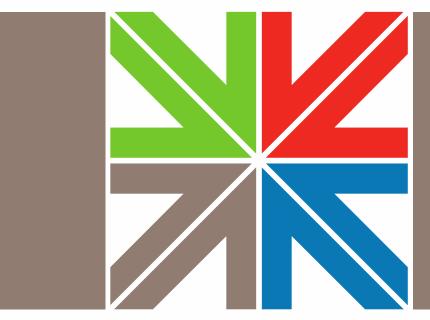


FACILITY MANAGEMENT DAY

MILANO 4 novembre 2014



Pan-European EuroFM Certificate:

Site Manager





Site Manager | Job Description



- 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.



Certification | Target Group



- You are already a site-manager and want to prove your qualifications?
- Tou 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!



Site Manager | Job background



- 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



Organisational Structure



- Certification Body (European Level)
 - headed by EuroFM
 - ► local EuroFM members associations (in case they provide certificate)
- National Certifier → EuroFM



Certification Body



- Defines ...
 - >job descriptions
 - **≻**competences
 - procedures of examinations
 - **>**tools
 - **>**questions
 - >etc...
- Strategic quality assurance



Certification Body



EurofM	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)	ІСТ
	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	Gebäudeausgangsperformance	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



Examination| Procedure (1)



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



Examination| Procedure (2)



- 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, Validity & Curricula



- 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)



Test Interface | Question (layout)

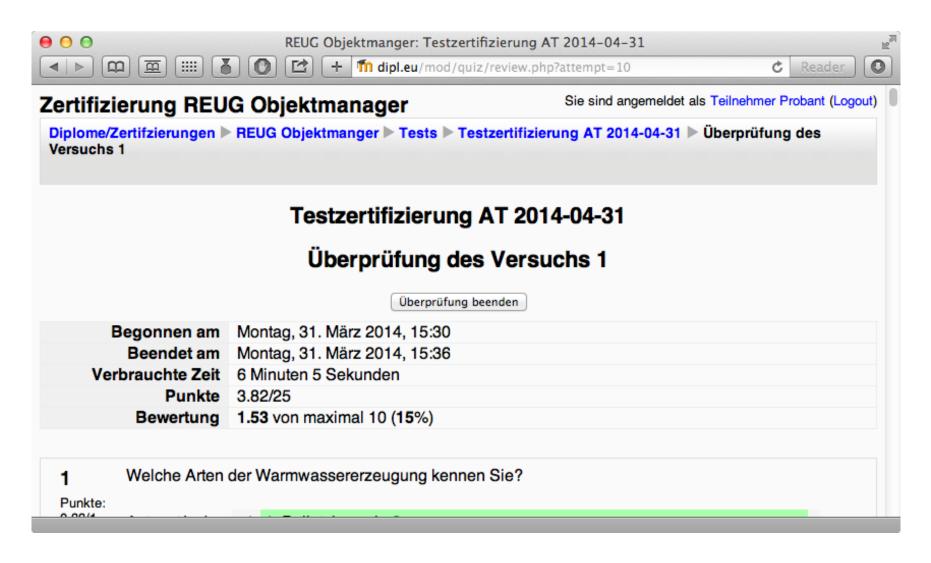






Test Interface | Result (layout)







Pan European Certification



- 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



Supporters













Service Providers























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







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