

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

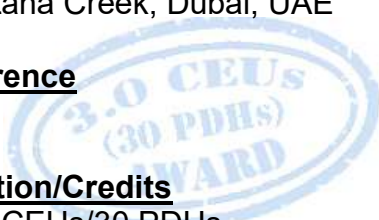
December 14-18, 2025/Tamra Meeting Room,
 Al Bandar Rotana Creek, Dubai, UAE

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 management 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® (Haward 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: -

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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**. 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.

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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:



Mr. Mike Taylor, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Data Quality Control, Data Quality Assessment, Data Quality Planning, Data Quality Strategy Management, Data Modelling, Root Cause Analysis & Solution Development, Climate change, Project Planning, Scheduling & Cost Control Professional, Project Scheduling & Cost Control, Facilitation & Leadership Skills, Economic Changes, 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, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills, Negotiation Skills, Decision Making Skills, Communication Skills, Emotional Intelligence, Performance Management, Contract Management, Quality Management, Commercial Strategy, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development, Innovation, Sales Strategy and Knowledge & Intangible Asset Assessment Design. Further, he is also well versed in **Organization Management & Business Consulting, Stakeholder & Supplier Evaluation, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management.** Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider, Founder-Principal/CIO, Subject Matter Expert, Consulting Partner, Executive/Management Development Facilitator, Multinational/Corporate Senior Management Consultant, Senior Quality & Management Consultant, Executive Management Development/Facilitator, Business Consultant/Facilitator, Business & Quality Consultant/Coach, Client Director, Administration Manager, Quality Manager, International Sales & Business Development Executive, Regional Sales Manager, National Key Accounts Manager, Commercial Sales & Marketing Consultant, Admin Assistant, Sales & Marketing Representative, Key Note Speaker, Lecturer and Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American, BHP Billiton, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, Unilever, Kellogg's, BAT, Hershey's, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.**

Mr. Taylor has **Master** degrees in **Leadership & Innovation, Business Administration and Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy.** Further, he is a **Certified Instructor/Trainer, Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences 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, 14th of December 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Occupancy & Human Factors Workplace Environment • Occupant Services
0930 – 0945	Break
0945 – 1100	Occupancy & Human Factors (cont'd) Occupant Health, Safety, & Security
1100 – 1230	Operations & Maintenance Buildings, Building Systems, Infrastructure, & Grounds • Furniture, Fixtures, & Equipment • Physical Safety & Security
1230 – 1245	Break
1245 – 1420	Operations & Maintenance (cont'd) Operations & Maintenance Processes • Work Management Support Systems • Renewals & Renovations
1420 – 1430	Recap 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, 15th of December 2025

0730 – 0930	Sustainability Energy Management • Water Management • Materials & Consumables Management
0930 – 0945	Break
0945 – 1100	Sustainability (cont'd) Waste Management • Workplace & Site Management
1100 – 1230	Facility Information Management & Technology Management Data Collection & Information Management • Information Protection & Cyber-Security
1230 – 1245	Break
1245 – 1420	Facility Information Management & Technology Management (cont'd) Technology Needs Assessment & Implementation • Maintenance & Upgrade of Technology Systems
1420 – 1430	Recap 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, 16th of December 2025

0730 – 0930	Risk Management Risk Management Planning • Emergency Preparedness, Response, & Recovery
0930 – 0945	Break
0945 – 1100	Risk Management(cont'd) Facility Resilience & Business Continuity
1100 – 1230	Communication Planning • Delivery • Evaluation
1230 – 1245	Break
1245 – 1420	Performance & Quality Quality Management • Performance Management
1420 – 1430	Recap 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, 17th of December 2025

0730 – 0930	Leadership & Strategy Strategic Planning & Alignment with the Demand Organization • Policies, Procedures, & Compliance • Individual & Team Management • Leadership
0930 – 0945	Break
0945 – 1100	Leadership & Strategy (cont'd) Relationship and Conflict Management • Change Management • Corporate Social Responsibility • Political, Social, Economic, & Industry Factors Affecting Facility Management
1100 – 1230	Finance & Business 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	Finance & Business (cont'd) Contracting • Financial Analysis & Reporting
1420 – 1430	Recap 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, 18th of December 2025

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

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