## Course Registration Form

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<th>Course Title:</th>
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**For course 01, 02, 03, 04, 07 (only) please indicate if:**
- [ ] Residential
- [ ] Non-residential

**Delegate’s Name:**

**Job Title:**

**Organisation:**

**Postal Address:**

**Email address (for course joining instructions):**

**Telephone Number:**

**Fax Number:**

If you would like updates on our current programme and other BIFM notices please tick:  Yes  No

Please also provide your email address:

**Personal Background**

Please complete these details in full. They are very important for pre-course planning and preparation.

- Do you hold academic or professional qualifications in any discipline? If so, which?
- What are your current job responsibilities?
- How long have you held these?
- Which specific questions would you like to see addressed during the course / what are your main reasons for attending?
- Please advise us if you have any special access or dietary requirements:

**To ensure equal access to our services, please advise us if you need our literature supplied in an alternative format.**

CANCELLATIONS: For most courses a £35 + VAT (per course) admin. fee will be charged if you cancel in writing more than 10 working days before an event. Registered delegates who cancel after this time or do not attend are liable for the full fee. Substitutions can be made at any time. But please note that for the IOSH Managing Safely course and NEBOSH General Certificate, once a booking is made, a £35 + VAT admin fee will be charged if you cancel in writing 28 working days before an event; after this point no cancellations or transfers will be accepted, and the full fee is payable. However, substitutions will be accepted at any time. We reserve the right to change the venue and we also reserve the right in its absolute discretion to cancel the event.

**Payment Details - payment is required upfront before you attend the course**

- Invoice Address - postal and email (if different from above):
- Purchase Order Number (if applicable):

BIFM Training [Quadrilect Ltd] has a joint agreement with BIFM and both parties share their information.

I have read and accept the conditions above

Signed:  
Date:

We can accept payment by cheque (made payable to Quadrilect Ltd) or by BACS, but credit cards incur a 4% surcharge on the gross fee.

Telephone: +44 (0)20 7404 4440 or +44 (0)20 7242 4141

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Ref: MAR 2016
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T: 01279 712650
E: membership@bifm.org.uk

As well as being the BIFM’s own courses (some of which provide tuition for BIFM qualifications in FM at levels 3 to 6), these courses are increasingly being recognised internationally, and many are now formally recognised by other institutes and awarding bodies:

- Institute of Leadership & Management (ILM)
  Where one course leads to a level 2 Award in Leadership and Team Skills and others to level 3 qualifications in FM and Leadership & Management.
  Our ISO14001 course in the Sustainability & Energy Management Series is IEMA Certified

- Institute of Occupational Safety and Health (IOSH)
  Five courses lead to different IOSH certificates: IOSH Risk Assessment in Practice, IOSH Managing Safely, IOSH Managing Safely Refresher, IOSH Safety for Senior Executives and IOSH Managing Accessibility.
  Our Legionella, Awareness & Compliance course is City & Guilds accredited, in association with Evolution Water Services Ltd.

- The National Examination Board in Occupational Safety and Health (NEBOSH)
  Our NEBOSH course leads to the National General Certificate in Occupational Health and Safety - a level 3 qualification.
  Our Display Screen Assessment course is accredited by the CIEHF and leads to a DSE assessor’s certificate.
  We are a preferred supplier to the Career Transition Partnership and many of our qualifications are eligible for the MOD Enhanced Learning Credits Scheme.

- Chartered Institute of Ergonomics & Human Factors (IEHF)
  Our Display Screen Assessment course is accredited by the CIEHF and leads to a DSE assessor’s certificate.
  We are a preferred supplier to the Career Transition Partnership and many of our qualifications are eligible for the MOD Enhanced Learning Credits Scheme.

- City & Guilds
  Where one course leads to a level 2 Award in Leadership and Team Skills and others to level 3 qualifications in FM and Leadership & Management.
  Our ISO14001 course in the Sustainability & Energy Management Series is IEMA Certified

- The National Examination Board in Occupational Safety and Health (NEBOSH)
  Our NEBOSH course leads to the National General Certificate in Occupational Health and Safety - a level 3 qualification.
  Our Display Screen Assessment course is accredited by the CIEHF and leads to a DSE assessor’s certificate.
  We are a preferred supplier to the Career Transition Partnership and many of our qualifications are eligible for the MOD Enhanced Learning Credits Scheme.

Creating opportunities – professional recognition & credibility

There has never been a better time to build professional credentials through accredited learning programmes in the FM profession. The range of FM Qualifications has grown to provide a recognised pathway throughout a facilities management career. We have been excited to be at the forefront of delivering both management and specialist qualifications for FM in areas of Environmental Management and Assessment (IEMMA), and in the Sustainability & Energy Management Series is IEMA Certified

- Professionalising the team – in-house solutions to meet changing business needs

Improving your team’s performance may be more than a question of developing new skills and knowledge. We have worked closely with hundreds of organisations in both the public and private sectors, in the UK and overseas, to support change programmes and address wider HR issues such as talent management, succession planning, and learning and development planning. We are highly experienced in introducing professional FM competences and can work with your key stakeholders to embed industry best practice in your HR processes and procedures. Our customised in-house solutions can include blended learning, coaching and mentoring in addition to carefully targeted training delivery – all designed to harness the best of BIFM Training’s expertise alongside your own internal learning programmes.

- Reaching the Top – take time out and make an impact

Our high level programme of executive courses is designed for facilities professionals working at or aspiring to senior positions involving strategy and direction. These courses can be attended in their own right or as tuition for BIFM Level 6 qualifications in FM.
Accredited programmes and courses that can lead to formal qualifications, including BIFM qualification units, are indicated in the contents below with this icon.

