

**COURSE OVERVIEW TM1115**  
**Certified Facility Manager (CFM)**  
**(IFMA-CFM Exam Preparation Training)**

**Course Title**

Certified Facility Manager (CFM): (IFMA-CFM Exam Preparation Training)

**Course Date/Venue**

March 30-April 03, 2026/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

**Course Reference**

TM1115

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***



This course is designed to provide participants with a detailed and up-to-date overview of Certified Facility Manager (CFM). It covers the occupancy or human factors and proper operations and maintenance of buildings, infrastructure and grounds, furniture, fixtures and equipment; the physical safety and security, work management support systems, renewals and renovations; the energy, water, materials, consumables, waste, workplace and site management; the data collection, information management and protection; the maintenance and upgrade of technology systems; and the risk management planning, emergency preparedness, response and recovery and facility resilience and business continuity.



During this interactive course participants will learn the strategic planning and alignment with the demand organization; the leadership, relationship and conflict management, change management and corporate social responsibility; the operational and capital budgeting, evidence-based decision-making process, procurement, contracting and financial analysis and reporting; the real estate strategies, assessment, acquisition, disposal and asset managements as well as space management, major projects and new construction; and the project management planning, design, execution, delivery and evaluation.

## **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Get prepared for the next CFM Exam and have enough knowledge and skills to pass such exam in order to get the Certified Facility Manager from International Facility Management Association (IFMA)
- Identify the occupancy or human factors covering workplace environment, occupant services and occupant health, safety and security
- Apply proper operations and maintenance of buildings, building systems, infrastructure and grounds as well as furniture, fixtures and equipment
- Carryout physical safety and security, operations and maintenance processes, work management support systems, renewals and renovations
- Employ energy, water, materials, consumables, waste, workplace and site management
- Apply data collection, information management and information protection and cyber-security
- Carryout technology needs assessment and implementation as well as maintenance and upgrade of technology systems
- Implement risk management planning, emergency preparedness, response and recovery and facility resilience and business continuity
- Plan, deliver and evaluation proper communication as well as quality and performance management
- Employ strategic planning and alignment with the demand organization including policies, procedures and compliance and individual and team management
- Apply leadership, relationship and conflict management, change management and corporate social responsibility
- Identify political, social, economic, and industry factors affecting facility management
- Carry operational and capital budgeting, evidence-based decision-making process, procurement, contracting and financial analysis and reporting
- Employ real estate strategies, assessment, acquisition, disposal and asset management as well as space management, major projects and new construction
- Carryout project management planning, design, execution, delivery and evaluation

## **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### Who Should Attend

This course provides an overview of all significant aspects and considerations of facility management for facility managers, property managers, maintenance managers, project managers, operations managers, facility coordinators, real estate professionals and other technical staff.

### Exam Eligibility & Structure

Exam Candidates shall have the following minimum prerequisites:-

Option(s)	Work Experience	Education	Ethics Training
Option 1	6 Years	Any	Take the IFMA ethics assessment or submit ethics coursework within 30 days of passing the exam.
Option 2	3 Years	Bachelor's degree in FM or Master's degree in FM	

- Prepare for the CFM Exam: Candidates should prepare for the exam prior to submitting the application for approval. Once the application is approved, candidates have 90 days in which to schedule and take the exam.
- Complete the CFM Exam Application
- Submit the Application and Payment

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Training Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Exam Fee

**US\$ 1,175** per Delegate + **VAT**.






### **Certificate Accreditations**

Haward's certificates are accredited by the following international accreditation organizations: -

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Pan Kidis, MBA, BSc, is a Senior Management & Financial Consultant with over 30 years of extensive experience in Budgeting & Cost Control, Financial & Accounting Management, Financial Planning Techniques, Invoice Processing & Management, Evaluating Cost & Revenue, Price Variations Analysis, Cost-Benefit Analysis, Cost Analysis, Introduction to Commercial Analytics, Data for Commercial Analytics, Data Governance & Compliance Measures, Enterprise Resource Planning (ERP), Data Normalization in Commercial Analytics, Data Classification &**

**Categorization, Database Design & Implementation, Data Transformation Techniques, Fundamentals of Commercial Data Visualization, Contract Renegotiation Strategies, Coaching, Human Resource Development, Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in Cash Flow Management, Decision Making Techniques, Production Planning & Scheduling, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation. He is currently the Business Analyst of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.**

During his career life, Mr. Kidis has gained his practical and field experience through his various significant position and dedication as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Finance Manager, Project Manager, Contracts Manager, Assistant Dyeing Manager, Finishing Department Supervisor, Production Supervisor, Senior Consultant/Lecturer and Production Coordinator** for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and to name a few.

