STUDY **FACILITIES MANAGEMENT** ONLINE

Developed in partnership with FMA
and designed for Facility Managers

10938NAT
Diploma of Facilities Management

Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

We have grown to become a true leader in the field of distance and online education with 35 years in operation and a genuine commitment to applied learning.

We are proud to present the 10938NAT Diploma of Facilities Management*, which has been developed in close collaboration with the Facility Management Association of Australia (FMA) and designed for Facility Managers.

Contemporary, innovative and flexible; UNE Partnerships is here to help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!
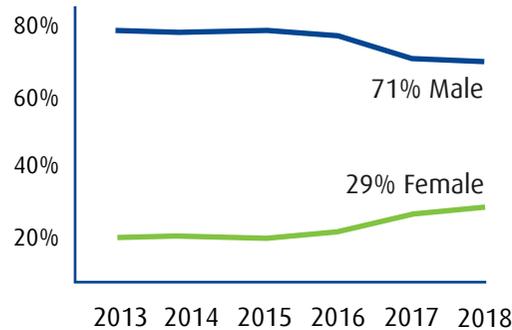
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Contents

Industry insights

Employment outcomes within your industry

The Australian facility management sector is worth more than AU$33 billion per annum,[1] with the global facility management market tipped to reach US$1.9 trillion by 2024.[2]
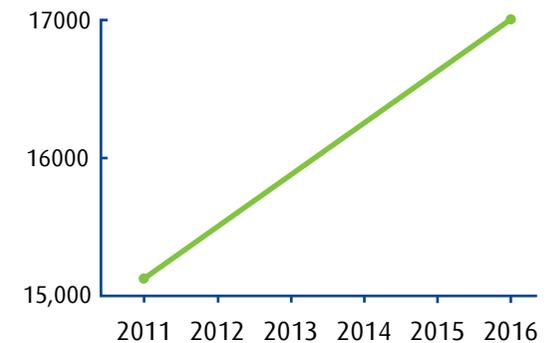
A CHANGING
workforce[1]

80%
60%
71% Male
40%
29% Female
20%

2013 2014 2015 2016 2017 2018

IMPROVED
work status[3]

72.6%

EMPLOYMENT GROWTH
Facilities Managers[4]

17000

16000

15,000

2011 2012 2013 2014 2015 2016

Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

[1] https://www.fma.com.au/fm-industry-census
[2] https://www.mckinsey.com/business-functions/operations/our-insights/six-emerging-trends-in-facilities-management-sourcing
[3] https://www.myskills.gov.au/courses/details?Code=CPP50511
[4] https://joboutlook.gov.au/Occupation?search=alpha&code=149913

Our Industry Partner

Specialist industry courses and qualifications

UNE Partnerships has delivered specialist courses and qualifications in facility management for almost 20 years.

In 2015 we partnered with the Facility Management Association of Australia (FMA) to offer the Industry Diploma of Facilities Management*.

Our partnership with FMA culminates our genuine commitment to the facility management sector, as we work together to offer the 10938NAT Diploma of Facilities management and support the advancement of Indigenous Australians through the Indigenous Scholarship program.

"

Working in partnership with UNE Partnerships has provided an opportunity for targeted facilities management education to be delivered across the industry.

- Nicholas Burt
CEO FMA

Membership benefits

10% discount[+] for members of:

☑ Facilities Management Association of Australia (FMA)

☑ Facilities Management Association of New Zealand (FMANZ)

☑ Institute of Healthcare Engineers Australia (IHEA)

☑ Strata Community Association (SCA)

[+] This offer is only available for standard full course enrolments and cannot be used in conjunction with any other offers.

Why study with us?

Our students and graduates benefit from 35 years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.

Our student support team
are passionate about your success and provide personal assistance and regular support calls.

Our trainers and assessors
will become your mentor, guiding you through your learning and assessment journey.

Our partnerships
mean that you can access 24/7 online tutorial support through Studiosity.

