



# Facility Management Training & Development Framework

Facility Management Credentials



Operations and Maintenance | Project Management | Finance and Business | Leadership and Strategy

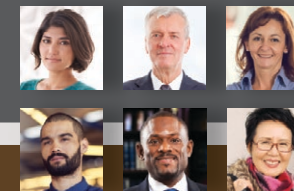
Strategy and Alignment for Sustainable Facility Management | Managing Sustainable Facilities | Operating Sustainable Facilities



## Facility Manager 11 Core Competencies

Defined by IFMA's Global Job Task Analysis

1. Communication
2. Facility Information Management and Technology Management
3. Finance and Business
4. Leadership and Strategy
5. Occupancy and Human Factors
6. Operations and Maintenance
7. Performance and Quality
8. Project Management
9. Real Estate
10. Risk Management
11. Sustainability



Facility Management Workshop Series



Workshop 1: Introduction to Facility Management | Module 1: Introduction to Facility Management  
 Workshop 2: Operations and Maintenance | Module 1: The Basics of Operations and Maintenance | Module 2: The Basics of Building Systems | Module 3: The Application of Technology in Operations and Maintenance | Module 4: The Implications of Health and Safety in Managing Buildings  
 Workshop 3: Work Management in Facilities | Module 1: Supervisory Roles in Facility Work Management | Module 2: Applying Work Management to Building Systems | Module 3: Work Management Tools in Facility Management | Module 4: Managing Contractors in Facility Management | Module 5: Managing and Tracking Customer Relations in FM

Environmental & Hygiene		Security	Customer Services	Technical Services								
Cleaning Operations	Landscaping	Security Operations	Call Center Supervisor / Operator	Building Repairs & Maintenance	Electrical	Fire	HVAC	Plumbing & Drainage	Energy & Building Controls	Lift		
<b>Management of Customer Services (Level 4)</b> SIX years property management industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Gardening Works (Level 4)</b> SIX years property management industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Security Operational Works (Level 4)</b> SIX years property management industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Customer Services (Level 4)</b> SIX years property management industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Building Repair and Maintenance Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Electrical Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Fire Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of HVAC Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Plumbing &amp; Drainage Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Energy &amp; Building Controls Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Lift Works (Level 4)</b> SIX years technical service industry (including FOUR years related job experience plus relevant training programs)		
<b>Management of Cleaning Works (Level 3)</b> FIVE years property management industry (including THREE years related job experience plus relevant training programs)	<b>Management of Gardening Works (Level 3)</b> FIVE years property management industry (including THREE years related job experience plus relevant training programs)	<b>Management of Security Operational Works (Level 3)</b> FIVE years property management industry (including THREE years related job experience plus relevant training programs)	<b>Management of Customer Services (Level 3)</b> FIVE years property management industry (including THREE years related job experience plus relevant training programs)	<b>Management of Building Repair and Maintenance Works (Level 3)</b> FIVE years property management industry (including THREE years related job experience plus relevant training programs)	<b>Management of Electrical Works (Level 3)</b> FIVE years technical service industry (including THREE years related job experience plus relevant training programs)	<b>Management of Fire Works (Level 3)</b> Five years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of HVAC Works (Level 3)</b> Five years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>Management of Plumbing &amp; Drainage Works (Level 3)</b> FIVE years technical service industry (including THREE years related job experience plus relevant training programs)	<b>Management of Lift Works (Level 3)</b> FIVE years technical service industry (including THREE years related job experience plus relevant training programs)			
<b>Cleaning Works (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Gardening Works (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Security Operational Works (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Customer Services (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Administrative Works (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Building Repair and Maintenance Works - General Concrete (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Building Repair and Maintenance Works - General Carpentry &amp; Ironmongery (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>Building Repair and Maintenance Works - General Facility (Level 2)</b> THREE years property management industry (including TWO years related job experience plus relevant training programs)	<b>General Electrical Works (Level 2)</b> THREE years technical service industry (including TWO years related job experience plus relevant training programs)	<b>General Fire Works (Level 2)</b> THREE years technical service industry (including FOUR years related job experience plus relevant training programs)	<b>General HVAC Works (Level 2)</b> THREE years technical service industry (including TWO years related job experience plus relevant training programs)	<b>General Plumbing &amp; Drainage Services (Level 2)</b> THREE years technical service industry (including TWO years related job experience plus relevant training programs)	<b>General Lift Works (Level 2)</b> THREE years technical service industry (including TWO years related job experience plus relevant training programs)
<b>Cleaning Works (Level 1)</b> ONE year property management industry and related job experience plus relevant training programs	<b>Gardening Works (Level 1)</b> ONE year property management industry and related job experience plus relevant training programs	<b>Security Operational Works (Level 1)</b> ONE year property management industry and related job experience plus relevant training programs	<b>Customer Services (Level 1)</b> ONE year property management industry and related job experience plus relevant training programs	<b>Building Repair and Maintenance Works (Level 1)</b> ONE year property management industry and related job experience plus relevant training programs	<b>General Electrical Works (Level 1)</b> ONE year technical service industry and related job experience plus relevant training programs	<b>General Fire Works (Level 1)</b> ONE year technical service industry and related job experience plus relevant training programs	<b>General HVAC Works (Level 1)</b> ONE year technical service industry and related job experience plus relevant training programs	<b>General Plumbing &amp; Drainage Works (Level 1)</b> ONE year technical service industry and related job experience plus relevant training programs	<b>General Lift Works (Level 1)</b> ONE year technical service industry and related job experience plus relevant training programs			

## Core Skills | Common skills for all staff

- Introduction to FM
- Code of Conduct
- Introduction to Environmental Policies
- Introduction to Prevention of Pandemic Viruses
- Operations
- Facilities & Staff Appearance
- Facilitate Effective Team Work
- Facilitate Effective Customer Services
- Safety Induction

## Auxiliary Skills | Basic work dependent skills for FM staff

- Introduction to FM software
- Introduction to Microsoft Office Suite
- Crowd Management
- Pandemic Preparedness
- Construction Industry Safety Card Course
- General Safety Guidelines for Confined Spaces
- Incident & Complaint Handling

## Optional Skills

- Continuing Education Certificate in Safety Auditing
- Energy Efficient Design & Installation
- Excellence Through Continuous Improvement
- Environmental Officer Course
- Gas Welding Training
- People Management at Work Place
- First Aid Course

