Haward Technology Middle East

COURSE OVERVIEW FE0036
Certified Facility Manager (CFM)
(IFMA-CFM Exam Preparation Training)

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

Course Date/Venue
Session 1: April 20-24, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE
Session 2: September 07-11, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
FE0036

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.

FE0036-04-25|Rev.02|17 March 2025

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)	Education	FM Work Experience
Option 1	Bachelor's degree in FM or Master's degree in FM	3 Years
Option 2	No Facility Management degree	5 Years

- 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$ 1,200 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

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.

- **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. Tony Dimitry, PhD, MSc, BSc, is a **Senior Welding, Corrosion & Metallurgical Engineer** with over **30 years** of industrial experience. His expertise covers **Welding Defects** Analysis, Revising **Welding & Welded** Structures, **Welding & Material Science**, **Welding** Techniques & Failure, **Welding** Technology, **Welding Plastics** Technology & Techniques, Practical Training in **Fabrication**, **SMAW**, **GTAW** (**Gas Tungsten Arc Welding**), **TIG & Arc Welding**, **Shielded Metal Arc Welding**, **ASME Boiler & Pressure Vessel Code** (Section IX, **Welding & Brazing** Qualifications), **Welding of Pipelines** & Related Facilities (**API 1104**), **Pipeline Welding** Practices, **Resistance Welding**, **Welding** Safety, **Welding Defects** Analysis, **Welding Procedure** Specifications & Qualifications (**WPS & WPQ**), Introduction to **Welding & Non-Destructive Testing**, **Metallurgy**, **Welding Technology Testing & NDT** Procedures, **Welding**, **Engineering Drawings**, **Corrosion** Prevention, **Cathodic Protection** Systems, **Corrosion Control**, **Corrosion Inhibition**, **Corrosion** Management in Process Operations, **Corrosion** Engineering, **Metallurgical** Failure Analysis & Prevention, **Fabrication & Repair**, **Corrosion** & Prevention of Failures, **Material** Selection, **Welding** Technology, **Brazing/Soldering**, **Steel Manufacturing**, **Facility Integrity**, **Ladle Furnace Treatment**, **Ferro-Alloys Production**, **Tank Farm & Tank Terminal Safety**, Integrity Management, Fitness-for-Service (**FFS**), Process Plant Equipment, **Pressure Vessels**, **Piping & Storage Facilities**, Piping **Vibration** Analysis & Practical Engineering Solutions, Remaining Life Assessment & Repair of **Pressure Equipment & Piping**, **Pipeline** Operations & Maintenance, Gas Transportation Piping Code, **Maintenance** Management, **Reliability** Management, **Rotating Equipment**, **Static Equipment**, **Failure Analysis**, **FMEA** and **Preventive & Predictive** Maintenance. Currently, he is in charge of the **metallurgical failure analysis** and the usage of fracture mechanics for determining crack propagation in impellers of turbines.

During his career life, Dr. Dimitry held a significant positions such as the **Operations Engineers**, **Technical Trainer**, **HSE Contracts Engineer**, **Boilers Section Engineer**, **Senior Engineer**, **Trainee Mechanical Engineer**, **Engineer**, **Turbines Section Head**, **Professor**, **Lecturer/Instructor** and **Teaching Assistant** from various multinational companies like **Chloride Silent Power Ltd.**, **Technical University of Crete**, **National Nuclear Corporation**, **UMIST Aliveri Power Station** and **HFO Fired Power Station**.

Dr. Dimitry has **PhD**, **Master** and **Bachelor** degrees in **Mechanical Engineering** from the **Victory University of Manchester** and the **University of Newcastle**, **UK** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) and an associate member of the American Society of Mechanical Engineers (**ASME**) and Institution of Mechanical Engineers (**IMechE**). He has further delivered various trainings, seminars, courses, workshops and conferences internationally.

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	**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

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

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

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

|	
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	Break
1245 – 1345	**Project Management(cont'd)** *Evaluation*
1345 – 1400	**Course Conclusion** *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 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-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:-
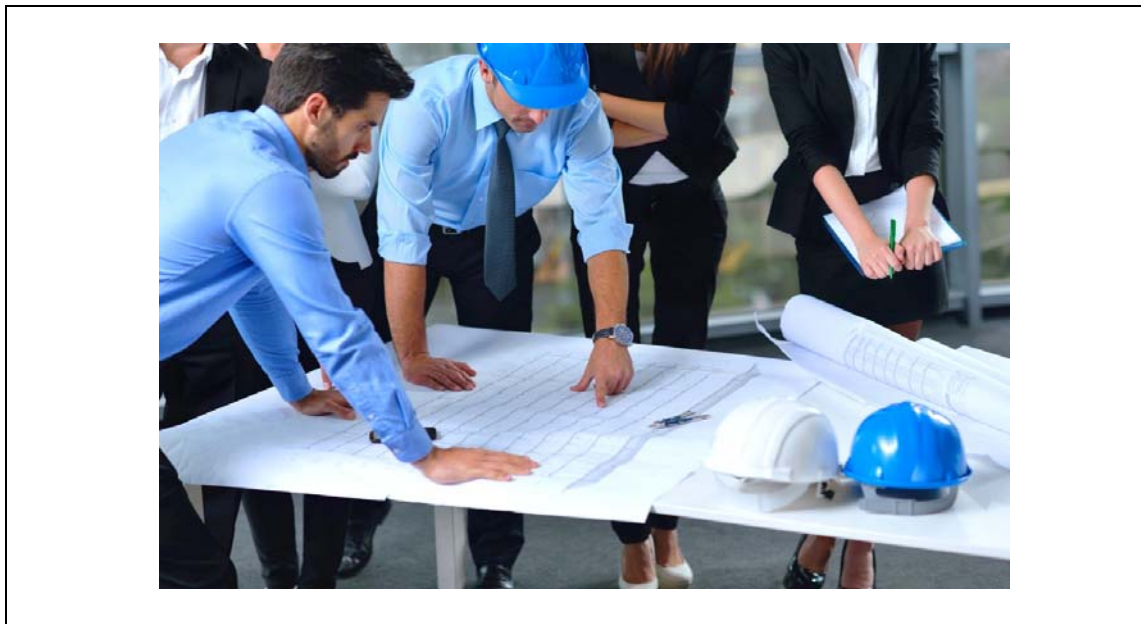
Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org