*Haward Technology Middle East*

## COURSE OVERVIEW TM0049
## Facility Management

### Course Title
Facility Management

### Course Date/Venue
Session 1: May 18-22, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE
Session 2: July 28-August 01, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE



3.0 CEUs (30 PDHs) AWARD

H-STK© INCLUDED

### Course Reference
TM0049

### Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

### Course Description



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

Companies are under unprecedented pressure from rising energy costs as well as legislation and climate change. Key performance indicators (KPI's) shall be developed to keep overhead costs under control and improve reliability, predictability and profitability.



Facilities Management represents a continuous process of service provisions to support a company's core business. Developing strategies to reduce operating costs, while at the same time optimizing the performance of assets, will be critical to ensuring business continuity.

This course is designed to provide participants with a detailed and up-to-date overview of facility management. It covers the fundamentals of facilities management (FM); the importance of guaranteed utilities being supplied to the site and the contingency plans in the event of failure on any of the critical site utilities; the strategies and planning including approaches to FM and proper implementation; and the health, safety and environment factors including general policies, legislation, best practices, risk assessment, fire safety certification and EPA legislation.

During this interactive course, participants will learn the energy management (EM) and efficiency; the EM plan such as energy management contracts, vendor management, recommended vendor instrumentation and evaluation; the project management in FM using key elements and tools, initiation, planning, development, quality, execution and monitoring; the contract management and procurement including terms and conditions, financial elements, performance monitoring and contract administration; and the importance of knowing site systems and interaction, proper troubleshooting, fault finding techniques and change control procedure.

### Course Objectives

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

- Apply and gain detailed and up-to-date overview of facility management

- Define facilities management (FM) and discuss the fundamentals of FM and how critical it is

- Identify utilities and the importance of guaranteed utilities being supplied to the site and the contingency plans in the event of failure on any of the critical site utilities

- Develop strategies and planning including approaches to FM and proper implementation

- Recognize health, safety and environment factors including general policies, legislation, best practices, risk assessment, fire safety certification and EPA legislation

- Identify energy management (EM) and efficiency including energy management fundamentals and the best use of a building management system (BMS)

- Implement EM plan such as energy management contracts, vendor management, recommended vendor instrumentation and evaluation

- Determine project management in FM using key elements and tools, initiation, planning, development, quality, execution and monitoring

- Analyze people management and training including management structures, communication, open mindedness, team work, personnel training and training environment

- Discuss contract management and procurement including terms and conditions, financial elements, performance monitoring and contract administration

- Identify the importance of knowing site systems and interaction

- Employ proper troubleshooting, fault finding techniques, locating and correcting malfunctions and change control procedure

## 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 a wide understanding and deeper appreciation of facility management for facility managers, office managers, building owners, contract administration professionals and for those who are interested/involved in implementing proper facilities management in their buildings and site areas. Cutting costs in a safe, environmental manner while at the same time not being detrimental to people occupancy comfort will play a fundamental part of any facilities management role.

## 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.

## Course Fee

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

## Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

## Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

## Sample Certificates

The following are samples of the certificates that will be awarded to course participants:-

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

## Haward Technology Middle East
### Continuing Professional Development (HTME-CPD)

## CEU Official Transcript of Records

**TOR Issuance Date:** 14-Nov-22

**HTME No.** 74851

**Participant Name:** Waleed Al Habeeb

| Program Ref. | Program Title | Program Date | No. of Contact Hours | CEU's |
|---|---|---|---|---|
| TM0049 | Facilities Management | November 10-14, 2022 | 30 | 3.0 |

Total No. of CEU's Earned as of TOR Issuance Date      3.0

**TRUE COPY**

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 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 Association 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 is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

## Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:

- **BAC**     British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. 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.