Graduate satisfaction*

Overall Satisfaction — 91.8%
Industry Average — 79.0%

Teaching Satisfaction — 95.1%
Industry Average — 78.8%

Assessment Satisfaction — 93.9%
Industry Average — 81.8%

* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.

Motivation

Study targets

Course direction

Mentoring

Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.

Trish Ferrier
Trainer and Assessor
Facilities Management

Trish has been working in the facilities management for over 30 years. She has been a member of the FMA Education Group for 14 years and has been actively involved in the management of the Industry Diploma of Facilities Management* in this role.

Trish is a past board member of FMA Australia and has won both State and National awards recognising her contribution to education and professional development in the industry.

Peter Roper
Student Engagement
Facilities Management

Peter has been supporting students through their studies with UNE Partnerships for more than 5 years.

Peter believes that the purpose of study isn't to change who you are but to equip students with the knowledge and skills to reach their full potential.

10938NAT
Diploma of
Facilities Management^

Developed by industry experts, this course gives you the opportunity to gain practical expertise and formal recognition in this diverse and fast moving industry.

This qualification has been designed for those who are required to make key decisions in the areas of facilities management across all property sectors such as capital control and/or maintenance spending, communications, utilities, delivering services, building and property maintenance. It will equip you with specialised skills in management, team leadership, risk management and operations required to successfully plan, develop and implement facilities maintenance, life cycle maintenance programs, and measure and manage sustainable facilities environments.

Admission Guidelines

There are no entry requirements for this qualification. However, we recommend that you have:

- Experience managing facility teams or services.
- Strong written and verbal communication skills.
- Previously completed Year 12 or a Certificate IV level qualification.
- Appropriate technology to study online
- The motivation to learn independently.

Duration

- 8 hours per week over a study period up to 2 years.

Suitable for

- Individual Students.
- Corporate Groups.

Delivery mode

- Online Learning

> ❝❞
>
> _UNEP has a great support network which does help every student just as good as being in a classroom._
>
> — Milenko Cirkov

Trustpilot
★★★★★
Rated 4.4 out of 5 | 142 reviews

Student testimonials
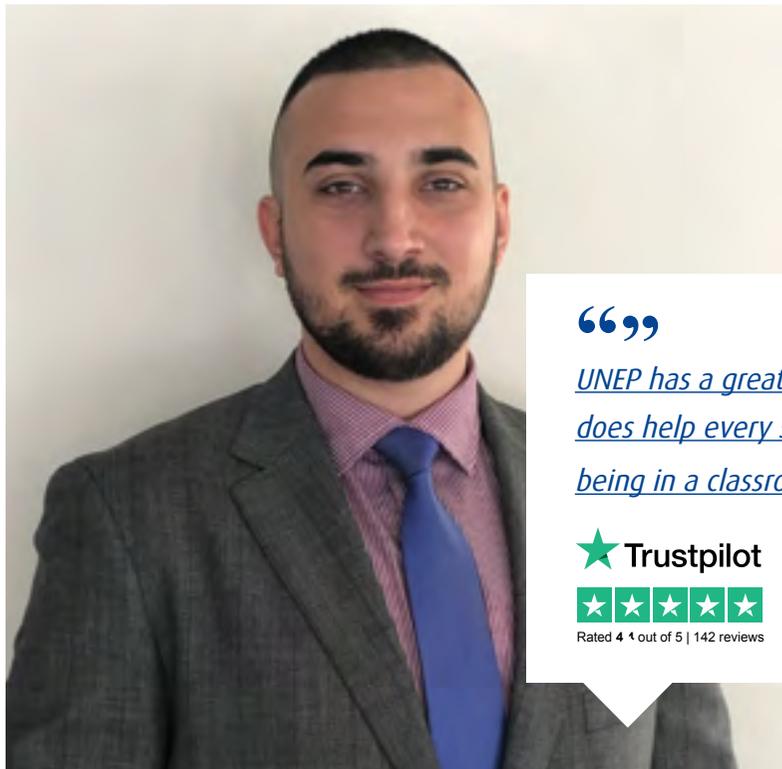
Graduate outcomes

On completion of this qualification, participants will have specialist knowledge and skills in a facilities management environment to:

- plan, develop and support the implementation of facilities maintenance and lifecycle maintenance programs
- measure and manage sustainable facilities environments
- collaborate, develop interpersonal relationships, manage stakeholder engagement and delegate effectively
- manage risk and ensure safety in the workplace.

