



## Understanding FM (Foundation)

3-day course

### Aim



*This course provides tuition for optional  
**IWFM level 3 qualifications in facilities management.**  
See 'Professional Recognition' section below for details.*

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: 9.00 – 5.15**

**8.30 (from) Registration, tea and coffee on arrival**

- 9.00 Course commences: Welcome and Introduction & 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.
- 10.00 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.
- 10.45 Tea / coffee**
- 11.00 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.
- 12.45 Lunch**
- 1.30 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.
- 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
- 3.15 Break**
- 3.30 Energy and Environmental Management**  
This short session will help delegates identify:  
• Key energy and environmental issues  
• The impact of energy and environmental issues on FM and their business  
• Easy to achieve Corporate Social responsibility (CSR) actions  
• Delegates will be shown a simple but effective appraisal tool for assessing their current energy and environmental management status

**5.30 Close of day one**

**DAY TWO: 9.00 – 5.00**

- 9.00 Practical Space Management & Planning**  
Introduction to the importance of space management and the role it plays in business performance, techniques for evaluating space, and best practice management methods.
- 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
- 11:00 Tea / coffee**
- 11.15 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.
- 12.30 Feedback**  
The syndicate groups present their conclusions and recommendations formally to course members and discuss specific issues in detail.
- 1.00 Lunch**
- 1.45 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.
- 3.15 Tea / coffee**
- 3.30 Sourcing Strategies and Service Contracts (contd.)**
- 4.30 Question Time: IWFM Level 3 Qualifications**
- 5.00 Close**

## DAY THREE: 9.00 – 4.00

- 9.00 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?
- 10.15 Tea / coffee**
- 10.30 Health and Safety for Facilities Managers cont.**
- 12.15 Lunch**
- 1.15 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.
- 2.30 Tea / coffee**
- 2.45 Customer Centric Facilities Management continued**
- 4.00 Close and departure**

### **Professional Recognition**

Delegates receive a Quadrilect Ltd certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



***This course also provides tuition for optional  
IWFM level 3 qualifications in facilities management.***

The ‘Understanding FM’ programme is accredited to provide tuition for the following qualifications:

IWFM Level 3 Award, Certificate & Diploma

Please contact us by e-mail [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment.

#### **How do I book?**

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