**FM Core Courses**
01 Understanding FM [FOUNDATION]
02 The Professional FM Module 1 [INTERMEDIATE I]
03 The Professional FM Module 2 [INTERMEDIATE II]
04 The FM Business School [ADVANCED]

**Leadership & Management of People**
05 Study Skills Workshop [for BIFM/ILM qualifications]
06 Management Development [ILM Level 3 Award in Leadership & Management]
07 Team Leading [ILM Level 2 Award in Leadership & Team Skills]
08 Customer Focused FM
09 Personal Effectiveness Skills

**Regulatory Updates & FM Compliance**
10 Overview of FM Compliance and Standards
11 IOSH Managing Accessibility (ex ‘DDA’)

**Property & Premises Management**
12 The Essentials of Property Management
13 Building Surveying and Maintenance
14 Understanding & Managing Building Services
15 Advanced Building Services
16 Building Information Modelling (BIM) & Soft Landings

**Commercial & Financial Management**
17 Cutting Costs but Maintaining Services
18 Financial Management 1 - The Essentials
19 Financial Management 2 - Getting Results

**Space & Relocation Management**
20 Effective Space Planning
21 Managing Relocation, Fit-Out & Move
22 How to Procure a Fit-Out for FMs
23 Agile Working and Modern Workplaces

**Project Management & Technology**
24 Influencing New Projects
25 Project Management
26 Information & Knowledge Management

**Risk Management**
27 Disaster Recovery & Business Continuity
28 Security Management

**Contracting**
29 The Tender Process
30 Contract Management
31 Negotiating to Win
32 BS11000 Collaborative Business Relationships
33 FM Contract Models
34 Managing in an FM Outsourced Environment
35 Managing FM Performance
36 Making Catering Contracts Work

**Sustainability & Energy Management**
37 Introduction to Sustainability
38 Advancing Sustainability
39 Waste Legislation & Resource Management
40 Energy Management
41 Energy Compliance
42 Making the Transition to ISO14001:2015

**Health & Safety**
43 IOSH Risk Assessment in Practice
44 IOSH Managing Safely
45 IOSH Managing Safely Refresher
46 IOSH Safety for Senior Executives
47 NEBOSH National General Certificate in Occupational Health & Safety
48 Legionella Awareness, Responsibilities & Compliance
49 Display Screen Regulations & Risk Assessment
50 Fire Safety Law & Risk Assessment
51 Selecting & Controlling Contractors On Site
52 Understanding CDM Regulations
FM Core Courses

01 Understanding FM (Foundation) 3 DAYS

“An introduction to the FM profession”
Our popular flagship course, which is consistently sold out, is suitable for newly appointed staff and those with less than two to three years’ operational experience looking to broaden their range of responsibilities and skills. Includes a site visit which provides an invaluable insight into FM in practice.

- What is FM? Key definitions
- The role that FM plays in corporate success
- An introduction to buildings & services
- Property management
- Space planning & relocation management
- Maintenance management
- Commissioning & managing contract services
- Measuring & valuing the FM service
- Customer-centric FM
- Sustainability and management of energy to minimise costs
- Health & safety in the workplace
- FM career development

02 The Professional FM 1 (Intermediate Module I) 3 DAYS

“Stepping up to a senior management role in FM”
Recommended for FMs with more than two years’ operational experience this course aims to develop managerial abilities for those on the path to a more senior FM position. Explores the scope, extent and diversity of the FM function, and examines techniques that will add value to the FM operation and align it to organisational objectives.

- Understanding FM service in its market sector
- Developing FM service within its business context
- Designing operational FM structures
- FM support service operations
- Health, safety & service delivery
- Financial management & budgeting
- Property occupancy & operating costs
- Planning & managing a relocation project
- Buildings aspects of workplace productivity
- Energy, environment & sustainability
- Business continuity planning

03 The Professional FM 2 (Intermediate Module II) 3 DAYS

“Building commercial awareness & relationships”
This course is designed to enhance managerial skills and knowledge with a particular focus on commercial awareness and aligning the FM function with organisational goals & risks. It also explains how to build successful relationships with clients, suppliers and specialists, and is intended for FMs with a minimum of two years’ managerial experience in the field.

- Understanding business strategy & the FM function
- FM strategy: drivers, measures & objectives
- Organisational risk: profile & impact
- Key issues of commercial awareness
- How to achieve high performing facilities
- The FM procurement & supply chain process
- Making suppliers want to work for you
- Customer relationship management in FM
- Meeting customer expectations within budget
- Optimising & developing staff and skills
- Personal effectiveness & communication skills
- IT & Technology in FM

04 The FM Business School (Advanced) 3 DAYS

“A strategic perspective on FM”
A case study driven course aimed at FMs with over 3 years’ managerial experience. It will give you a strategic understanding of FM, enabling you to communicate more effectively with senior management. Demonstrate the relationship between your FM operations and changing corporate objectives so that the vital role of a professional FM service is given recognition as a key contributor to business success.

- A strategic vision of FM
- The future workplace
- New technology for FMs
- Property strategies
- Contracting, PFI & property – latest developments
- Corporate Responsibility
- Managing people through change
- Preparing and presenting a business case for FM at board level

Are you ready for the BIFM Executive Programme?
A series of challenging executive briefings for facilities professionals working at or aspiring to senior positions involving strategy and direction.

Strategic Procurement in FM
6-7 July 2016

FM Governance & Risk
2017 TBA

Trends & Innovation in FM
9 May 2016 / 7 November 2016

Property Management & Maintenance Strategy
16-17 November

Strategic Financial Management in FM
19 May 2016

Introducing & Leading Change in FM
21-22 September 2016

Quality Management & Customer Service in FM
2017 TBA

IOSH Safety for Senior Executives
16 March 2016 / 13 October 2016

All one day courses are priced at £450 for BIFM members and £499 for non-members. Two day courses are priced at £700 for members and £835 for non-members (ex VAT) Except IOSH Safety for Senior Executives - see page 14 Full programmes available on request or visit www.bifm-training.com/executive_programmeFS.htm

The BIFM Executive Programme, combined with The FM Business School, provides tuition for BIFM Level 6 qualifications in FM

See pages 13 & 14 for dates, fees & how to book
"Extra support for BIFM & ILM qualification programmes"
It's an exciting time to be in facilities management, especially with the wide choice of qualifications and other learning opportunities now available. But for most busy FMs already juggling work and family pressures, we understand that the time and commitment involved in undertaking a formal qualification programme can be daunting.

If you worry about finding the time and motivation to study or maybe it's been some years since you've taken on a qualification programme, our specially designed Study Skills Workshop is the ideal addition to help you maximise your chances of passing. Specifically designed for ILM and BIFM qualification programmes, this workshop will show you how to effectively plan your time, schedule in slots, ask for support and set achievable milestones.