Pathways to UNE

Successful attainment of the 10938NAT Diploma of Facilities Management^ will allow for articulation into a range of undergraduate and postgraduate awards offered by the University of New England (UNE).*

* Applications must address UNE Program entry criteria. Enrolment fees are set annually by the UNE.

> ❝❞
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> _Very happy with the support I received taking on this course . Had not been studying for 20 years and was feeling a little anxious about getting back into it.FMA, where always there for support and advice ._
>
> — Silvio Sirianni

Trustpilot
★★★★★ Rated 4.4 out of 5 | 142 reviews

> ❝❞
>
> _Excellent team of professionals. Coursework and Assignments were designed very effectively. Appreciate all the help and guidance from my Course Cordinator including the admin._
>
> — Ron

Trustpilot
★★★★★ Rated 4.4 out of 5 | 142 reviews

* Student competed their Industry Diploma of Facilities Management

Learning outcomes

12 units of competency must be successfully completed and made up to 8 core units plus 4 electives.
Elective choices:
· At least 1 elective from group A
· At least 1 elective from group B
· Remaining from either A or B

Core Units

BSBFIN501
Manage budgets and financial plans

This unit provides the skills and knowledge required to undertake financial management in an organisation or work area. It includes planning and implementing financial management approaches and supporting and evaluating effectiveness of financial management processes.

BSBPRC502
Manage supplier relationships

This unit provides the skills and knowledge required to manage relationships with suppliers of larger or multiple smaller procurement activities, where the relationship is of some significance to the organisation. It covers managing procurement agreements, resolving disagreements with suppliers, finalising agreements, and reviewing the performance of suppliers.

BSBWHS521
Ensure a safe workplace for a work area

This unit provides the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures, and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

BSBOPS504
Manage business risk

This unit provides skills and knowledge required to manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

BSBSUS411
Implement and monitor environmentally sustainable work practices

This unit provides the skills and knowledge required to analyse and implement improvements to the environmental sustainability of work practices and monitor their effectiveness.

NAT10938001
Manage lifecycle services

This unit provides the outcomes required to manage the continuous processes of service provision to support facilities systems and practices whilst remaining sustainable.

NAT10938002
Develop and manage facility maintenance plans

This unit focuses on the requirement for facility managers to develop and manage facility maintenance plans for essential maintenance services and other services in a facility.

CPPDSM5030
Manage projects in the property industry

This unit of competency specifies the outcome required 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.

Elective Units A

CPCCBC4012
Read and interpret plans and specifications

This unit of competency specifies the outcome required to read and interpret plans and specifications applicable to medium rise residential and commercial projects in order to inform estimation, planning, and supervisory activities.

CPPDSM5007
Coordinate construction or renovation of facilities

This unit of competency specifies the outcome required to coordinate the construction or renovation of facilities. It requires the ability to use appropriate consultative processes to determine construction or renovation requirements and to develop, monitor, and finalise a construction plan.

BSBTEC403
Apply digital solutions to work processes

This unit defines the skills, knowledge and outcomes to integrate digital technologies into common management practice.

MSS015020
Facilitate an energy audit

This unit describes the skills and knowledge required to project manage an energy audit within a business environment, to provide a quantitative overview of energy performance and determining opportunities for improvement.

Learning outcomes (continued)

MSS405088
Plan, implement and monitor energy management

This unit describes the skills and knowledge required to review energy use, and develop objectives, strategies and action plans for improved energy management in an organisation. It includes implementation and permanent monitoring as well as consultation and collaboration with key stakeholders throughout the process.

CPPDSM5001A
Advise on use and design of facilities

This unit of competency specifies the outcomes required 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.

