

# BIFM<sup>TM</sup> Training

ADVANCING OUR PROFESSION

IN SCOTLAND

## The Professional Facilities Manager (Intermediate 1) 14-16 Sept 2010 - Edinburgh

Recommended for FMs with more than two years' operational experience this course aims to develop managerial abilities for those on the path to a more senior FM position. It explores the scope, extent and diversity of the FM function, and examines techniques that will add value to the FM operation and align it to organisational objectives

- Understanding FM service in its market sector
- Developing FM service within its business context
- Designing operational FM structures
- FM support service operations
- Health, safety & service delivery
- Financial management & budgeting
- Property occupancy & operating costs
- Planning & managing a relocation project
- Building aspects of workplace productivity
- Energy, environment & sustainability
- Business continuity planning



## The Professional Facilities Manager (Intermediate 2) 28-30 Sept 2010 - Edinburgh

This course is designed to enhance managerial skills and knowledge with a particular focus on commercial awareness and aligning the FM function with organisational goals & risks. It also explains how to build successful relationships with clients, suppliers and specialists, and is intended for FMs with a minimum of two years' managerial experience in the field.

- Understanding business strategy & the FM function
- FM strategy: Drivers, measures & objectives
- Organisational risk: profile & impact
- Key issues of commercial awareness
- How to achieve high performing facilities
- The FM procurement & supply chain process
- Making suppliers want to work for you
- Customer relationship management in FM
- Meeting customer expectations within budget
- Optimising & developing staff and skills
- Personal effectiveness & communication skills
- IT & Technology in FM



## Understanding Facilities Management (Foundation) 23-25 Nov 2010 - Edinburgh

Our popular flagship course, which is consistently sold out, is suitable for newly appointed staff and those with less than two to three years' operational experience looking to broaden their range of responsibilities and skills. Includes a site visit which provides an invaluable insight into FM in practice.

- What is FM? Key definitions
- The role that FM plays in corporate success
- An introduction to buildings & services
- Property Management
- Space planning & relocation management
- Maintenance management
- Commissioning & managing contract services
- Measuring & valuing the FM service
- Customer-centric FM
- Sustainability and management of energy to minimise costs
- Health & Safety in the workplace
- FM career development



### Optional ILM Level 3 Award in FM

Includes attendance at our foundation programme [see above] and a selection of online learning courses, further reading and work-based assignments. For more information visit [www.bifm-training.com](http://www.bifm-training.com) or call us on tel. +44 (0) 20 7404 4440

## BIFM<sup>TM</sup> Training

ADVANCING OUR PROFESSION

### Facilities Management: Learning, Training and Development

A professional Facilities Manager can have a huge impact on an organisation, from creating an optimum working environment conducive to greater productivity, through to a direct positive impact upon the bottom line.

To achieve such goals Facilities Managers must develop the knowledge, skills and techniques which enable the most effective ways to manage premises. Experience and personal attributes are a major factor, but focused learning and training has a huge role in equipping FMs with the skills and knowledge to improve performance.

BIFM Training offers an unparalleled range of opportunities for personal and professional development that will make you more effective in your role, with up to 41 FM Training Courses to choose from and our Executive Programme for Senior Managers.

For more information including course outlines, aims, objectives and detailed programmes please visit [www.bifm-training.com](http://www.bifm-training.com)

## COST EFFECTIVE IN HOUSE TRAINING

BIFM Training can deliver any element of its course programme in-house as a cost effective way to meet your training needs. This offers great value for money and there are no hidden extras to surprise you. We can accommodate teams of up to 15 and you don't just benefit from great cost savings, this is also a valuable team building exercise and ensures a high standard of consistent training throughout the organisation.

We can deliver flexible, modular training either using our standard course programmes, or we can mix and match elements to suit your needs. Alternatively we can work with you to develop tailored solutions, based on your way of working, using practical 'live' examples.

- Fixed price policy for up to 15\*
  - Maximize value for money
  - Transparency & certainty on spending
  - Outcomes and feedback evaluation
  - Tailored to fit your business
- \* certain courses are limited to 12

As part of our in-house service we routinely measure and feed back the outcomes of training programmes, either using our own evaluations or tailoring them to your standards.

For full programmes please visit [www.bifm-training.com](http://www.bifm-training.com) or  
call us on 0207 404 4440

FOR COURSE REGISTRATION PLEASE COMPLETE FORM OVERLEAF

Please send to: Quadrilect Ltd, 112 High Holborn,  
London WC1V 6JS  
or fax to: 020 7404 0258  
(PLEASE PHOTOCOPY FOR MULTIPLE BOOKINGS)

Course Title

Date(s)

Please indicate if

Residential  Non Residential

Delegate's Name

Job Title

Organisation

Address

Phone No.

Fax No.

BIFM/IPFMA/IPFMA/FMA/HVCA Membership Details (please circle the professional body you belong to, if applicable)

Individual Member Yes  No

Membership No. ....

Corporate Member Yes  No

About the BIFM

The British Institute of Facilities Management is the foremost professional body for UK facilities managers, membership offers a wide range of benefits (including discounts on BIFM training programme) at all stages of careers. For further details contact BIFM on 0845 058 1358.

Member of other Association  
Please specify:

**PAYMENT DETAILS**

Invoice Address (if different from above)

Purchase Order No. (if applicable)

We can accept payment by cheque (made payable to Quadrilect Ltd) or by BACS, but please note that credit cards incur a 4% surcharge on the gross fee. Tel. No. 020 7404 4440 or 020 7242 4141  
Email: info@bifm-training.co.uk www.bifm-training.com

**Personal Background**

Please complete these details in full. They are very important for pre-course planning and preparation.

Do you hold any academic or professional qualifications in any discipline? If so, which?

What are your current job responsibilities?

How long have you held these?

Which specific questions would you like to see addressed during the course / what are your main reasons for attending?

Please advise us if you have any special access requirements.

To ensure equal access to our services, please advise us if you need our literature supplied in an alternative format.

Course fees all shown ex-VAT

	BIFM Mbrs	Other Mbrs	Non-Mbrs
Understanding FM *Residential option	£995 *£1265	£1080 *£1350	£1180 *£1450
The Professional FM 1 or 2 *Residential option	£1185 *£1455	£1280 *£1550	£1390 *£1660

UFMFE & PRFME1 or 2 includes 2 nights' optional full board accommodation.  
\*For non-residential bookings: all prices are shown less £270 + VAT. All fees include documentation, refreshments & lunch. Other Associations' Members such as RICS, CIOB and CIBSE qualify for the discounted 'Other Members' fee shown above. Others may be eligible - Please contact us on 020 7404 4440 or 020 7242 4141 or email: info@bifm-training.co.uk

**CANCELLATIONS:** A £35 + VAT (per course) admin. fee will be charged if you cancel in writing more than 10 working days before an event. Registered delegates who cancel after this time or do not attend are liable for the full fee. Substitutions can be made at any time.

I have read and accept the conditions above

Signed \_\_\_\_\_ Date \_\_\_\_\_