- Understand your own style in terms of what motivates you and how you learn and study most effectively
- Apply techniques to plan your studying around your other commitments
- Recognise the importance of self-reflection
- Write effective assignments that meet all the criteria for your studying
- Maximise the chances of passing your chosen qualification

More detailed course programmes available at www.bifm-training.com
## Leadership & Management of People

### Regulatory Updates & FM Compliance

**Property & Premises Management**

- **09 Personal Effectiveness Skills**
  1 DAY  
  “Working smarter and taking control”  
  It’s easy to understand why many FMs can sometimes feel under attack as they are faced with ever-increasing demands for efficiency and productivity whilst having to deal with swollen workloads and shrinking budgets. Take control and improve productivity; this course demonstrates effective techniques to help you to work smarter, not harder.

- Critical elements of personal productivity - how do we get the most out of our productive selves?
- Work, life & health - the key balancing act
- Getting organised - task prioritisation & keeping on top of the workload
- Tools & techniques - a range of ideas to try out and customise
- Delegation and developing others
- Saying 'No' yet keeping your job!
- Managing the impact of others whilst maintaining good customer service image

- **10 Overview of FM Compliance & Standards**
  1 DAY  
  “Essential knowledge for all operational FMs”  
  This course provides a concise introduction and overview of some of the essential statutory and mandatory responsibilities that FMs need to understand and manage. It will enable delegates to understand the areas they are responsible for and the legal requirements, and will provide them with sufficient knowledge to develop their own compliance checklist for their workplace.

- Understanding of the statutory and mandatory requirements
- Clarification on the legal requirements
- Guidance on effective record keeping
- Guidance on best practice
- Compliance checklist development

A range of our courses cover regulatory updates in specialist areas: Property Management (pg 5), Security (pg 8), Contracting (pg 8-9), Energy (pg 10) and Health & Safety (pg 11-12).

- **11 IOSH Managing Accessibility (ex ‘DDA’)**
  1 DAY  
  “Supporting the Paralympic Legacy & incorporating access management and inclusion into FM”  
  We explore the legal, moral and business drivers, taking a holistic approach to access and egress for people with disabilities, impairments or additional needs. Delegates will be empowered to influence and challenge everyday practices and designs, to ensure that inclusive access is on the agenda in their own organisations.

- Critical H&S, CSR & sustainability considerations
- Examination of user needs & reasonable adjustments
- Inclusive design principles - spatial, visual and functional
- Fire safety arrangements for disabled people
- Personal Emergency Evacuation Plans (PEEPS)

This course supports the Paralympic Legacy initiative for access qualifications for all built environment professionals. The IOSH Managing Accessibility certificate is awarded to delegates upon successful completion of two short assessments on the day. Delivered by Jean Hewitt, an IOSH approved course provider.

- This course combined provides tuition for BIFM Level 3 qualification unit FM3.14
- BIFM Level 4 qualification unit FM4.22

- **12 The Essentials of Property Management**
  2 DAYS  
  “Working with property professionals”  
  This course will give FMs the confidence, understanding and tools to manage a team of property professionals including lawyers, agents and surveyors so that they are both effectively and aligned with organisational needs when acquiring, managing and disposing of property. It explains lease clauses, licences and agreements, how to get the best from your agents, tackling property audits, instructing professional advisers, reducing costs, avoiding false economies and expensive pitfalls.

- The principles of good property management: the property audit, records, responsibilities, resourcing, insurance, when to seek professional help
- Selecting & acquiring a building: lease or buy, the acquisition brief, rent-free periods, service charge caps, avoiding typical mistakes
- The office lease: typical clauses, licences & agreements for lease, rent reviews, alterations, break clauses
- Leaving the property: sale, surrender, sublet, dilapidations, schedules of condition

This course provides tuition for BIFM Level 4 qualification unit FM4.16

- **13 Building Surveying and Maintenance**
  1 DAY  
  “Managing building maintenance with confidence”  
  This course will help you manage your maintenance responsibilities more effectively and avoid unnecessary cost, damage or down time. Our highly experienced trainer will help you anticipate problems and plan preventative maintenance both inside and outside buildings, including lease commitments, instructing surveyors and interpreting reports.

- Signs & cost of poor design & neglect
- Life cycle costing & predicting running costs
- Building certification & the Part L Regulations
- The Equality Act, asbestos, fire and H&S issues
- Lease commitments, service charges, dilapidations
- Fabric maintenance; external structure & cladding
- Surveying building services installations
- Environmental issues
- Implementing fabric maintenance works
- Structural audits & condition surveys
- Obsolescence and depreciation
- Planned & preventative maintenance

- This course combined with Understanding & Managing Building Services provides tuition for BIFM Level 4 qualification unit FM4.17

- **14 Understanding & Managing Building Services**
  2 DAYS  
  “Making sure your building functions effectively”  
  This course will provide you with a good introduction to and explanation of heating, ventilation, cooling, lighting, utilities, energy management, lifts and associated services. Learn how they work, how to cost effectively manage them and how to work confidently and successfully with contractors and technical support staff.

- The fundamentals of building services
- Monitoring operating costs & environmental impacts
- Maintenance specification, contractor selection & contract management
- Good energy purchasing & management
- Handling building emergencies
- Carbon management & environmental performance
- Building management systems (BMS)
- The four minute audit
- Handling customer complaints

This course combined with Building Surveying & Maintenance, provides tuition for BIFM Level 4 qualification unit FM4.17

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**Ask about our 17 SkillSet (e-learning) courses**

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See pages 13 & 14 for dates, fees & how to book
15 Advanced Building Services 2 DAYS
“Techniques & strategy for a deeper understanding of building engineering services”
We have developed this 2-day programme in response to feedback from the many delegates who have attended our acclaimed Understanding & Managing Building Services course, indicating that they are now ready for a more advanced course to further supplement their learning. The programme compares and evaluates the different approaches to maintenance strategy and looks at the provision of services and how they support the core business requirements. It is presented in a clear, non-technical way with considerable practical information and ideas for improving standards. Topics include:
- Business and building needs
- The required strategy for maintenance
- The optimisation of cost and value
- Improving reliability and minimising downtime
- Strategies for continuous improvement and adaptation/change control techniques

Whilst no in-depth technical knowledge is required, it is desirable that delegates have already attended Understanding & Managing Building Services.

