

IFM year 1: Course units International Facility Management 2018-2019

CODE	Course name: period 4: 22-04-2019 / 05-07-2019 (incl. exams)	ECTS
1.4ISER	<p>Services MAIN LEARNING OUTCOME: The student is familiar with and understands concepts in the field of Facility Services within major national/international organisations.</p>	(15)
IFVP18SERCON	<p>Service Concept Project: Project <i>Main Learning Outcome:</i> The student develops and reports on policy for both new and existing facility services on the basis of a given case study, taking into account recent developments and the requirements of the organisation and clients <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - describes relevant developments relating to facility services (catering, cleaning, reception services, security, and so on) and applies them to a case study - evaluates the needs of different client groups and adapts FM policy to external developments - analyses potential improvements to a business unit, taking a business management approach - names the advantages and disadvantages of insourcing and outsourcing - calculates the total cleaning costs and catering costs and the total cost price - applies legal aspects of facility services - describes how to communicate with different target audiences, taking into account multicultural aspects - demonstrates that they can take complaints on board and reach an acceptable solution with the client 	4
IFVP18SEROND	<p>Research 2 <i>Main Learning Outcome:</i> The student investigates a facility service using literature. <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - uses the practised information skills to find relevant literature (relating to the given question concerning a facility service) - accurately describes the steps taken in the search process - lists the retrieved literature concisely and correctly - indicates the reliability of the information found - draws a conclusion based on the information selected and assessed - writes a clear report based on literature research into a facility service 	2
IFVP18SERSMA	<p>Service Marketing: exam <i>Main Learning Outcome:</i> The student understands the basics of marketing theory and its relevance to facility services. <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - understands the basics of marketing and its relationship with corporate strategy - describes the marketing environment - explains purchasing behaviour (B2C and B2B) and the ways that purchasing behaviour can be influenced - describes the service marketing mix - names and explains service concepts - describes key aspects of marketing in an international environment 	3

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1.4ISER	Services (cont'd)	
IFVP18SERREC	<p>Law: exam</p> <p><i>Main Learning Outcome:</i> The student understands the basics of the legal aspects of facility services.</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - distinguishes between the various fields of law and specifies the various sources of law - defines and distinguishes between legal acts, obligations and agreements - understands the difference between culpable and non-culpable breaches of contract (non-performance, force majeure) - names the different aspects of ownership and the acquisition and transfer of ownership (absolute rights, restricted rights, ownership, possession, holdership, the various ways that property can be transferred) 	3
IFVP18SERHRM	<p>Human Resource Management: exam</p> <p><i>Main Learning Outcome:</i> The student is familiar with and understands the basics of HRM in relation to facility services</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - Is familiar with and understands HRM theory with regard to workflows and role analysis. - Is familiar with and understands the legal aspects of employment relations and contracts. - Is familiar with diversity policy, and understands the importance of it and how it is implemented in organisations. 	2
IFVP18SERHRM-1	<p>HRM training (= practical part of Human Resource Management)</p> <p><i>Main Learning Outcome:</i> The student demonstrates a number of basic HRM communication skills.</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> - demonstrates HRM skills in meetings relating to recruitment & selection - demonstrates HRM skills in meetings in which bad news is discussed - demonstrates HRM skills in meetings in which cultural differences are evident 	0
IFVP18SERACP-	Academic Career Planning: N/A/ for Exchange students	4
	Total	15 14