

Certified Facility Manager

Duration: 40 Hours (5 Days)

Overview

The Certified Facility Manager (CFM) course is a comprehensive program designed to equip facility management professionals with the skills and knowledge necessary to maintain and improve the functionality, safety, and efficiency of the buildings and grounds they manage. Through modules covering Occupancy and Human Factors, Operations and Maintenance, and Sustainability, learners gain insights into creating optimal work environments and implementing sustainable practices. The course also delves into Facility Information Management and Technology Management, ensuring managers are adept at handling data and modern tech systems. Risk Management, communication, and Performance and Quality are covered to ensure facilities are prepared for emergencies and operate at high standards. Leadership and Strategy are emphasized to align facility operations with organizational goals. Financial acumen is developed through the Finance and Business module, while Real Estate and Project Management modules provide a deep dive into managing real estate assets and overseeing facility-related projects. This course prepares learners to become adept facility managers capable of leading teams, managing assets, and ensuring operational excellence.

Audience Profile

The Certified Facility Manager course equips professionals with the skills required for efficient facility management and operations.

- Target audience and job roles for the course include:
- Facility Managers and Directors
- Operations Managers within facility management
- Maintenance Supervisors and Managers
- Health, Safety, and Environmental Professionals
- Energy Managers
- Sustainability Coordinators
- Building Service Contractors
- Real Estate Professionals
- Project Managers in construction and facility development
- Compliance Officers in charge of facility regulations and standards
- Corporate Services Managers overseeing facility functions
- Quality Assurance Managers in facility operations
- Security Managers
- IT Managers responsible for facility information systems
- Risk Management Professionals within the facility management space
- Property Managers
- Asset Managers overseeing physical infrastructures
- Individuals aspiring to enter the facility management profession
- Professionals seeking to enhance their career in facility management with certification
- Emergency Preparedness Coordinators

Course Syllabus

Occupancy and Human Factors

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

Operations and Maintenance

- Buildings, building systems, infrastructure, and grounds
- Furniture, fixtures, and equipment
- Physical safety and security
- Operations and maintenance processes
- Work management support systems
- Renewals and renovations

Sustainability

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

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

Risk Management

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

Communication

- Planning
- Delivery
- Evaluation

Performance and Quality

- Quality management
- Performance management

Leadership and Strategy

- 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

Finance and Business

- 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

Real Estate

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

Project Management

- Planning and design
- Execution and delivery
- Evaluation