16 Building Information Modelling (BIM) & Soft Landings 1 DAY
“Improving efficiencies in FM service and reducing lifetime running costs”
BIM is a technology and way of working to allow greater collaboration across the life cycle of an asset and supports the FM phase. Most organisations need to follow the Government’s lead to mandate BIM on all future projects, so it’s essential that FMs understand BIM. The course covers Soft Landings which helps new and refurbished buildings achieve high performance. This introductory course is for anyone with little to no knowledge of BIM and Soft Landings and will demystify jargon and give clear guidance for FMs.
- Awareness of BIM, Soft Landings and how it impacts traditional working practices
- The importance and benefits of BIM and Soft Landings
- Common BIM and Soft Landings terminology
- How BIM can be used as a communication and collaboration tool
- Examples of successful usage
- Challenges with the BIM and Soft Landings process
- Key reference documents including PAS 1192
- Planned & preventative maintenance

17 Cutting Costs but Maintaining Services 1 DAY
“Reducing costs but not standards”
In today’s uncertain economy, the most effective organisations are those that can identify, control and reduce their costs and FMs must be able to adapt their service to rapidly changing pressures and needs. This course will show you how to square the circle of reducing costs whilst maintaining or increasing service, and still keep customers happy.
- Contracts: how to get the best results
- Cleaning: reviewing specifications to work smarter
- Catering: reducing waste, minimising subsidies
- Security: using technology to drive down costs
- Fine tuning maintenance of your building systems
- Building fabric: spotting defects before they become costly
- Energy: ideas to reduce electricity & gas costs

18 Financial Management 1 – The Essentials 1 DAY
“Finding your feet in finance”
This one-day course is aimed at FMs with little or no financial background and introduces the key principles of finance, accounting and budgets. No matter what your career aspirations, an understanding of financial management and accounting will play an important role in your work as your career advances - be it for a job application, monitoring of suppliers/customers, or writing budgets. So spend the day with us and we’ll show you that you don’t need to be intimidated by numbers.
- Financial terminology explained – don’t let people intimidate or bluff you!
- Preparing and reading accounts
- Accounts, balance sheets & cash flow statements
- Preparing & managing cash budgets
- Checking the accounts of customers & suppliers
- Financial proposals
- VAT & tax implications on FM activities
- Budget templates in excel format provided for course exercises & office use

19 Financial Management 2 – Getting Results 1 DAY
“Building on your financial knowledge”
Intended for FMs who already have a grasp of the basics, this course provides a refresher on the key accounting principles before exploring the practical application of financial skills. Do you have to understand and compare company accounts? Do you need to understand how cash flow can go down, even as a business expands? Are your departmental overheads too high? Do you have to do a capital budget, and want to know about discounted cash flow methods?
- More financial terminology explained
- Determining financial performance with key ratios
- Analysing management accounts & problem solving
- Analysing the ways overheads can be allocated
- Budgeting, capital management & adding value
- Capital budgeting, investment appraisal, ethical accounting & discounted cash flow methods
- Role of the auditor
- Presenting a financial case to senior management
- Budget templates in excel format provided for course exercises & office use

20 Effective Space Planning 2 DAYS
“Getting the layout right”
From full scale office relocations to the smallest workplace rearrangements, the utilisation of space determines occupancy costs, staff morale and productivity. With detailed guidance, case studies and exercises on space planning practice, this course guides you through the whole process from establishing needs to creating effective work environments, accommodating subsequent changes, and planning for the future.
- How to gather and analyse workplace data
- How to interpret business needs for the use of space
- How to calculate floor areas and circulation space
- The use of ‘stacking’ diagrams and ‘blocking’ plans
- Space standards and ‘churn’
- Open, enclosed workplaces, partitions, ceilings, lighting and flooring
- The importance of understanding corporate culture issues
- Planning strategies and workplace layouts
- Planning for agile ways of working
- The process of managing changes to work environments

More detailed course programmes available at www.bifm-training.com
**Space & Relocation Management**

### Project Management & Technology

#### “Setting up the project and seeing it through to a successful conclusion”
This course will provide you with the knowledge and techniques to project-manage relocations including fit-outs and moves whilst meeting deadlines and budgets as well as satisfying end-users. Through our interactive workshop approach, delegates are introduced to the techniques used in Relocation Project Management and then gain confidence by using them. The course has been designed so that non-FM members of the organisation who may be involved in the Relocation process will also benefit from attending.

- **Defining the project scope & objectives**
- **Developing the project plan**
- **Mobilising internal teams**
- **Sourcing professional expertise**
- **Programme and budget control**
- **Planning and designing space**
- **Sourcing and leasing space**
- **Checking suitability of the new building**
- **Communicating with staff**
- **Preparing, organising and managing the move**
- **Post-move issues**

### “Achieving the highest workplace performance through flexible ways of working”
As today’s organisations face up to the reality of cut-backs, this course provides a clear route map to achieving the most challenging reductions in space costs whilst maintaining organisational value. For both public and private sector organisations, improving workplace performance has become business critical - but to meet today’s challenging targets it is essential to take a two-pronged approach. This is described over the two days.

- **Key drivers of the modern workplace**
- **Setting objectives for your portfolio**
- **Optimising space efficiency and making best use of your space**
- **Establishing the way your employees work**
- **Involving top management & gaining staff buy-in**
- **Defining appropriate performance measures**
- **Establishing a workplace change programme**
- **Sustaining improvement**
- **Case studies & reviews of what other organisations have done**

### “The pro’s & con’s to help you make an informed decision”
This course will provide you with the knowledge and techniques to help you make an informed decision about the fit-out that’s right for you. Consequently design decisions get “set in stone” and reduce the scope to address problems in use. This course is therefore about putting the case for FM getting in at pre-design and design (brief development) stages projects, whether they are new-build or the refurbishment of existing premises. It will provide you with the foundations for you to bring dynamic, value based reasoning.

