



## COURSE OVERVIEW TM1106 Facilities Management Specialist

### Course Title

Facilities Management Specialist

### Course Date/Venue

Session 1: April 21-25, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Session 2: September 07-11, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE

### Course Reference

TM1106

### 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 Facilities Management Specialist. It covers the importance, applications and core principles of facilities management; the roles and responsibilities of a facilities management specialist; the different stages of the facility management lifecycle; the ISO 41001 and other relevant standards in facilities management; implementing the norms and health and safety regulations in day-to-day operations; and the role of sustainability and green practices including the technology, automation and the use of facility management information systems (FMIS).



During this interactive course, participants will learn the techniques and strategies for efficient operation and preventive maintenance strategies based on risk; the use of space in facilities, planning and preparing for emergencies; the crisis management and maintaining essential systems; the benefits and risks of outsourcing strategies, managing relationships with contractors and the different types of contracts; the principles and strategies for effective negotiation, monitoring performance, ensuring compliance and dealing with breaches; the key performance indicators (KPIs) and measuring success in facilities management; the tools and techniques for monitoring and continuous improvement including the benchmarking in facilities management; and the latest trends and development in facilities management.



## Course Objectives

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

- Get certified as a “*Certified Facilities Management Specialist*”
- Discuss the importance, applications and core principles of facilities management
- Identify the roles and responsibilities of a facilities management specialist as well as the different stages of the facility management lifecycle
- Review ISO 41001 and other relevant standards in facilities management
- Implement the norms and health and safety regulations in day-to-day operations
- Identify the role of sustainability and green practices including the technology, automation and the use of facility management information systems (FMIS)
- Apply techniques and strategies for efficient operation and preventive maintenance strategies based on risk
- Optimize the use of space in facilities, plan and prepare for emergencies, apply crisis management and maintain essential systems
- Recognize the benefits and risks of outsourcing strategies, manage relationships with contractors and identify the different types of contracts
- Discuss principles and strategies for effective negotiation, monitor performance, ensure compliance and deal with breaches
- Identify key performance indicators (KPIs) and measuring success in facilities management
- Apply the tools and techniques for monitoring and continuous improvement including the benchmarking in facilities management
- Discuss latest trends and development in facilities management

## Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Howard 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 facilities management for those who are responsible for the operation and maintenance of facilities (buildings, production facilities, utilities, power and water distribution networks, landscaping, etc.). Further, the course is suitable for those who are updating themselves on the basic elements, best practices and implementation aspects of facilities management.

**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. Successful candidate will be certified as a “*Certified Facilities Management Specialist*”. Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

**Sample of 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
TM1106-IH	Facilities Management Specialist	November 10-14, 2022	32.5	3.25

**Total No. of CEU's Earned as of TOR Issuance Date** **3.25**

**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










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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: -

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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 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 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. Douglas Robinson, MBA, BSc (Honors), Dip,** is currently the **President of DSR Consulting** and the **Professor of Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level in Quality Management, Facilities Management Fundamentals, Quality Control Systems and Standards, Legal Compliance and Corporate Governance Responsibilities, Corporate Valuation & Capital Restructuring, Managing Production Operations, Strategic Planning, Human Resources Management (HRM), Leadership & Change Management, Presentation Skills, Negotiation Skills, Interpersonal Skills, Communication Skills, Adaptability & Flexibility, Learning & Self Development, Industrial Relationships, Driving Performance, Performance Measurement, Performance Goal Implementation, Time Management Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Problem Solving & Decision Making, ISO 9001 Lead Auditor, Commercial Negotiation & Legal Aspects, Logistics & Supply Chain Management, Quality Management, Project Financial Planning, Financial Management, Materials Inventory Management, Budgeting & Cost Control, Project Accounting, Project Management, Contract Management, Operations Management, Procurement Management, Entrepreneurship and International Business.**

Mr. Robinson has over **40 years** of international experience in **Contract Management, Quality Management, ISO Standards, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization.** Further, he is a **Registered Assessor of Quality Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.**

As a leader in the **Quality, Procurement and Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager, Quality Manager, Procurement Manager, Logistics Manager, Logistics Superintendent, Project Manager, Purchasing Supervisor, SAP Facilitator,** etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, **Contract management, Project Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and Quality Management Systems.**

Mr. Robinson has a **Master's degree in Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor's degree with Honors in Business Management and Administration** and **Diplomas in Medical Technology, Marketing Management, Business Management and Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer, a Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.





