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

**Course Title**
Certified Facility Manager (CFM): *(IFMA-CFM Exam Preparation Training)*
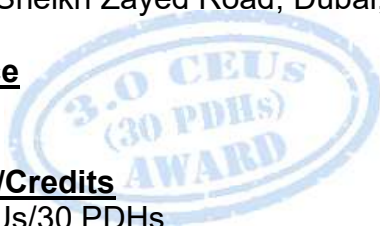
**Course Date/Venue**
February 08-12, 2026/Boardroom 1, Elite Byblos Hotel, Al Barsha, Sheikh Zayed Road, Dubai, UAE

**Course Reference**
TM1115

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

**Course Description**

*This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.*

This course is designed to provide participants with a detailed and up-to-date overview of Certified Facility Manager (CFM). It covers the strategic planning, alignment with the demand organization, leadership, change management, relationship and conflict management; the facility operations, maintenance processes, operations processes, building systems and asset management; the facility resilience and business continuity, risk management planning and emergency preparedness, response and recovery; the operational and capital budgeting, procurement and contracting strategies, financial analysis and reporting; and the sustainable facility management, wellness and site management.

During this interactive course participants will learn the proper communication skills and management, quality management and improvement; the master planning, real estate management and functional programming/planning; the data strategy, information management, facility technology, information protection and cyber-security; and the project management planning and design, execution, delivery and closeout.

## 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 the International Facility Management Association (IFMA)

- Apply strategic planning and alignment with the demand organization as well as leadership, change management, relationship and conflict management

- Carryout facility operations covering maintenance processes, operations processes, building systems and asset management, etc.

- Implement facility resilience and business continuity, risk management planning and emergency preparedness, response and recovery

- Employ operational and capital budgeting, procurement and contracting strategies and financial analysis and reporting

- Apply sustainable facility management, wellness and site management

- Implement proper communication skills and management as well as quality management and improvement

- Apply master planning, real estate management and functional programming/planning

- Carryout data strategy, information management, facility technology, information protection and cyber-security

- Employ project management planning and design, execution, delivery and closeout

## 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 | 3 Years in the most of the domains | Bachelor's or Master's level Facility Management degree | Take the IFMA ethics assessment or submit ethics coursework within 30 days of passing the exam. |
| Option 2 | 5 Years in the most of the domains | Any other education level | |

- 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® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Exam Fee

**US$ 1,215** per Delegate + **VAT**.

## Course Certificate(s)
Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

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



**Certificate**

**Haward Technology Middle East**

Certifies that

**Waleed Al Habeeb**

Has attended a course on

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

and is hereby awarded 3.0 CEUs (Continuing Education Units) equivalent to 30 PDHs (Professional Development Hours)

| Nov 10-14, 2024 | 74851/01/TM1115/DXB/14.11.24 |
|---|---|
| Course Date | Certificate Number |
| Nov 14, 2024 | N/A |
| Certificate Issuance Date | Certificate Expiry Date |

*Dr. Chris Le Roux*
Course Instructor

ACTVET License No.
0588/2013

Certificate Accreditation
Please see overleaf

(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.



(3) IFMA-CFM certificates will be issued to participants who have successfully passed the IFMA-CFM examination.

## 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:



**Dr. Chris Le Roux**, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling, Cost Control, and Earned Value Management, **Project** Management (**Predictive**, **Agile**, and **Hybrid**), **PMO** setup and governance, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Risk** and **Contract** Management (including contract development, tendering, dispute resolution, and claims), **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Stakeholder Management** and **Communication**, **Performance Coaching** and **Difficult Conversations**, **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, **Project Communications** Management, **Leadership Orientation** Programme, **Leadership & Team** Development, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Leadership & Performance** Management, **Leadership Communication**, **Leadership Excellence** for Senior Management, **Supervisory**, **Leadership**, **Coaching & Mentoring**, **Leadership**, **Communications** & Interpersonal Skills, Administrative Leadership Skills, **Office Management & Administration** Skills, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence** and **Resilience**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), Controlling Your **Time & Managing Stress**, **Crisis** Management and **Decision-Making Under Pressure**; and **Customer Experience**, **Service Excellence**, and **Negotiation Skills**, Strategic **Human Resources** Management, **Change** Management and **Organizational** Development, **Human Capital** and **Talent** Management (succession planning, performance management, competency frameworks, and behavioral assessment), **Strategic Planning** and **Execution**, Project **Risk** Analysis & Risk Management, 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 and **Financial** Administration. Further, he has also led or supported Training Needs Analyses **(TNA)**, large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees. He is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager**, **Departmental Head (Electrical)**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Senior HR Consultant**, **Senior Lecturer / Academic Supervisor**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals**, **International Trainer**, 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 and CBM Training.

