

FACILITY MANAGEMENT DAY





MILANO 4 novembre 2014

Pan-European EuroFM
Certificate:

Site Manager







- 🌐 Site managers are the link between tenants, real estate and facility services.
 - 🌐 They have to understand the tenants core business, to define requirements, organize hard and soft services, to adapt real estate, FM processes and services at the site level.
 - 🌐 A site manager has to balance customer orientations as well as costs and qualities. Additionally he is the central contact person and the “problem solver“.
 - 🌐 The highest intention has to be the customers satisfaction in terms of a long-lasting relationship. This concerns for example, the handling of orders and offers, fault handling / reports and the coordination of a range of other services.
- **A pan-European certificate supports the provision of services and sets international standards.**

-  You are already a site-manager and want to prove your qualifications?
-  You are a service provider and want to differentiate yourself on quality and not just on price?
-  You are a company that wishes to qualify your internal site managers?
-  Do you want to protect qualities when “purchasing” Facility Services?

... ask for certified Site Manager!

→ Use the **COMPETENCE CHECK** to recognize training needs!

→ **CERTIFICATE** your site-manager at an European level to prove quality!

-  Certificate is based on the European Standard EN 15221-4
-  Competencies are localized to the national context (legislation, norms and standards as well as the language)
-  The certification “site manager” is designed for people which already work in areas of site management in FM departments or at service companies:
 -  Internally site managers at the tenant,
 -  External site managers at service providers.
-  Prerequisite courses are graduations at
 -  General education secondary schools
 -  Business schools/University degrees (FM area)
 -  Apprenticeships with master's certificate or relevant experience

Certification Body (European Level)

➤ headed by EuroFM

➤ local EuroFM members associations (in case they provide certificate)

National Certifier → EuroFM

Examiner → IFMA Italy

Defines ...

- job descriptions
- competences
- procedures of examinations
- tools
- questions
- etc...

Strategic quality assurance

	Kompetenzen/Competencies	Nummerierung/Numbering: EN 15221-4:2011 (D, EN)	Klassifizierung: EN 15221-4:2011 (D)	Classification: EN 15221-4:2011 (E)
Kompetenzen/ Competencies	Technisches Wissen/ Technical Knowledge	1.160	Instandhaltung und Betrieb	Maintenance and Operation
		1.170	Ver- und Entsorgung	Utilities
		2.300	ICT (Informations- und Kommunikationstechnologie)	ICT
	Infrastrukturelles Wissen/ Infrastructural Knowledge	1.300	Reinigung	Cleaning
		2.100	Gesundheit, Arbeitsplatz und Sicherheit und Umwelt (HSSE)	HSSE
		2.200	Hospitality	Hospitality
		2.400	Logistik	Logistics
	Juristisches Wissen/ Legal Knowledge & Legal Compliance	2.530	Rechtsberatung und Verträge	Legal Counsel and Contracts
		9.200	Qualität	Quality
		9.300	Risiko	Risk
	Organisation: Kaufmännisches und betriebswirtschaftliches Wissen/ Organization: Commercial and Business Knowledge	1.110	Gebäudeausgangspersormance	Building Initial Performance
		1.130	Verbesserung der Gebäudeperformance	Enhancement of Initial Performance
		1.140	Liegenschaftsverwaltung	Property Admission
		1.151	Immobilienoptimierung	Real Estate Optimisation
		2.500	Geschäftsunterstützung (Managementunterstützung)	Business Support (management support)
	Fachwissen zur Methoden- und Sozialkompetenz/Expertise to methodological and social competence			
	Workplace (Arbeitsplatz Strategien)/ Workplace Strategies	1.100	Fläche (Räumlichkeiten)	Space (accomodation)
		1.200	Aussenanlagen	Outdoors
		1.400	Arbeitsplatz	Workplace
	Umbau und Sanierung/Renovation	1.120	Ersatz und Sanierung von Vermögenswerten	Asset Replacement and Refurbishment

