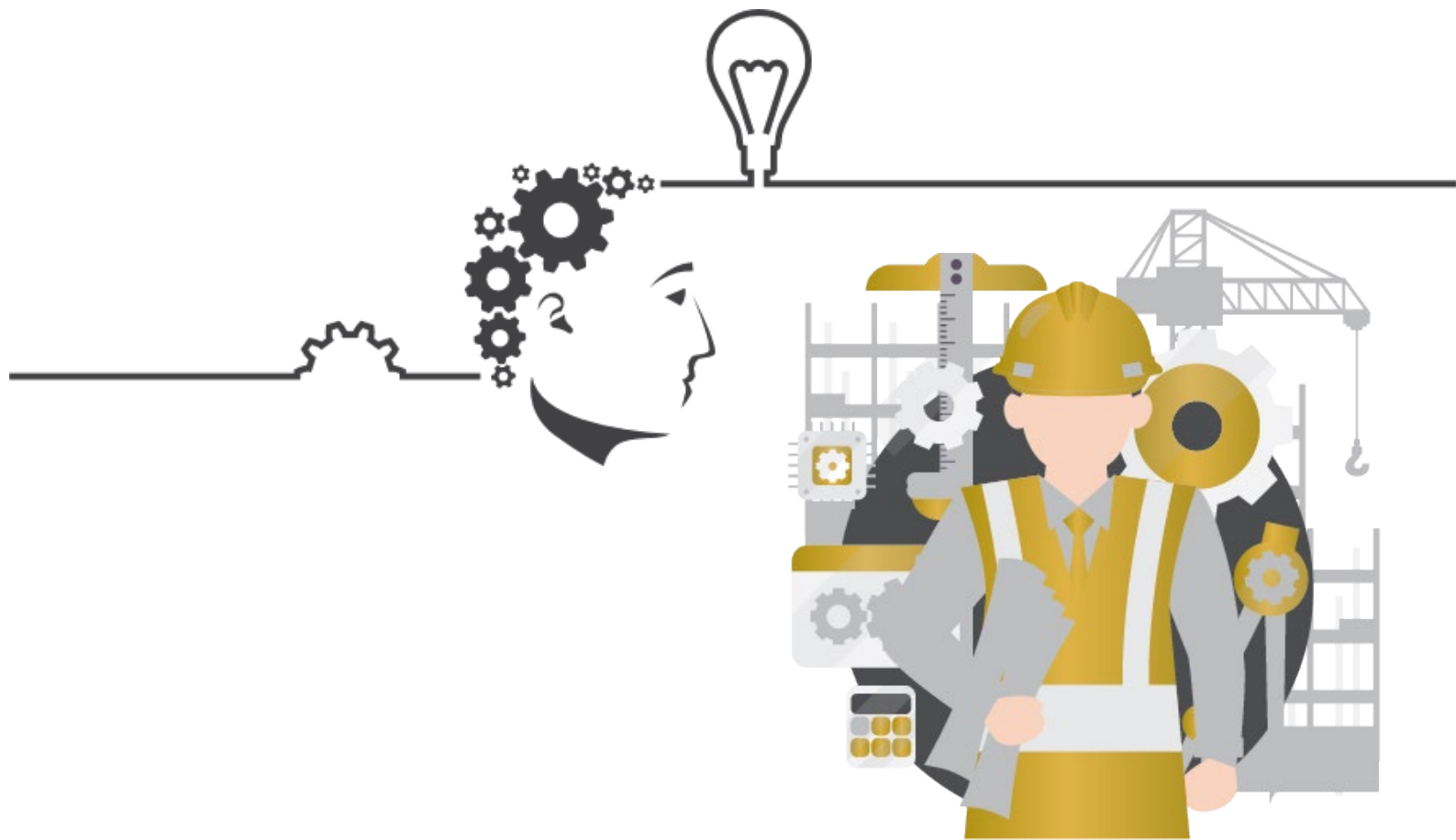


HDTC Training Center

Provide

Technical proposal of the Training program

Certified Facility Manager - CFM



Introduction

The CFM Certification is a globally recognized and highly valued credential available today. The CFM Certification validates one's skills and knowledge across the entire Facility Manager body of knowledge. In this Certified Facility Manager Course, candidates will learn how to effectively manage a facility's daily operations and maintenance. The CFM Course guides participants through the core competencies to pass the CFM exam. After passing the exam, the candidate will be awarded CFM Certification, which will increase their earning potential and advance their careers.