Dr. Le Roux has a **PhD** 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 **Qualified Electrical & Mechanical Engineering** from **Germiston College**, **South Africa**. Further, he is a **Certified Project Management Professional** (**PMP**)**,** a **PMI Authorized Training Partner** (**ATP**) **Instructor**, a **Certified Associate** in **Project Management** (**PMI-CAPM**), 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, 08th of February 2026**

| | |
|---|---|
| 0730 – 0800 | *Registration & Coffee* |
| 0800 – 0815 | *Welcome & Introduction* |
| 0815 – 0830 | ***PRE-TEST*** |
| 0830 – 0930 | ***Leadership & Strategy***<br>*Strategic Planning and Alignment with the Demand Organization • Leadership • Change Management* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Leadership & Strategy (cont'd)***<br>*Relationship Management and Conflict Management • Individual and Team Leadership Management • Political, Social, Economic, and Industry Factors Affecting Facility Management* |
| 1100 – 1230 | ***Facility Operations***<br>*Buildings, Building Systems, and Infrastructure and Grounds • Maintenance Processes • Operations Processes • Asset Management* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | ***Facility Operations (cont'd)***<br>*Furniture, Fixtures and Equipment (FF&E) • Occupant Health, Safety, and Security • Work Management Systems* |
| 1420 – 1430 | ***Recap***<br>*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:**          **Monday, 09th of February 2026**

| | |
|---|---|
| 0730 – 0930 | ***Risk Management***<br>*Facility Resilience and Business Continuity • Risk Management Planning* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | ***Risk Management (cont'd)***<br>*Emergency Preparedness, Response and Recovery* |
| 1100 – 1230 | ***Finance & Business***<br>*Operational and Capital Budgeting • Procurement and Contracting Strategies* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | ***Finance & Business (cont'd)***<br>*Financial Analysis and Reporting* |
| 1420 – 1430 | ***Recap***<br>*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:*  **Tuesday, 10th of February 2026**

| | |
|---|---|
| 0730 – 0930 | **Sustainability**<br>*Sustainable Facility Management • Energy • Water* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | **Sustainability (cont'd)**<br>*Measure and Monitor • Materials and Consumables • Waste* |
| 1100 – 1230 | **Sustainability (cont'd)**<br>*Wellness • Site Management* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | **Communication**<br>*Communication Skills • Communication Management* |
| 1420 – 1430 | **Recap**<br>*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:*  **Wednesday, 11th of February 2026**

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|---|---|
| 0730 – 0930 | **Quality**<br>*Quality Management* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | **Quality (cont'd)**<br>*Quality Improvement* |
| 1100 – 1230 | **Real Estate**<br>*Master Planning • Real Estate Management* |
| 1230 – 1245 | *Break* |
| 1245 – 1420 | **Real Estate (cont'd)**<br>*Functional Programming/Planning* |
| 1420 – 1430 | **Recap**<br>*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:*  **Thursday, 12th of February 2026**

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|---|---|
| 0730 – 0930 | **Facility Technology & Data Management**<br>*Data Strategy and Information Management • Facility Technology* |
| 0930 – 0945 | *Break* |
| 0945 – 1100 | **Facility Technology & Data Management (cont'd)**<br>*Information Protection & Cybersecurity* |
| 1100 – 1230 | **Project Management**<br>*Planning & Design ● Execution & Delivery* |
| 1230 – 1245 | *Break* |
| 1245 – 1345 | **Project Management (cont'd)**<br>*Project Closeout* |
| 1345 – 1400 | **Course Conclusion**<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course* |
| 1400 – 1415 | **POST-TEST** |
| 1415 – 1430 | *Presentation of Course Certificates* |
| 1430 | *Lunch & End of Course* |

**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.

**Simulator (Hands-on Practical Sessions)**
Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using "Mindview Software", "Visio Software" and "ChatGPT"