IFMA Italy





- Does local marketing and sales
- Determines the schedule for the competence checks and certifications
- Sends the names of the candidates to EuroFM
- Takes care for the testing infrastructure (room, PC with internet access)

Operational partner of EuroFM

- Provides database of candidates, questions and result
- Sends necessary data to sign into the system as a named candidate to the association
- Sends out the results/certificates

IFMA Italy

- Audits examination
- Examinations are done over the internet portal of the EuroFM database
- The database automatically calculates the points of the multiple choice questions

-  The examination is taken in the form of **multiple-choice tests** on the Internet portal of EuroFM (test duration: 60 min competence check / certification 90 min, own laptops and documents allowed).
-  The results are calculated by the examination software automatically .
-  In the case of the competence checks IFMA Italy hands over results plus a statement of the competences to the candidate.
-  In case of the certificate IFMA Italy hands the certificate or a statement of failure over to the candidate (continuous serial number etc.).

Costs for the competence check or certification

- each 500 €

Validity of the certificate

- the validity of the certificate is 3 years and will be automatically enlarged when further relevant education is done at least 3 days per year.

Schedules (IFMA Italy)

- **Save the Date**: January 20th, 2015
- Individual appointments are possible (from 8 requests)!

Curricula (preparatory courses)

- Modules to prepare the examinees for the certification (1 module = 1 main competence)

REUG Objektmanger: Testzertifizierung AT 2014-04-31

dipl.eu/mod/quiz/attempt.php?id=8

Reader

Zertifizierung REUG Objektmanger

Sie sind angemeldet als Teilnehmer Proband (Logout)

Diplome/Zertifizierungen ▶ REUG Objektmanger ▶ Tests ▶ Testzertifizierung AT 2014-04-31 ▶ Versuch 1

Testzertifizierung AT 2014-04-31 - Versuch 1

1 Welche Arten der Warmwassererzeugung kennen Sie?

Punkte: --
/1

Antwort(en)
wählen:

- 1. Pelletsessel
- 2. Wärmepumpen
- 3. Ölkessel
- 4. Photovoltaikanlagen
- 5. Holzkessel
- 6. Fernwärme
- 7. Gaskessel
- 8. Solarthermie
- 9. Kokskessel

REUG Objektmanger: Testzertifizierung AT 2014-04-31

dipl.eu/mod/quiz/review.php?attempt=10

Zertifizierung REUG Objektmanger Sie sind angemeldet als Teilnehmer Probant (Logout)

Diplome/Zertifizierungen ▶ REUG Objektmanger ▶ Tests ▶ Testzertifizierung AT 2014-04-31 ▶ Überprüfung des Versuchs 1

Testzertifizierung AT 2014-04-31


Überprüfung des Versuchs 1


Überprüfung beenden

Begonnen am	Montag, 31. März 2014, 15:30
Beendet am	Montag, 31. März 2014, 15:36
Verbrauchte Zeit	6 Minuten 5 Sekunden
Punkte	3.82/25
Bewertung	1.53 von maximal 10 (15%)

1 Welche Arten der Warmwassererzeugung kennen Sie?

Punkte: 0.88/4

 In Austria the certification took place for the **third time in 2014**, the REUG (Real Estate User Group) invited large users and service providers to pit their best and most experienced Site Managers to the competence check/to the certificate.

 In Austria, the next certification / competence check will be held on 1st December 2014 (individual appointments possible!).

 Additional countries: **Italy**, Spain, Portugal, Hungary, Romania and Bulgaria.

 For more details, visit the EuroFM www.eurofm.org or IFMA Italy website.

Supporters

Baxter



Deutsche Bank



Service Providers



Siemens Gebäudemanagement & -
Services G.m.b.H.





IFMA Italia

Viale Lombardia, 66

20131 Milano (Mi)

Tel. 0228851611

Fax 0228851623

info@ifma.it

www.ifma.it