- **The key differentials between Design & Build, Tender, Open Book & Project Manager**
- **How early to start the process**
- **The pro’s & con’s to help you make an informed decision that’s right for you**
- **The different contract types**
- **Minimising your time prior to selection**
- **The hidden pitfalls to look for during the selection process**
- **To include or not to include furniture in the process**
- **Case studies of previous fit-outs**

### “Ensuring building design is operable”
Many Facilities Managers have valuable insights, but more often than not these go unheeded. Consequently design decisions get “set in stone” and reduce the scope to address problems in use. This course is therefore about putting the case for FM getting in at pre-design and design (brief development) stages projects, whether they are new-build or the refurbishment of existing premises. It will provide you with the foundations for you to bring dynamic, value based reasoning.

- **Pivotal position of FM**
- **Design for operability**
- **Sustainable systems thinking**
- **Energy, environment, user and economic benefits**
- **Measures of effectiveness over performance**
- **Connecting with other project members**
- **Enabling workplaces**
- **Customer services and human resources factors**
- **Information management and premises**
- **Horizon scanning and business resilience**
- **Connecting with BREEAM and British Standards**

### How IT systems can support you and your business*
Master IT data and information using it as a meaningful management tool to deliver genuine benefits to your business. Become a better user of data, information and knowledge through identifying, analysing and publishing data using statistical techniques, understanding data security, workflow and process and legislative requirements. Understand and evaluate your systems’ capabilities, and learn how to keep abreast of IT developments and implement and upgrade systems.

- **Data and its link to FM**
- **Sources, validity and quality of data**
- **Statistical analysis techniques**
- **Converting data into useful management information**
- **Measuring IT system suitability and implementation**
- **The range of IT systems in FM and compliance**
- **Different types of IT systems and data storage with their relevant benefits**
- **Determining IT system suitability and implementation**
- **Comply with legislation using IT systems effectively**

*See pages 13 & 14 for dates, fees & how to book
Disaster Recovery & Business Continuity

“Key requirements for effective contingency planning”

Unforeseen incidents can develop into disasters and severely disrupt business activities. Terrorist attacks are well publicised but floods, fires, computer & power failures and other incidents affecting both physical assets and workforces are surprisingly common. No organisation is immune and no responsible manager can afford to ignore the danger to employees, the loss of essential assets and the overall financial impact.

- Legal issues and liability for directors & managers
- Developing the threat matrix, hazard and risk
- Probability, impact, risk assessment & avoidance
- Planning objectives & management buy-in
- Disaster & business continuity planning/management
- Crisis management teams & communications
- Lessons from recent disasters
- Insurance issues
- Emergency services & other agencies
- Crisis relocation & standby facilities
- Post incident activities & the recovery process
- Managing PR, communications & the media

Workshops, case studies & video workshops underpin the practical nature of this course.

More detailed course programmes available at www.bifm-training.com

The Tender Process

“Setting up a successful value-for-money contract”

Too many contracts fail to meet customer expectations due to poor specification and inadequate pre-qualification and tendering procedures. This course will provide you with an effective, systematic and professional approach to tendering the appointment of contractors through the use of good specification and process management.

- Identifying & agreeing contract objectives
- Identifying potential suppliers & managing the tender process
- Developing an effective specification of requirements
- Invitation to tender (ITT) & instructions to tenderers
- Defining outputs, standards and key performance indicators (KPIs)
- The implications of TUPE
- Pre-qualification, pre-tender interviews & negotiation
- Evaluating bids for value-for-money
- Shortlisting, post-tender clarification & negotiation
- Contract award, handover & mobilisation

Tip: Get the most from this course by attending the ‘Contracting Trio’ - see details to the right

Contract Management

“Successfully managing contracts and service levels”

This course is designed to help you achieve the demanding performance requirements expected of your contracts and service level agreements. It will help you ensure that the objectives and targets set out will be met in practice, and within budget, so that promised customer benefits are delivered and service delivery improved.

- Understanding the legal framework of contracts
- Roles, responsibilities and relationships
- Measurability performance
- Performance improvement programmes
- Dispute avoidance & resolution
- How to manage contract change & cost variation
- Working collaboratively with suppliers

Tip: Get the most from this course by attending the ‘Contracting Trio’ - see details to the right

BSI11000 Collaborative Business Relationships

“Transforming client and supplier relationships for mutual benefit”

Significant opportunities exist for clients and suppliers to revolutionise the traditional approach to contracting. BSI11000 provides a common life cycle route map for ease of integration and a platform to measure progress. Create effective collaborative relationships and use BSI11000 as the basis of encouraging innovation. The course uses case studies to explore how you can develop and manage interactions with other organisations for maximum benefit. Use an eight-stage approach to apply best practice principles to your ways of working and get the most out of your business relationships.

- Improved partner evaluation and selection
- Enhance cost, resource & risk management
- Evaluate benefits of single or multiple partnerships
- Gain competitive advantage
- How to achieve business objectives
- Developing confidence & added value
- Measure and maintain maximum benefit
- A joint approach for mutual advantage

Negotiating to Win

“Achieving the most successful contract deal”

FM’s need to negotiate with colleagues, customers, contractors and suppliers on a daily basis and will often find themselves up against highly experienced negotiators determined to achieve their own targets and goals. With proven negotiation techniques and an innovative approach to negotiation training, this course will help you to prepare for negotiation and deploy tactics to minimise risk and fully exploit opportunities presented.

- Setting realistic targets
- Anticipating the other party’s needs & tactics
- Preparing & managing opening positions
- Looking for ‘added value’
- Using persuasion techniques
- Planning & managing concession trading
- Avoiding common mistakes & omissions
- Effectively closing the deal

Tip: Get the most from this course by attending the ‘Contracting Trio’ - see details to the right

Risk Management

“Get the most out of our contracting courses with the ‘Contracting Trio’”

The Tender Process, Contract Management and Negotiating to Win (courses 29, 30 and 31) can be taken as individual, stand-alone programmes, although you will get the most from them by taking as one course and benefiting from a reduced fee (see page 14 for prices).

ILM Endorsed Award for In-House Clients

We can offer in-house clients the option to have the Contracting Trio delivered within an Institute of Leadership & Management Endorsed Award, which also includes free studying membership with the ILM for one year. Contact us for further details.

