

**COURSE OVERVIEW TM0049**  
**Facility Management**

**Course Title**

Facility Management

**Course Date/Venue**

May 18-22, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

**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.



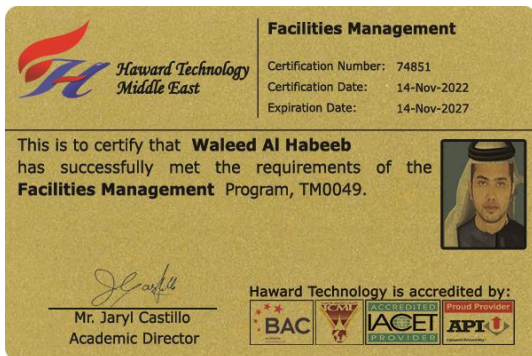
**Course Certificate(s)**

(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 \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*



**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, Hemdon, 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




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\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*

### Certificate Accreditations

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**. 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.

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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 45 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: Sunday, 18<sup>th</sup> of May 2025**

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

**Day 2: Monday, 19<sup>th</sup> of May 2025**

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

**Day 3: Tuesday, 20<sup>th</sup> of May 2025**

0730 – 0930	<b>Project Management in FM</b> Using Key Elements & Tools • Initiation & Planning • Development
0930 – 0945	Break
0945 – 1100	<b>Project Management in FM (cont'd)</b> Quality & Execution • Monitoring
1100 – 1230	<b>People Management &amp; Training</b> Management Structures • Fundamentals – Communication, Open Mindedness, Team Work







1230 – 1245	Break
1245 – 1420	<b>People Management &amp; Training (cont'd)</b> Personnel Training • Training Environment
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4: Wednesday, 21<sup>st</sup> of May 2025**

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

**Day 5: Thursday, 22<sup>nd</sup> of May 2025**

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