**Mindview Software**

**Visio Software**



**ChatGPT Software**
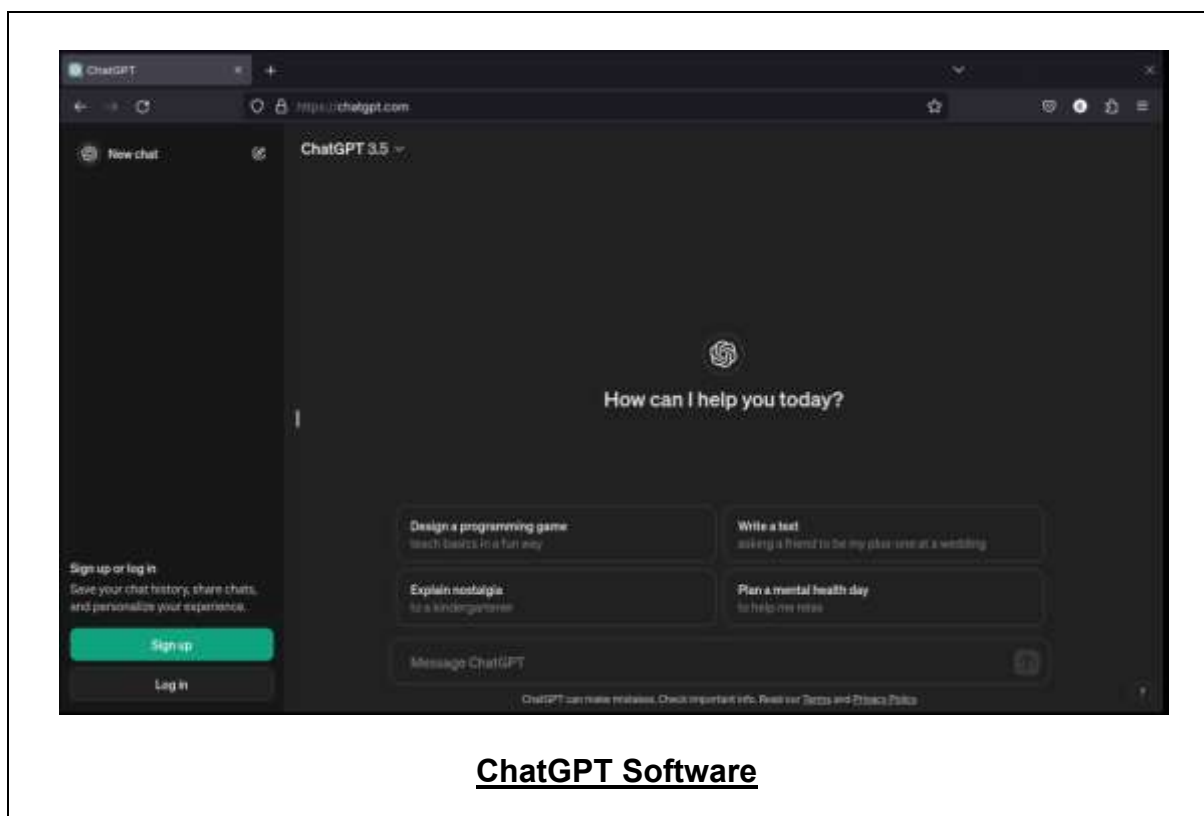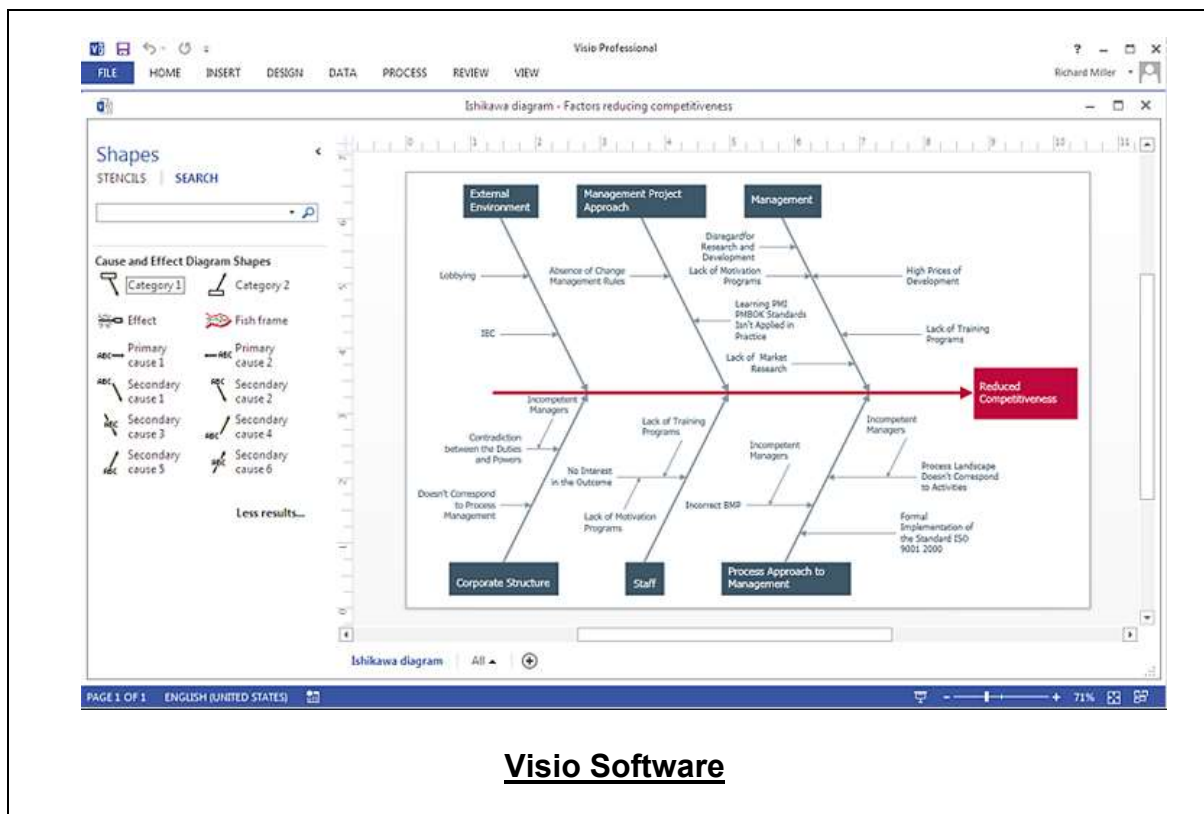
**Course Coordinator**
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