

## Diploma of Facilities Management - Subject outlines

This qualification is not recognised under the Australian Qualifications Framework.

### Core subjects - All eight core subjects are compulsory

#### ► Core 1 – Budgets and financial plans

This subject covers the performance outcomes, skills and knowledge to undertake financial management within a work team in an organisation.

You will learn how to:

- Plan and implement financial management approaches to meet the business objectives of your organisation
- Support team members whose roles involve aspects of financial operations
- Monitor and control finances
- Review and evaluate effectiveness of financial management processes.

#### ► Core 2 – People performance

This module covers the performance outcomes, skills and knowledge to manage the performance of staff who report to you directly.

You will learn how to:

- Identify key result areas to enable you to meet the business objectives of your organisation
- Develop and establish key performance indicators, standards and measures
- Use employee coaching and feedback mechanisms as the basis for performance management.

#### ► Core 3 – Safety in the workplace

This module covers the performance outcomes, skills and knowledge to establish, maintain and evaluate an organisation's workplace health and safety (WH&S) policies, procedures and programs to meet your legal obligations.

You will learn how to:

- Establish and maintain a WHS system
- Establish and maintain procedures for identifying hazards, and for assessing and controlling risks
- Use problem solving skills to develop risk control measures.

#### ► Core 4 – Managing risk

This module covers the performance outcomes, skills and knowledge to manage risks in a range of contexts across an organisation or specific business unit or area.

You will learn how to:

- Establish risk context
- Identify risks
- Analyse risks
- Select and implement treatments.

#### ► Core 5 – Managing sustainability

This module covers the performance outcomes, skills and knowledge to engender a culture of social, economic and environmental sustainability in facilities management, including managing and evaluating building systems performance according to sustainability attributes.

You will learn how to:

- Establish a sustainable facilities management policy
- Plan improvement systems
- Monitor and manage building performance sustainability
- Apply continuous improvement practices.

#### ► Core 6 – Managing life cycle services

This module covers the performance outcomes, skills and knowledge to manage continuous service provision to support facilities systems and sustainable practices.

You will learn how to:

- Identify facility practices and procedures used to monitor building systems
- Undertake planned replacement of assets
- Implement life cycle services
- Monitor operations and maintenance of facilities
- Continuously improve operational and maintenance systems.

#### ► Core 7 – Facility maintenance planning and management

This module covers the performance outcomes, skills and knowledge to develop and plan for maintenance services within a facility to ensure peak operational efficiency. This includes regular scheduling and planning for services required to prevent premature failure and to maximise the life of the facility.

You will learn how to:

- Plan for the delivery of services
- Develop a maintenance plan
- Implement a maintenance plan
- Continuously improve the maintenance plan.



## ► Core 8 - Managing projects

This module covers the performance outcomes, skills and knowledge to plan, organise and monitor projects in the property industry. It requires the ability to establish project requirements, monitor quality assurance processes and evaluate project processes and outcomes.

You will learn how to:

- Determine project requirements
- Organise support processes
- Monitor project processes and outcomes
- Evaluate project outcomes.

## ► Group A – Electives (select two)

### **Elective A1: Understanding plans and specifications**

This module covers the performance outcomes, skills and knowledge to read and interpret plans and specifications applicable to medium rise residential and commercial projects in order to inform estimation, planning and supervisory activities.

You will learn how to:

- Identify types of drawings and their purposes
- Apply commonly used symbols and abbreviations
- Locate and identify key features on a site plan
- Identify and locate key features on drawings
- Correctly read and interpret specifications
- Identify non-structural aspects to the specification.

### **Elective A2: Advising on use and design\*\***

This module covers the performance outcomes, skills and knowledge to provide effective advice on the use and design of facilities to meet client needs. It requires the ability to conduct research to identify future facility requirements.

You will learn how to:

- Identify client requirements for facilities
- Conduct analysis of facilities
- Provide advice and recommendations.

### **Elective A3: Coordinating capital projects**

This module covers the performance outcomes, skills and knowledge to coordinate the construction or renovation of facilities. It requires the ability to use appropriate consultative processes to determine requirements and to develop, monitor and finalise a construction plan.

You will learn how to:

- Determine construction or renovation requirements
- Organise resources and support processes
- Arrange contractors and consultants
- Monitor construction or renovation processes
- Finalise construction or renovation processes.

### **Elective A4: Space utilisation\*\***

This module covers the performance outcomes, skills and knowledge to develop design briefs for the use of space. It requires the ability to analyse client requirements, develop design concepts and prepare a design brief using appropriate technology.

You will learn how to:

- Determine space utilisation requirements
- Establish design concepts
- Prepare design briefs.

### **Elective A5: Managing client relationships**

This module covers the performance outcomes, skills and knowledge to maintaining positive business relationships and active professional networks in the property industry.

It requires the ability to share and promote professional experiences within a network and use interpersonal skills to build trust and improve client relationships.

You will learn how to:

- Identify relationship and network requirements
- Establish and maintain client relationships
- Participate and influence business networks.

## ► Group B Electives (select two)

### **Elective B1: Innovative practice**

This module covers the performance outcomes, skills and knowledge to foster an environment in which continuous improvement, innovation and learning are promoted and rewarded.

You will learn how to:

- Promote innovative development
- Implement innovative ideas
- Monitor innovations.

### **Elective B2: Document writing**

This module covers the performance outcomes, skills and knowledge to produce complex documents for varying purposes using a range of information formats including text, data, graphics, charts, graphs and tables.

You will learn how to:

- Plan documents
- Draft text
- Prepare final text
- Produce documents.

### **Elective B3: Purchasing strategies**

This module covers the performance outcomes, skills and knowledge to develop, implement and evaluate an organisation's purchasing strategies and support the work of other employees carrying out purchasing activities.

You will learn how to:

- Determine purchasing objectives
- Develop and implement purchasing strategies
- Evaluate the effectiveness of and make improvements to purchasing strategies

### **Elective B4: Principles of contract law**

This module covers the performance outcomes, skills and knowledge to analyse and evaluate information from a variety of sources and supply solutions to contractual issues in a legal environment.

You will learn how to:

- Determine the nature and meaning of contract
- Understand and apply the principles of contract law
- Assess legal matters involving contractual issues
- Specify and apply procedures for discharge of contracts
- Identify remedies for breach of contract.

### **Elective B5: Developing a business case**

This module covers the performance outcomes, skills and knowledge to research a business case, examine possible business solutions and construct and finalise a business case for review by senior management.

You will learn how to:

- Identify and confirm a business problem
- Analyse and document impacts and risks
- Develop options and determine impacts
- Construct and present a business case.

**\*\* Mutually exclusive**