Mr. Kidis has a **Master's** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor's** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece**. Further, he is a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. He has also delivered numerous trainings, courses, workshops, seminars and conferences internationally.

## **Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

### **Day 1: Monday, 30<sup>th</sup> of March 2026**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Occupancy &amp; Human Factors</b> Workplace Environment • Occupant Services
0930 – 0945	Break
0945 – 1100	<b>Occupancy &amp; Human Factors (cont'd)</b> Occupant Health, Safety, & Security
1100 – 1230	<b>Operations &amp; Maintenance</b> Buildings, Building Systems, Infrastructure, & Grounds • Furniture, Fixtures, & Equipment • Physical Safety & Security
1230 – 1245	Break
1245 – 1420	<b>Operations &amp; Maintenance (cont'd)</b> Operations & Maintenance Processes • Work Management Support Systems • Renewals & Renovations
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

### **Day 2: Tuesday, 31<sup>st</sup> of March 2026**

0730 – 0930	<b>Sustainability</b> Energy Management • Water Management • Materials & Consumables Management
0930 – 0945	Break
0945 – 1100	<b>Sustainability (cont'd)</b> Waste Management • Workplace & Site Management
1100 – 1230	<b>Facility Information Management &amp; Technology Management</b> Data Collection & Information Management • Information Protection & Cyber-Security
1230 – 1245	Break
1245 – 1420	<b>Facility Information Management &amp; Technology Management (cont'd)</b> Technology Needs Assessment & Implementation • Maintenance & Upgrade of Technology Systems
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two





**Day 3: Wednesday, 01<sup>st</sup> of April 2026**

0730 – 0930	<b>Risk Management</b> Risk Management Planning • Emergency Preparedness, Response, & Recovery
0930 – 0945	Break
0945 – 1100	<b>Risk Management(cont'd)</b> Facility Resilience & Business Continuity
1100 – 1230	<b>Communication</b> Planning • Delivery • Evaluation
1230 – 1245	Break
1245 – 1420	<b>Performance &amp; Quality</b> Quality Management • Performance Management
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

**Day 4: Thursday, 02<sup>nd</sup> of April 2026**

0730 – 0930	<b>Leadership &amp; Strategy</b> Strategic Planning & Alignment with the Demand Organization • Policies, Procedures, & Compliance • Individual & Team Management • Leadership
0930 – 0945	Break
0945 – 1100	<b>Leadership &amp; Strategy (cont'd)</b> Relationship and Conflict Management • Change Management • Corporate Social Responsibility • Political, Social, Economic, & Industry Factors Affecting Facility Management
1100 – 1230	<b>Finance &amp; Business</b> Operational & Capital Budgeting • Evidence-Based Decision-Making Process (e.g. Business Case) • Procurement (e.g. Purchasing, Sourcing of Goods & Services)
1230 – 1245	Break
1245 – 1420	<b>Finance &amp; Business (cont'd)</b> Contracting • Financial Analysis & Reporting
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

**Day 5: Friday, 03<sup>rd</sup> of April 2026**

0730 – 0930	<b>Real Estate</b> Real Estate Strategies • Real Estate Assessment, Acquisition, & Disposal • Real Estate Asset Management
0930 – 0945	Break
0945 – 1100	<b>Real Estate (cont'd)</b> Space Management • Major Projects & New Construction
1100 – 1230	<b>Project Management</b> Planning & Design • Execution & Delivery



1230 – 1245	<i>Break</i>
1245 – 1345	<b><i>Project Management(cont'd)</i></b> <i>Evaluation</i>
1345 – 1400	<b><i>Course Conclusion</i></b> <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	<b><i>POST-TEST</i></b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

### **MOCK Exam**

Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward's Portal. Each participant will be given a username and password to log in Haward's Portal for the MOCK Exam during the 60 days following the course completion. Each participant has only one trial for the MOCK exam within this 60-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

### **Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



### **Course Coordinator**

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