CPPDSM5029
Manage client relationships and networks in the property industry

This unit of competency specifies the outcomes required to maintain positive business relationships and active professional networks in the property industry. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainability assessors.

CPPDSM5022A
Implement asset management plan

This unit of competency specifies the outcomes required to plan for the management of assets. It requires the ability to implement effective strategies to manage the operational, resource and maintenance needs of assets and to review and evaluate those strategies.

CPPDSM5011A
Determine space utilisation

This unit of competency specifies the outcomes required 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.

CPPCSV5011A
Apply building code and standards to residential buildings

This unit of competency specifies the outcomes required to ensure that the building process complies with the Building Code of Australia (BCA) and relevant Australian standards. The unit applies to residential buildings and includes the evaluation and interpretation of building requirements, classification of buildings according to the BCA criteria and strategies for compliance.

CPPREP4123
Manage tenancy

This unit specifies the skills and knowledge required to manage a tenancy. It includes timely and effective communication with tenant, landlord and other stakeholders and the management of rent payments, arrears, routine inspections, repairs, maintenance, tenancy renewals, rent increases and tenancy agreement breaches.

NB This unit applies to people currently working in or seeking to work in real estate. State or territory licensing requirements may apply to this unit.

Elective Units B

BSBWRT411
Write complex documents

This unit describes the skills and knowledge required to plan, draft and finalise complex documents.

BSBLEG522
Apply legal principles in contract law matters

This unit provides the skills and knowledge required to analyse and evaluate information from a variety of sources and supply solutions to contractual issues in a legal environment.

PSPMGT006
Develop a business case

This unit provides the skills required to perform market analysis, development, and cost options, and justify for a recommended business solution.

BSBSTR601
Manage innovation and continuous improvement

This unit applies to individuals with managerial responsibilities who aim to build a better and more effective work environment. Continuous improvement and innovation have links with the model of the learning organisation and people working at this level play an important role in building the culture, values and attitudes of the organisation.

BSBPRC501
Manage procurement strategies

This unit describes the skills and knowledge required to develop, implement and evaluate an organisation's procurement strategies. It applies to individuals focussing on the development, design and implementation of strategies to support the procurement of goods and/ or services. While an individual may work closely with other staff members in the organisation, they have individual responsibility and autonomy to develop, communicate and implement organisational procurement strategies.

Course fees*

We provide a range of flexible payment options to help you achieve professional success sooner.

Pay upfront
$6,990 AUD^

Flexible payments
Pay weekly, fortnightly or monthly over 12 months

Third party
Seek financial assistance from your employer or another third party

Membership discounts

10% discount+ for members of:

- Facilities Management Association of Australia (FMA)
- Facilities Management Association of New Zealand (FMANZ)
- Institute of Healthcare Engineers Australia (IHEA)
- Strata Community Association (SCA)

Visit our website for more information about our fees and funding at www.unep.edu.au/get-started/fees-and-funding

* Terms and conditions apply. ^Information is correct as at January 2021. +This offer is only available for standard full course enrolments and cannot be used in conjunction with any other offers.

my.unep

my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

Units

You will find everything you need to complete your studies in my.unep

Introduction

- Getting Started
- Course Overview

Learning Resources

- Readings
- Activities
- Resources

Assessment

- Case Studies
- Scenarios
- Tools and Templates

Support Centre

- 24/7 Support.

Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website www.unep.edu.au/students/policies