- **IACET**     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:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, is a **Senior Facility Management**, **International Expert** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Facilities Management**, **Facility Planning & Management**, Introduction to **Facility** Planning & Energy Management, **Facility** & Energy Management, General Equipment & **Facility** Maintenance and Operation, **Leadership** Skills, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management, **Financial** Administration, **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management and **Project Communications** Management.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

## 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

| | |
|---|---|
| 0730 – 0800 | *Registration & Coffee* |
| 0800 – 0815 | *Welcome & Introduction* |
| 0815 – 0830 | **PRE-TEST** |
| 0830 – 0930 | ***Introduction to Facility Management***<br>*Defining Facilities Management ● Understanding the Fundamentals of FM & How Critical it is to your Site* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Utilities***<br>*Understand the Importance of Guaranteed Utilities Being Supplied to your site i.e. Electricity, Water, Natural Gas, Oil, Nitrogen etc.* |
| 1100 – 1230 | ***Utilities (cont'd)***<br>*What Contingency Plans are in Place in the Event of Failure of Any of the Critical Site Utilities?* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | ***Planning & Strategies***<br>*Approaches to FM & Proper Implementation ● Developing Strategies & Planning* |
| 1420 – 1430 | ***Recap*** |
| 1430 | *Lunch & End of Day One* |

### Day 2

| | |
|---|---|
| 0730 – 0930 | ***Health, Safety & Environment***<br>*General Policies ● Legislation ● Best Practices* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Health, Safety & Environment (cont'd)***<br>*Risk Assessment ● Fire Safety Certification ● EPA legislation* |
| 1100 – 1230 | ***Energy Management & Efficiency***<br>*Energy Management Fundamentals ● How to get the Best Use of a Building Management system (BMS) ● Implementing an EM Plan* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | ***Energy Management & Efficiency (cont'd)***<br>*Energy Management Contracts – Vendor Management ● Recommended Vendor Instrumentation ● Plan, Do, Check, Act Evaluation* |
| 1420 – 1430 | ***Recap*** |
| 1430 | *Lunch & End of Day Two* |

### Day 3

| | |
|---|---|
| 0730 – 0930 | ***Project Management in FM***<br>*Using Key Elements & Tools ● Initiation & Planning ● Development* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Project Management in FM (cont'd)***<br>*Quality & Execution ● Monitoring* |
| 1100 – 1230 | ***People Management & Training***<br>*Management Structures ● Fundamentals – Communication, Open Mindedness, Team Work* |

| 1230 – 1245 | *Break* |
|---|---|
| 1245 – 1420 | ***People Management & Training (cont'd)***<br>*Personnel Training ● Training Environment* |
| 1420 – 1430 | ***Recap*** |
| 1430 | *Lunch & End of Day Three* |

## Day 4

| 0730 – 0930 | ***Contract Management & Procurement***<br>*Procurement ● Conditions & Terms* |
|---|---|
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Contract Management & Procurement (cont'd)***<br>*Financial Elements - Payments & Cost Monitoring* |
| 1100 – 1230 | ***Contract Management & Procurement (cont'd)***<br>*Performance Monitoring* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | ***Contract Management & Procurement (cont'd)***<br>*Contract Administration & Reviews* |
| 1420 – 1430 | ***Recap*** |
| 1430 | *Lunch & End of Day Four* |

## Day 5

| 0730 – 0830 | ***Troubleshooting, Fault Finding & Problem Solving***<br>*Understanding the Importance of Knowing your Site Systems & How They Interact with each other ● How to Implement Proper Troubleshooting & Fault-Finding Techniques* |
|---|---|
| 0830 – 0930 | ***Troubleshooting, Fault Finding & Problem Solving (cont'd)***<br>*Diagnosing, Locating & Correcting Malfunctions ● Change Control Procedure* |
| 0930 – 0945 | *Break* |
| 0945 – 1230 | ***Troubleshooting, Fault Finding & Problem Solving (cont'd)***<br>*CAPA ● Fault Examples & Procedures* |
| 1230 - 1245 | *Break* |
| 1245 – 1300 | ***Troubleshooting, Fault Finding & Problem Solving (cont'd)***<br>*Abnormal Operation Analysis & Correction ● How to Deal with Anomalies* |
| 1300– 1315 | ***Course Conclusion*** |
| 1315 – 1415 | **COMPETENCY EXAM** |
| 1415 – 1430 | *Presentation of Course Certificates* |
| 1430 | *Lunch & End of Course* |

**Practical Sessions**

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



**Course Coordinator**

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