

# FACILITIES MANAGEMENT

COURSE CONTENT OVERVIEW



0333 006 7000  
[www.highspeedtraining.co.uk](http://www.highspeedtraining.co.uk)

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TRAINING

Facilities Managers have responsibilities in all areas of a business, from improving environmental sustainability and saving money to ensuring health and safety compliance and making the work space more efficient. This Facilities Management training course aims to provide learners with a comprehensive overview of the subject so that those who are new to the role understand more about the duties required. The course provides an outline of each essential area of Facilities Management and will help you to understand what must be considered in order for your company to meet its objectives.

### **Module One - Introduction to Facilities Management**

This module introduces the idea of Facilities Management and outlines the key traits and responsibilities of a successful Facilities Manager. The module looks at why Facilities Management is important for your business.

- Who is this course for?
- What is facilities management?
- Locations that require a facilities manager
- Consequences of poor management
- Person specification
- Main responsibilities

### **Module Two: Services Management**

This module provides an overview of all the essential services and products that Facilities Managers are required to co-ordinate in the workplace. The module explains the legal requirements and what Facilities Managers should consider when implementing each service.

- Legal responsibilities
- Facilities needs assessments
- Hard and soft services
- Schedules
- Heating and lighting
- Water and toilet facilities
- Air conditioning and ventilation
- Accessibility
- Waste disposal and cleaning
- Rest facilities and catering
- Workplace furniture and IT systems
- General repairs and maintenance
- Site security and parking

### **Module Three - Space Management**

This module looks at the role that Facilities Managers play in managing the company's premises. The module looks at how you can make your workplace's space more efficient and what your responsibilities are in regards to sourcing new premises and arranging moves.

- Premises management
- Workplace layout
- Space efficiency
- Health and safety compliance
- Welfare facilities
- Building leases
- Sourcing new premises
- Managing moves

### **Module Four - Health and Safety**

This module details the importance of complying with health and safety law and explains what Facilities Managers must consider in order to make the workplace a safe place to be. The module focusses on fire safety, security, first aid and ergonomics.

- Why is compliance important?
- Which laws are relevant?
- Risk assessment
- Fire safety
- Staff safety
- Security and loss prevention
- First aid facilities
- Ergonomics

### **Module Five - Environmental Responsibilities**

This module outlines the responsibilities that businesses have in regards to being more energy efficient, recycling and 'going green'. The module provides tips and tricks that Facilities Managers can use to help make the workplace more environmentally friendly.

- Workplace responsibilities
- Sustainability
- Social responsibility
- Environmental management
- Going green
- Recycling
- Energy efficiency
- Educating workers

### **Module Six - People Management**

This module explains more about how you can manage the people within your company, including workers, your employer and contractors. The module outlines the importance of monitoring and auditing contractors and negotiating to get the best deal.

- Managing staff
- Day-to-day problems
- Managing your employer
- Managing contractors
- Negotiation skills
- Key contacts

## **Module Seven – Cost Management**

This module looks at the role Facilities Managers play in regards to cutting costs and saving the business money, including keeping within the company's budget, reducing costs where possible and keeping tabs on the daily income and expenditure.

- Reducing costs
- Reviewing costs
- Bookkeeping
- Budgeting
- Contingency planning
- Asset registers

## Aims of the Training

By the end of this course learners will:

- Understand the responsibilities and duties of an effective Facilities Manager.
- Know what needs to be considered when managing the day-to-day services used by a business.
- Understand what is meant by space management and know how to ensure that the workplace is being used efficiently and safely.
- Know what should be considered in order for the workplace to comply with health and safety legislation.
- Understand the significance of environmental responsibility and sustainability and how these can be applied to the business.
- Understand how to manage and control people, including staff and contractors.
- Understand the importance of cost management, including budgeting, reducing costs and negotiating expenditure.