



Competent Facilities Management Practitioner Program



*Are you new or transiting into Facilities Management?
What is facilities management to you?
How to stay afloat among those urgent "fire-fighting" tasks?
How to manage the built facilities effectively and efficiently?*

Most of the Facilities Management (FM) practitioners enter this field by chance and not by choice. It is a profession that few understand what it encompasses. Most of them are viewed by their colleague as the "maintenance man" or "handy man". It actually takes more than technical knowledge to get the built facilities running effectively and efficiently.

FM is a vital function in an organisation as it support the core activities of the organisation. It ensure that the organisation operations can be carried out smoothly and efficiently, without interruptions. As most organisation will agreed, "down-time" is costly. Will having only technical knowledge helps a FM practitioner excel in his job? Of course not. FM practitioner needs to know who are the stakeholders (or customers), recognize their needs and balance it with resources available. Communication skills is essentials to a FM practitioner as you can never satisfy all your stakeholders' needs and wants. Management skills are crucial for planning and leading the FM team to assist the organisation to achieve its mission and vision.

The Competent Facilities Management Practitioner program provides a contextualized approach to Facilities Management (FM) practices, covering topics in FM essentials, technology and management. This program emphasizes the integration of management expertise on engineering practice for a holistic approach.

The CFP programme is comprised of 4 levels of learning and practice. The CFP certificate is awarded upon successful competency assessment at the end of the programme. The brief outline is as follow:

Foundation Level – Facilities Management Essentials Elements of Facility including building, services, space, grounds, environment. Functions of strategy, leadership and communication.

Intermediate Level - Technology

Facility operations and their process supervision and records management. Space utilization services maintenance and environment protection.

Intermediate Level – Management

Processes of Facility Planning, Organising Works and Motivating People. Project, Design, Construction and Maintenance Management.

Advanced Level – Strategic Facilities Management

Business Forecasting, Environmental Trending, Organisational Structuring, Total Management, Needs Analysis, People Performance, Quality Upgrading

This program is currently supported by e2i and Professionals, Managers and Executives (PME) can enjoy 50% course fees funding from NTUC and members will enjoy an additional \$250 subsidy per year under the Union Training Assistance Program (UTAP).

Course Schedule

Foundation Level:
FM Essentials

- 6th & 7th Oct 2011

Intermediate Level:
Facilities Operations &
Maintenance

- 10th & 11th Nov 2011

Intermediate Level:
Managing & Leading
Facilities

- 15th & 16th Dec 2011

Advanced Level:
Strategic Facilities
Management
Jan 2012