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.
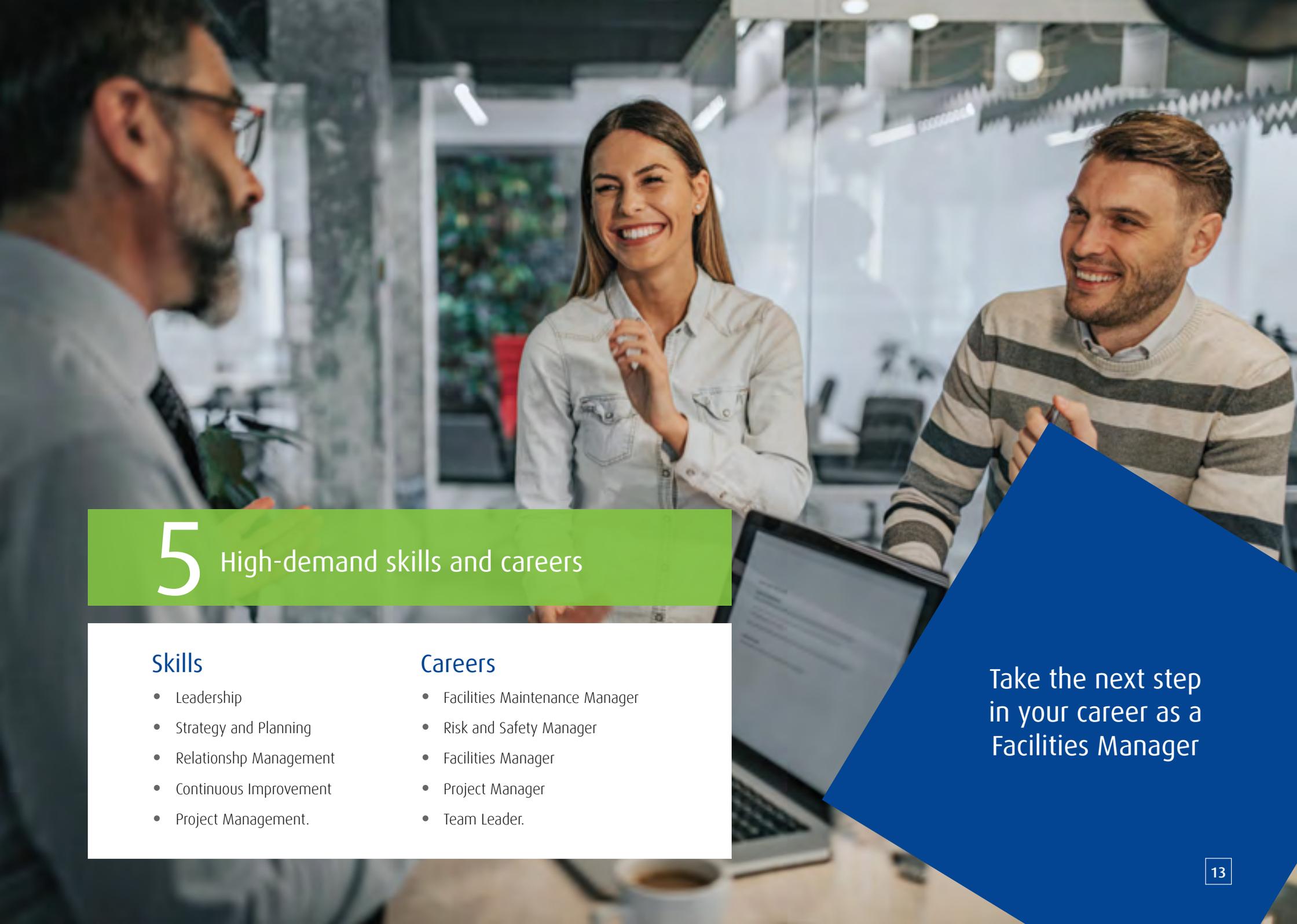
All students will need:

- moderate numeracy and English literacy skills
- moderate computer skills
- to be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

Computer Requirements

All of our courses are delivered through our modern online learning environment. To successfully participate in online learning, you will need:

- a modern computer
- a reliable internet connection
- microphone and webcam
- Microsoft Office or similar.

5 High-demand skills and careers

Skills

- Leadership
- Strategy and Planning
- Relationshp Management
- Continuous Improvement
- Project Management.

Careers

- Facilities Maintenance Manager
- Risk and Safety Manager
- Facilities Manager
- Project Manager
- Team Leader.

Take the next step in your career as a Facilities Manager

unepartnerships
creating professional success

1800 066 128

ask@unep.edu.au

unep.edu.au

Connect with us on social media