Alternatively we can run these courses in-house for groups of 6 or more, with opportunities to tailor content to your organisation’s needs. Our tailored options include enhancing relationship management, styles of contract management and how to promote a positive culture for successful outsourcing.

More detailed course programmes available at www.bifm-training.com
Are you ready for the BIFM Executive Programme? See page 03

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**Contracting**

**Health & Safety**

**Sustainability & Energy Management**

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**33 FM Contract Models**

1 DAY

- “Making sense of the variations and determining best fit’
- Bundled, TFM, managing contractor, best of breed – what are the choices when organising FM services? There are a variety of models available in the market place. This course defines and explains them, examines and discusses the pros and cons of each, and provides frameworks to support the decision making process. The day includes workshop sessions and interactive exercises to put the ideas into practice.
  - Vision, strategy and management of FM services
  - What’s my FM – scoping the service
  - Who’s my customer – understanding the critical service elements
  - Explaining contracting models – how each model works
  - Exploring contract models – advantages and shortcomings
  - Interactive workshop on FM contract models
  - Only connect – making the choice for your own organisation

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**35 Managing FM Performance**

1 DAY

- “Defining, measuring and managing FM services”
- Explaining the requirement, deciding on the measures and determining performance continue to present challenges for clients, service providers and in-house teams alike. Learn how to articulate service requirements, define meaningful measures, and evaluate performance. Key topics covered include Service Level Agreements, key performance indicators, incentives and penalties, and how to drive for performance improvements.
  - Defining the appropriate level of service
  - The role of Service Level Agreements (SLAs)
  - Measuring service performance: scorecards, KPIs, highlight and RAG reports, matrices
  - Involving the customer
  - How measurement drives behaviours
  - Incentives and penalties
  - How low can you go? Reducing service levels
  - Driving performance

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**37 Introduction to Sustainability**

2 DAYS

- “How to implement environmental and social initiatives”
- Legislation, rising costs, market pressures and employee demands has pushed sustainability to the top of the corporate agenda. Business risks are increasing as energy and sustainability metrics have become a key measure of property performance. This course provides you with practical measures and tools to deal with the challenges posed and demonstrates how such resolutions can be beneficial to your organisation’s reputation and balance sheet.
  - Developing a business case for sustainability
  - Improving business performance in terms of cost and success rates
  - The drivers & implications for FM
  - Benefits of effective waste & energy management
  - Environmental Management Systems & ISO14001
  - Origins & definition of Sustainable Development & CR
  - UK & EC regulatory & legislative requirements

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**34 Managing in an FM Outsourced Environment**

2 DAYS

- “Take control of your outsourced contracts”
- This developmental course is ideal for those who have attended the ‘Contracting Trio’ and offers best practice insight into how to effectively take control of managing outsourced service providers. The best approach will depend upon a number of variable factors and the course explains how to identify them and respond to each. You will gain a deep insight into the tools, templates and skills to develop, improve and build the right relationships with your FM providers.
  - Think differently and break entrenched ways of working
  - New ways to behave in differing outsource scenarios
  - Improved engagement of the service provider
  - Gain insight into appropriate ways of working with each service provider
  - Best practice tools and templates
  - Skills to support the development of effective relationships

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**36 Making Catering Contracts Work**

2 DAYS

- “Improving the performance of your catering contracts”
- With a more detailed exploration of the mechanisms of a good catering operation, this course will help you to review and refine your own catering objectives in order to develop a more effective foodservice strategy geared towards continual improvement. Learn how to negotiate and manage contracts for a range of catering needs, whilst improving the quality of service delivery and financial performance.
  - Defining the foodservice brief
  - Developing the food service strategy & planning for change
  - Understanding the cost structures of catering
  - The pros & cons of the different contract models
  - Legal framework & the FM’s responsibilities
  - Defining the contractor relationship
  - Getting ready to benchmark or tender
  - Developing the business plan
  - Financial reporting & understanding contractors’ invoices
  - Contract monitoring

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**38 Advancing Sustainability**

1 DAY

- “Build on your cost savings and create cultural change”
- Having started on the journey implementing sustainability measures, how do you bed-in the practices across your business and continue to focus on further savings and benefits. Engaging customers, stakeholders and senior managers to build the right culture for sustainability is critical to its success; and the challenge for many FMs is to win and maintain commitment over the long term.
  - Key legal trends & proposed implications on FM
  - The impact of future energy and environmental policies
  - Individual & group behaviours & how they may be engaged
  - Problem solving exercise: achieving energy reduction through use of energy monitoring & targeting information
  - Identifying and engaging with stakeholder needs
  - Workshop exercise: encouraging positive support for initiatives through customer involvement and collaboration
  - Good practice examples & lessons learnt from previous experiences

See pages 13 & 14 for dates, fees & how to book
Need a more individual solution?

BIFM Training has a wide range of consultancy capabilities to help deliver solutions tailored to your needs. Our expertise includes:

- **Training needs analysis** – taking account of skills based training needs and formal qualifications
- **Skills profiling** in line with recognised industry benchmarks
- **Career progression and succession planning**

Once your needs are clear we can also work with your operational teams, HR and Learning and Development teams to design and deliver programmes either through our public programme or in-house, using existing course material – or new customised content.

So if you’re looking for maximum value for money from your training budget why not contact us today?

email: info@bifm-training.co.uk or call: +44 (0) 207 248 5942

In-House Case Study - Customer Service

The NLP techniques have been applied with new starters within teams, which, as a result have changed the dynamics. Teams have started to appreciate that people are different and that they react to situations in different ways. Knowing that has really helped, and has made people stop, pause and think before they react. Teams are now less volatile and working together more closely to achieve our collective goals. Not only that but we’re now more visible – and more available to our customers.’

Skandia’s FM Central Services Specialist

More detailed course programmes available at www.bifm-training.com
Health & Safety

Our online introduction to Health and Safety is based on UK/EU standards, and key concepts are tested through a series of engaging quizzes and scenarios. The package can be tailored for specific organisations who may wish to focus on management responsibilities, link the learning to their own processes and procedures, or highlight ways in which staff should respond to particular situations where health and safety play a key role.

