

IFM year 2: Course units International Facility Management 2018-2019

CODE	Course name: period 2: 19-11-2018 / 01-02-2019 (incl. exams)	ECTS
2.2IM&G	<p>People and Building MAIN LEARNING OUTCOME: The student analyses the management processes related to buildings and the building-related services of a given organisation and its national or international environment, and subsequently puts forward proposals for improving the quality of these processes with the aid of management models (including control models), taking into account financial consequences and the health of employees and guests/clients/patients, in order to create the optimum work environment through buildings and services.</p> <p>The student calculates the added value of the proposed improvement/change and draws up a corresponding investment budget.</p>	(15)
IFVB18M&GPMG	<p>People and Building: Project <i>Main Learning Outcome:</i> The student makes a recommendation, both in writing and verbally, for the improvement of management processes relating to buildings and building-related services based on analyses carried out, and devises a medium-term plan for this improvement.</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - analyses the current and desired quality of buildings and building-related services - formulates alternative solutions for improving building management processes from a quality assurance perspective, and evaluates them on financial, legal and organisational criteria - makes a convincing recommendation, both in writing and verbally, based on the analyses carried out 	4
IFVB18M&GVHR	<p>Change Management, Leadership and HRM: Exam <i>Main Learning Outcome:</i> The student names and is familiar with change management, HRM and leadership theories in the context of an organisation's environment and development.</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - names and understands the importance of change management and effective leadership - is familiar with and understands HRM tools that are designed to develop and reward employees, specifies the advantages and disadvantages of these tools, and indicates which are the most suitable in a specific business situation - is familiar with and understands the importance of communication, co-determination, participation, and health and safety in the workplace or within the organisation 	4
IFVB18M&GVHR-1	<p>HRM Training (= practical part of Change Management, Leadership and HRM) <i>Main Learning Outcome:</i> The student demonstrates interpersonal and organisation-focused HRM communication and consultation skills in a training situation/role play.</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - runs coaching sessions - demonstrates that they can give and receive feedback, and that they can deal with conflicts and opposition - demonstrates the ability to negotiate in a consultation situation - demonstrates that they can lead HRM meetings in the context of employee performance 	0

CODE		ECTS
2.2IM&G	People and Building (cont'd)	
IFVB18M&GKHS	<p>Quality of Housing and Services: Exam <i>Main Learning Outcome:</i> The student is familiar with the quality aspects of the work environment, and describes and explains them in the dimensions of a quality model related to buildings and associated services. <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - describes the activities associated with the management of buildings and building-related services - specifies the service quality (using management tools and measurement criteria) of management processes for buildings and building-related services - describes and explains all the dimensions of quality models, and applies these models to an organisation in relation to the management of buildings and associated services 	3
IFVB18M&GFIM	<p>Financial Management 3: Exam <i>Main Learning Outcome:</i> The student explains the financial consequences of a business recommendation and assesses its feasibility. <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - uses the Dupont chart to determine the impact of business decisions on the balance sheet and income statement, and makes links between these financial statements - draws up an investment budget, an operating budget and an FM budget in the context of the budget cycle, and classifies this information using the relevant ratios and standards (among other things, for benchmarking purposes) - uses the various investment selection methods (with time preference) to calculate the financial added value of investments, assesses it and explains the financial impact on operations - defines the concept of 'life cycle' within a given context, and classifies the associated Life Cycle Costs or Total Cost of Ownership - names the various types of finance that an organisation can access and calculates the financial impact of each type of finance - apportions indirect costs using the cost centre method and the ABC method 	2
IFVB18M&GOND	<p>Research Report <i>Main Learning Outcome:</i> The student draws up a research plan in a given situation (including choice of model), and analyses and evaluates the results. <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - applies the research theory learnt to a given issue in the orientation phase to produce a research plan - compares and assesses quality models (or scientific insights, theories, concepts, research results) to produce a suitable research plan for the business-related issue - prepares the research by taking measures that have a positive impact on the reliability and validity of the chosen approach - analyses quantitative data and reviews it for links between variables (variance analyses, correlation) - evaluates the quality of the way that they set up and implemented the applied research on completion of the project 	2
	Total	15