Program Objectives:

Successful completion of the Certified Facility Manager Course will help you

- Understand the role and responsibilities of the facilities manager.
- Explore the multidisciplinary activities of facilities management.
- Identify skills and competencies required by a facilities manager
- Incorporate key statistical methodology within facilities management.
- Develop effective maintenance management systems.
- prepare the participants through the core competencies to pass the CFM exam.

Program Outlines:

★ Module 1: Occupancy and Human Factors

- ✓ Workplace environment
- ✓ Occupant services
- ✓ Occupant health, safety, and security

★ Module 2: Operations and Maintenance

- ✓ building systems, infrastructure, and grounds
- ✓ Furniture, fixtures, and equipment
- ✓ Physical safety and security
- ✓ Operations and maintenance processes
- ✓ Work management support systems
- ✓ Renewals and renovations
- ✓ Eliminating team impediments
- ✓ Managing virtual team

★ Module 3: Sustainability

- ✓ Energy management
- ✓ Water management
- ✓ Materials and consumables management
- ✓ Waste Management
- ✓ Workplace and site management

★ Module 4: Facility Information Management and Technology

Management

- ✓ Data collection and information management
- ✓ Information protection and cyber-security
- ✓ Technology needs assessment and implementation
- ✓ Maintenance and upgrade of technology systems

★ Module 5: Risk Management

- ✓ Risk management planning
- ✓ Emergency preparedness, response, and recovery
- ✓ Facility resilience and business continuity

★ Module 6: Communication Risk management planning

- ✓ Planning
- ✓ Delivery
- ✓ Evaluation

★ Module 7: Performance and Quality Risk management planning

- ✓ Emergency preparedness, response, and recovery
- ✓ Facility resilience and business continuity

★ Module 8: Leadership and Strategy Emergency preparedness, response, and recovery

- ✓ Strategic planning and alignment with the demand organization
- ✓ Policies, procedures, and compliance
- ✓ Individual and team management

- ✓ **Leadership**
- ✓ **Relationship and conflict management**
- ✓ **Change management**
- ✓ **Corporate social responsibility**
- ✓ **Political, social, economic, and industry factors affecting facility management**

★ Module 9: Finance and Business Emergency preparedness, response, and recovery

- ✓ **Operational and capital budgeting**
- ✓ **Evidence-based decision-making process (e.g. business case)**
- ✓ **Procurement (e.g. purchasing, sourcing of goods and services)**
- ✓ **Contracting**
- ✓ **Financial analysis and reporting**

★ Module 10: Real Estate Emergency preparedness, response, and recovery

- ✓ Real estate strategies
- ✓ Real estate assessment, acquisition, and disposal
- ✓ Real estate asset management
- ✓ Space management
- ✓ Major projects and new construction

★ Module 11: Project Management

- ✓ **Planning and design**
- ✓ **Execution and delivery**
- ✓ **Evaluation**

Target Audience:

- Facility Managers
- Facilities Engineers
- Operations Managers
- Property Managers
- Maintenance Directors
- Facilities Directors

Program competencies and qualifications:

- 3 years' Work Experience - bachelor's or master's degree in FM
- 5 years' Work Experience – any Education

Training methods:

- Technology-Based Learning.
- Simulation in Training.
- On-the-job guidance.
- Trainer-Led Training.
- Work Teams and Roles.
- Films and Videos.
- Case Studies and Workshops.