**Interested in an in-house course?** Contact us today

**Health & Safety in-house course?**

Interested in an in-house course? Contact us today on multiple-choice questions at the end of the course. A new certificate will be awarded on successful completion of a written assessment based on UK/EU standards, and key concepts are tested through a series of engaging quizzes and scenarios.

**See also ‘Getting Started in FM’ on page 03 or view all 17 SkillSet courses, including a PowerPoint demo, at [www.bifmtraining-skillset.com](http://www.bifmtraining-skillset.com)**

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**45 IOSH Managing Safely Refresher**

1 DAY

*A best practice refresher enabling you to continue meeting your statutory obligations*

It is a best practice to refresh your IOSH Managing Certificate every three years. This course provides you with continued support in managing health and safety issues in your workplace, helping you to revise key management responsibilities and updating you on the relevant changes in good practice, legislation and standards.

- Revisit the benefits of managing health and safety
- Review the risk assessment process
- Review how to choose the best method to control risks
- Review and update the legal requirements of managers
- A fresh look at how to investigate accidents and incidents
- Review and measure performance for continual improvement

You must have achieved your IOSH Managing Certificate within three years of attending this refresher. A new certificate will be awarded on successful completion of a written assessment based on multiple-choice questions at the end of the course.

**Fees:**
- £65+VAT BIFM Members
- £85+VAT Non Members

Volume discounts available

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**46 IOSH Safety for Senior Executives**

1 DAY

**“Health & Safety strategy - understanding your responsibilities”**

Managing risk is a key issue for directors and senior management. This programme aims to equip directors and managers with an understanding of their H&S responsibilities and enhances their strategic thinking and risk management practices, particularly in line with the Institute of Directors (IoD) and Health & Safety Commission’s (HSC) code of Directors’ responsibilities for H&S.

- The cost of non-compliance – moral, financial, legal
- Senior Managers’ responsibilities under H&S law
- Civil & criminal law and how it is enforced
- The IoD and HSC’s code “Leading Health & Safety at Work”
- Corporate governance & H&S
- Benefits & costs, annual reporting
- H&S management systems; action plans
- Corporate Manslaughter & Corporate Homicide Act 2007

IOSH Safety for Senior Executives certificate awarded to delegates who successfully pass a 45 minute test at the end of the course (comprising 10 multiple-choice questions and a project).

Accredited by IOSH, the world’s leading professional body for health and safety practitioners and delivered by System Concepts Ltd, an IOSH approved course provider.

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**47 NEBOSH National General Certificate in Occupational Health & Safety**

11 DAYS

**“A formal qualification in occupational H&S”**

This in-depth programme provides an excellent basic grounding in the essentials of H&S enabling you to comply with regulations. Get to grips with the legal framework, your moral and economic requirements, and implications for good standards in H&S within an organisation.

- Overview of H&S legislation
- An effective health & safety culture
- Health & safety policy
- Risk assessments
- Health & safety strategies
- Fire safety
- Physical processes of work & the environment
- Investigating & reporting accidents at work
- The scientific principles behind the Regulations
- Display Screen Equipment and how to carry out the essential DSE & Workstation Assessments.

The NEBOSH General Certificate is a nationally recognised level 3 qualification involving successful completion of two 2-hour written papers on a set exam day & a post-course work-based assessment. Please note: NEBOSH expects delegates to prepare for the exams and post-course assignment using the detailed course handbooks and the additional set homework. In association with SMTS Ltd, an accredited centre provider of NEBOSH courses.

Accredited by IOSH, the world’s leading professional body for health and safety practitioners and delivered by System Concepts Ltd, an IOSH approved course provider.

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**48 Legionella Awareness, Responsibilities and Compliance**

1 DAY

**“Responsibilities to oversee and/or undertake water hygiene works on buildings”**

This course provides you with key information in order to ensure that water systems for which you are responsible are being managed and maintained effectively and in accordance with the relevant statutes and guidance. Our highly experienced consultant risk assessors will explain safe maintenance, operation and how to ensure control measures and monitoring practices are correctly implemented.

- A brief history of Legionnaires’ disease
- Medical aspects of Legionnaires’ disease
- Competency, responsibilities and definitions
- Legal perspective
- Choosing a specialist sub-contractor
- What is a sufficient and suitable risk assessment
- Implementing and managing control regimes/measures
- Where and when water sampling should be carried out
- Cleaning and disinfection of water systems
- Record keeping and the management of site records

A City & Guilds accredited certificate will be awarded following successful completion of the course verification test.

Delivered by Evolution Water Services Ltd, a City & Guilds Accredited Centre

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**49 Display Screen Regulations & Risk Assessment**

2 DAYS

**“Getting your DSE assessor’s certificate”**

Accredited by the Institute of Ergonomics and Human Factors, this practical course explains employers’ duties for staff using Display Screen Equipment and how to carry out the essential Workstation Assessments.

- The Display Screen Equipment Regulations 1992
- The scientific principles behind the Regulations
- An introduction to ergonomics
- Virtual issues & display screen work
- Posture & musculoskeletal issues
- Environmental & organisational issues
- How to conduct assessments & use checklists
- Practical assessment exercises
- Implementing an effective action plan

A DSE assessor’s certificate stating you are trained to conduct DSE & Workstation assessments will be awarded to you upon successful completion of a two-part assessment at the end of the course.

Accredited by the CIEHF and presented by System Concepts Limited, a CIEHF Registered Consultancy.

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See pages 13 & 14 for dates, fees & how to book
50 Fire Safety Law & Risk Assessment

“Ensure legal compliance and protect your assets”
Significant fines and imprisonment are being imposed on businesses (including managers & directors) for breaches of legislation, even where no fire has taken place. The Regulatory Reform (Fire Safety) Order 2005 makes all organisations responsible for their own legislation compliance and fire safety regime. This course provides an in-depth grounding in Fire Risk Assessment. It provides both an excellent foundation for those with fire safety responsibilities as well as an update for those who have some knowledge of the subject, and uses a number of interactive workshops, including a comprehensive risk assessment exercise.

