the opportunities and pitfalls of specific building characteristics and their relationship to organisational needs – in particular, the impact they have on maintenance, planning, day-to-day operation and overall image. Practical examples are used to help delegates to understand or challenge practice in their own organisations.
- 11.00 Tea / coffee
- 11.15 Understanding Buildings – 2
Introduction to building services – what are the basic principles? What impact do services have on facilities planning and day-to-day management? How are approaches to services changing? The session covers HVAC, services distribution (including raised floors and suspended ceilings) and lighting.
- 12.00 Property Management
An introduction to the basic elements of Property Management. This session explains the key lease terms and how they influence property acquisitions and disposals. Finally delegates learn how to develop a Property Management Plan.
- 12.30 Practical Space Management
Introduction to the importance of space management and the role it plays in business performance, techniques for evaluating space, and best practice management methods.
- 1.00 Lunch
- 2.00 Practical Space Planning
Introduction to the principles of space planning and a process for applying them, including determining organisational requirements, assessing the suitability of settings and layout options, the role of computerised systems for planning and record keeping, and evaluating the outcome.
- 3.15 Tea / coffee
- 3.30 Space Planning Workshop
A practical exercise, based on actual plans, which combines elements of evaluating space and building characteristics, design and planning options

and practical implementation. Delegates work in a number of small syndicate groups.

5.00 Feedback
The syndicate groups present their conclusions and recommendations formally to course members and discuss specific issues in detail.

5.30 Close of day one

7.00 Dinner for residential delegates

DAY TWO: 9.00 – 6.30 (including early evening Site Visit)

9.00 Re-location / Move Management – Quiz

- Who needs to be told about the move – and when?
- How should facilities managers handle the ‘politics’ of moving?
- What kinds of people and skills are required within the project team?

Delegates learn how to avoid the pitfalls associated with office moves – which are some of the most frequent and difficult exercises faced by facilities managers.

9.45 Energy and Environmental Management
This short session will help delegates identify:

- Key environmental and sustainability issues
- The impact of global warming on their business and personal lives
- Sources of information
- Easy to achieve Corporate Social responsibility (CSR) actions

Delegates will be shown simple but effective:

- Appraisal tools for assessing their current energy and environmental management status
- Ways of presenting information to senior management

10.45 Tea / coffee

11.00 Maintenance Management
Delegates are given a general introduction to the principles of Building and Services maintenance. They are shown how to develop maintenance plans for different building features. The session covers the use of Building Condition Surveys and Asset Registers and many technical terms are explained so as to equip delegates for this important FM discipline.

11.45 Maintenance and Environment
The relationship between maintenance standards and environmental quality has been shown to be critical. This session discusses the responsibilities of FMs with respect to the prevention of Legionnaires’ Disease and Sick Building Syndrome.

12.30 Lunch

1.30 Sourcing Strategies and Service Contracts
One of the most important areas of responsibility for facilities management teams in medium and large organisations. This interactive session examines the strategic aims and outcomes of an organisation’s sourcing strategy. Arguments for and against outsourcing are explored and there is a detailed contract bundling exercise. The session explains the steps to contracting out a service.

- 3.00 Tea / coffee
- 3.15 Sourcing Strategies and Service Contracts (contd.)
- 4.00 Break prior to:
- 4.15 Depart for Case Study Site Visit
- 4.45 Site visit (timings approximate dependant on traffic)
Delegates are given an opportunity to relate aspects of the course to reality during the visit to an office. The visit is a tour of the building led by the FM staff, with open questions and discussion at the end.
- 5.45 End of site visit & depart to hotel
- 6.15 Arrive at hotel (approx)
- 7.00 Dinner for residential delegates
- DAY THREE: 9.00 – 4.15**
- 9.00 Feedback from site visit
Group discussion on issues raised by the site visit.
- 9.30 Professional Development in Facilities Management
An update on opportunities to improve qualifications and develop individual career prospects in facilities management.
- 10.00 Tea / coffee
- 10.15 Health and Safety for Facilities Managers
Introduction to the current issues in what is now one of the most important areas of responsibility for facilities managers.
- How do tighter Health and Safety laws affect facilities managers?
 - Which are the key current developments – and the likely future ones?
 - What specialised help and advice is available – and what sources of information exist to support planning and day-to-day management?
 - What statutory responsibilities affect facilities managers?
- 12.45 Lunch
- 1.45 Customer Centric Facilities Management
Understanding the service culture and delivering a ‘customer-centric’ service. Behavioural aspects and their implications for management and leadership. Assessing customer requirements and satisfaction levels, and ways of measuring performance including developing and managing service level agreements. The importance of ‘soft’ issues in FM.
- 3.00 Tea / coffee
- 3.15 Customer Centric Facilities Management continued
- 3.55 Summary of course and completion of evaluation forms
Review of the course, any last questions, completion and return of evaluation forms.
- 4.00 Close and departure

Professional Recognition

- 1) 'Understanding FM':
The BIFM's 'Understanding FM' 3-day course is a major contributor to the BIFM's Continuing Professional Development (CPD) programme of training courses, and is a de facto recognised standard in FM training. It has been running for 17 years during which time it has built an unparalleled reputation in its own right within the UK and overseas.
- 2) Facility Management Credential:
'Understanding FM' in conjunction with the two intermediate 'core' courses is formally recognised by the International Facility Management Association (www.ifma.org). Attendance at all 3 courses gains automatic eligibility to apply for IFMA's Facility Management Professional Credential (FMP credential).
- 3) ILM 'Level 3 Award in FM':
The Institute of Leadership & Management (ILM) Level 3 Award in FM is a new vocational qualification developed by the BIFM in conjunction with the ILM, and BIFM Training is the first organisation to be approved to run it in 2009. Further details as below:

ILM Level 3 Award in FM

Information for those delegates who are attending this course and who have enrolled as candidates to gain the nationally recognised 'Level 3 Award in FM' qualification:

The qualification was devised by the BIFM in conjunction with the Institute of Leadership and Management (www.i-l-m.com), and is a Qualifications & Curriculum Authority (QCA) recognised qualification.

The Award Structure

- Attendance at this 3-day 'Understanding FM' course
- Completion of four online learning modules:
 - Managing Relationships*
 - Managing High Performance Teams*
 - Leadership Skills*
 - Problem Solving*
- Some further reading
- Four work-based assignments to be completed after the course and submitted for assessment:
 - Managing health and safety at work*
 - Understanding facilities management within the context of an organisation*
 - Solving problems and making decisions*
 - Managing and developing relationships in the workplace*

*There are no formal 'examinations', but all these elements, including the 4 work-based assignments which are the assessment, **must be completed within one year**. At least one hour of tutorial support will be available at the course, and further tutorial support principally by email after the course for candidates.*

To book or if you have any queries please call the BIFM Training office on 020 7404 4440 / 020 7242 4141, or email info@bifm-training.co.uk