



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

Specification for the Training Intervention in Facilities Management

1.1 Service provider status: full accreditation with SAQA or relevant SETA

1.2 Duration of the training: 5 days on a contact session [in- house]

1.3 NQF Level:2-3

1.4 Number of delegates: 20

1.5 Course content:

MODULE 1: AN OVERVIEW OF FACILITIES MANAGEMENT

- What is Facilities Management?
- The Facilities Management process in general
- The 8 key roles of FM
- FM-overhead or profit centre?
- The strategic importance of managing facilities
- Developing an FM plan and team
- Facilities phases, planning and realization
- Relationship between Facilities Management and Asset Management

MODULE 2: ESTABLISHING CONTROL OF SUPPORT SERVICES

- Identifying and reviewing support service requirements
- Profiling current services level and cost
- Reviewing contracted services
- Outsourcing versus in-sourcing
- Contract “bundling and aggregation”
- Determining and implementing a contract strategy

Module 3: THE BASIC ELEMENT OF FACILITIES MANAGEMENT

- Facilities roles
- Types of planning

- Strategic and annual planning
- Life cycle cost principles
- Budgeting principles Stakeholder management
- Key issues
- Risks
- Work planning and control
- Performance management

MODULE 4: PREVENTATIVE MAINTENANCE AND MAINTENANCE STRATEGY

- Disaster recovery plans
- Maintenance concepts
- Understanding RISK
- Risk-Based Maintenance, the methodology
- Typical inspection and maintenance task for utilities

MODULE 5: MANAGING THE WORKPLACE

- People management
- Productivity
- Health, safety, and security
- 5S Model

MODULE 6: MANAGING THE BUDGET

- Harnessing cost data
- Identify spending patterns
- Building up the budget
- Defending the plan
- Control mechanism and reports
- How to maximize the budget

MODULE 7: UNDERSTANDING SERVICES CONTRACTS

- The need for contracts
- Tender terms
- Objectives and understanding what the contractors needs

- Contract structure explained
- Terms and conditions
- Specification-output v input
- Schedules of tender
- Suppliers “ own” contract-common traps

MODULE 8: OUTSOURCING AND CONTRACTING

- What to outsource and not
- Choosing the right contractor
- How to manage this contracts
- Contracts types
- The contracting cycle
- Service Legal Agreement

MODULE 9: SERVICE DELIVERY AND PERFORMANCE MANAGEMENT

- Continuity of service
- End-user requirements
- Managing service providers
- Managing performance
- SLA’s/ KPI’s
- Dealing with poor performance

MODULE 10: UNDERSTAND THE ROLE OF PROJECT MANAGEMENT IN FACILITIES MANAGEMENT

- Compliance and risk management
- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permit to work
- Practical guidelines to handle emergencies
- Project Management phases and skills
- Maintenance management essentials
- Continuous improvement in FM

MODULE 11: COMPLIANCE AND RISK MANAGEMENT

- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permits to work
- Practical guideline to handle emergencies
- Business continuity – FM's role

MODULE 12: UNDERSTAND SUSTAINABILITY IN FACILITY MANAGEMENT

- The sustainability agenda
- Environmental consideration
- CSR
- Innovation

MODULE 13: PERFORMANCE MONITORING AND BENCHMARKING

- Continuous improvement
- Target setting as a starting point
- Monitoring performance with KPI's
- The Facilities Management Balance Scorecard
- Assessments, audits and benchmarking