- Background of fire disasters forming basis for fire legislation
- Prevention and reduction of consequences
- Regulatory Reform (Fire Safety) Order 2005
- “Responsible”, “Competent” and “Relevant” Persons
- Enforcement procedures
- Fire Risk Assessment Process
- How fire spreads and behaviour of people in fires
- Detection, early warning and means of escape
- Equipment, lighting and signs
- Emergency plans, travel distances
- Carry out a fire risk assessment under supervision

52 Understanding the Construction (Design & Management) Regulations

“Managing a successful construction project in compliance with the new planned 2015 Regulations”
Everyone controlling site work on their premises has health and safety responsibilities – you need to check that working conditions are adequate before work begins, and ensure that the proposed work is not going to put others at risk. This course explains the key aspects of the CDM regulations, ensuring that delegates are well equipped to make the necessary changes to their operating procedures to ensure compliance with the new planned CDM 2015 Regulations and to follow best practice in the field. The 2015 Regulations are based on the EU Temporary Working Directive and make a number of changes to existing CDM Regulations, such as the removal and replacement of the CDM Coordinator role, replacement of the ACoP, expansion of the CDM remit and changes to the competence requirements.

- CDM Regulations: overview, definitions & principles
- When do the CDM Regulations apply?
- Competence, co-operation & co-ordination
- Duties of clients
- All construction projects: responsibilities of clients, designers & contractors
- Notifiable projects: responsibilities of clients, designers, CDM co-ordinators, principal contractors & contractors
- The Health & Safety File

51 Selecting & Controlling Contractors on Site

“You cannot contract out your health and safety responsibility”
FMs are increasingly being held accountable for breaches of H&S legislation committed by their contractors. When contracting out you cannot outsource your H&S responsibilities - both parties have duties under H&S law and you as the client must select and control your contractors carefully. Remember an accident investigation always begins on the premises where the accident happens - have you got time to deal with this? This course will provide you with up-to-date guidance and covers:

- Who counts as a contractor?
- Legal obligations
- Selecting suitable contractors
- Managing contractors on-site
- Do contractors present a risk to your organisation?
- How much supervision is needed?
- Co-operation & co-ordination
- Can you trust your contractors?
- Applying good practice
- Contractor H&S questionnaire

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All courses are held in Central London unless otherwise stated. Further dates may be available.
course fees  
(All prices shown ex-vat)

Our highly-experienced team of expert trainers includes some of the most active and influential figures in the FM industry today. Offering practical learning that is immediately transferable to the workplace, course fees include a full and comprehensive course workbook, refreshments and lunch at a quality venue.

<table>
<thead>
<tr>
<th>COURSE DURATION</th>
<th>BIFM MEMBERS</th>
<th>OTHER MEMBERS</th>
<th>NON-MEMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 DAY</td>
<td>£385</td>
<td>£455</td>
<td>£480</td>
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<tr>
<td>2 DAYS</td>
<td>£695</td>
<td>£760</td>
<td>£835</td>
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</tbody>
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| 3 DAYS – Understanding FM or Team Leading [01][07]  
*Residential option | £995         | £1085         | £1195       |
| 3 DAYS – The Professional FM 1 or 2 [02][03]  
*Residential option | £1190        | £1285         | £1380       |
| 3 DAYS – The FM Business School [04]  
*Residential option | £1240        | £1335         | £1430       |
| 3 DAYS - Contracting Trio [29, 30, 31] | £995         | £1085         | £1199       |
| 5 DAYS – Management Development [06] | £1655        | £1800         | £1999       |
| 4 DAYS – IOSH Managing Safely [44] | £730         | £790          | £880        |
| 11 DAYS – NEBOSH [50] | £1525        | £1650         | £1850       |

Please note, if you are attending a BIFM Training course as part of an ILM or BIFM qualification in Facilities Management, additional application fees will apply. For further information please contact BIFM Training [Quadrilect Ltd] on tel. 0207 489 7628.

*Residential option
Courses 01, 02, 03, 04, and 07 offer a residential option which includes 2 nights' full board accommodation typically at the same hotel as the course itself. Many of our delegates find this to be a more convenient way to attend the course, and an option that adds value to their overall training experience. Coming together for the evening meals offers the opportunity for continued informal networking and a chance to share your experiences and recollection of the day's events with your peers.

Pre-night accommodation request
If you require accommodation the night before the start of the course you will need to arrange this with the venue directly. Please state you are a BIFM Training delegate so they will be able to co-ordinate your booking.

If no residential option is given
Subject to availability some of our course venues may be able to give our delegates a special discounted rate for accommodation, although it is your responsibility to liaise directly with the venue and organise this for yourself. Or we suggest using www.vhfinders.com (tel: 0844 875 1330) - a free service which will be able to help you search for alternative accommodation nearby.

Who is eligible for the BIFM Member rate?
British Institute of Facilities Management (BIFM) members are eligible - find out about membership @ www.bifm.org.uk. Members of the International Facility Management Association (IFMA), the Facility Management Association of Australia (FMA) and the Building and Engineering Services Association (B&ES) are also eligible for the BIFM Member rate.

What about the Other Members Fee?
Other Associations’ Members such as RICS, CIOB, CIBSE and GPU (Government Property Unit) qualify for the discounted ‘Other Members’ fee.

how to book

Step 1: Choose your course and select a date

Step 2: Your course registration checklist

When you register we will need to know the following:
- Your membership status: BIFM member/Other Member/Non-member
- Accommodation option (if available)
- Company postal address (please also supply invoice address if different)
- Email address for joining instructions and invoice
- Purchase order number (only if required by your company for invoicing purposes)
- Qualification option (where applicable)

Step 3: Complete registration - 3 options

- Online at www.bifm-training.com and go to the Registration button on the menu bar
- Email us at info@bifm-training.co.uk
- Course registration form: complete and post, scan or fax it back to us

Step 4: What happens next?

- Confirmation of your booking
  If registering online you will receive an automatic booking confirmation. If you are registering by email we will confirm the booking by reply, and if you're sending the registration form by post we will contact you to let you know that we have received it. If you do not receive any acknowledgement of your registration please contact one of the team so that we may check your registration has been received.

- Joining Instructions and invoice
  Course joining instructions and invoice will be emailed approximately 4-6 weeks prior to your start date. Payment is required upfront before you attend the course.

Step 5: We hope you enjoy your BIFM Training experience and look forward to hearing your feedback.