**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 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	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Facilities Management: Definition, Evolution &amp; Importance</b>
0930 – 0945	Break
0945 – 1100	<b>Facilities Management as a Business within a Business: Conceptual Understanding, Importance &amp; Application</b>
1100 – 1230	<b>Principles of Facilities Management: Overview of the Core Principles</b>
1230 – 1245	Break
1245 – 1345	<b>Roles &amp; Responsibilities of a Facilities Management Specialist: Exploring Key Duties, Responsibilities &amp; Expected Skills</b>
1345 – 1420	<b>Facilities Management Lifecycle: Introduction to the Different Stages of the Facility Management Lifecycle</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2**

0730 – 0830	<b>International Standards &amp; Norms in Facilities Management: Overview of ISO 41001 &amp; Other Relevant Standards</b>
0830 – 0930	<b>Applying Best Practices: Understanding How to Implement the Norms in Day-To-Day Operations</b>
0930 – 0945	Break
0945 – 1100	<b>Health &amp; Safety Regulations: Importance, Guidelines &amp; Implementation</b>
1100 – 1230	<b>Sustainability in Facilities Management: Understanding the Role of Sustainability &amp; Green Practices</b>
1230 – 1245	Break
1245 – 1345	<b>Technology in Facilities Management: Role of Technology, Automation &amp; the Use of Facility Management Information Systems (FMIS)</b>
1345 – 1420	<b>Case Study Discussion: Understanding the Implementation of Norms &amp; Best Practices through Real-World Examples</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two





**Day 3**

0730 – 0830	<b>Operating Facilities Efficiently:</b> Techniques & Strategies for Efficient Operation
0830 – 0930	<b>Preventive Maintenance Concepts:</b> Drawing Up & Implementing Preventive Maintenance Strategies Based on Risk
0930 – 0945	Break
0945 – 1100	<b>Space Management:</b> Optimizing the Use of Space in Facilities
1100 – 1230	<b>Emergency &amp; Disaster Management:</b> Planning & Preparing for Emergencies, Crisis Management
1230 – 1245	Break
1245 – 1345	<b>Maintenance of Essential Systems:</b> Heating, Ventilation & Air Conditioning (HVAC), Plumbing, Electrical, Etc.
1345 – 1420	<b>Shared Experiences in Facility Operations &amp; Maintenance:</b> Interactive Session to Share Experiences & Solutions
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4**

0730 – 0830	<b>Outsourcing Strategies:</b> Understanding When & What to Outsource, Benefits & Risks
0830 – 0930	<b>Managing Relationships with Contractors:</b> Communication, Oversight & Managing Expectations
0930 – 0945	Break
0945 – 1100	<b>Types of Contracts:</b> Overview of Different Contract Types (e.g., Fixed Price, Cost-Reimbursable, Time & Material Contracts) & Their Usage Scenarios
1100 – 1230	<b>Contract Negotiation:</b> Principles & Strategies for Effective Negotiation
1230 – 1245	Break
1245 – 1345	<b>Contract Management &amp; Compliance:</b> Monitoring Performance, Ensuring Compliance, Dealing with Breaches
1345 – 1420	<b>Case Study Discussion:</b> Real-World Examples of Outsourcing & Contract Management in Facilities Management
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four

**Day 5**

0730 – 0830	<b>Performance Metrics in Facilities Management:</b> Defining Key Performance Indicators (KPIs) & Measuring Success
0830 – 0930	<b>Monitoring &amp; Improving Processes:</b> Tools & Techniques for Monitoring & Continuous Improvement
0930 – 0945	Break
0945 – 1100	<b>Benchmarking in Facilities Management:</b> Understanding Benchmarking & Its Importance
1100 – 1215	<b>Current Trends in Facilities Management:</b> Discussion on the Latest Trends & Developments in the Industry
1215 – 1230	Break
1230 – 1300	<b>Career Development in Facilities Management:</b> Career Path, Necessary Skills & Certifications
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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