



# Certificate in CRE and Facilities Management



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**Language:** English

**Market sector:** Commercial Real Estate, Facilities Management

**Course type:** Training programme

## Welcome

We are very excited that you have chosen to study **Certificate in CRE and Facilities Management**.

This guide will set out some helpful information and tips for you to get the most out of this course. This guide contains the basic information about your course materials.

## First steps

1. Familiarise yourself with the guidance materials provided on the main page of your course.
2. Bookmark the course page.
3. We recommend that you use Google Chrome.
4. Disable pop-up blockers in the settings of your Internet browser.

## Method of study

The course is delivered online and designed to be flexible around your professional and personal life. There are six modules, plus an exam at the end of the course. In each module, you have access to eLearning, reading and a quiz. You also have access to recorded consolidation sessions, where a tutor will take you through the module, case study, and any tricky elements of learning. There are also two case studies included in the course which will help you to put into practice everything you have learned. After you have completed the case study, you will be able to access a recorded case study debrief video. Each module is expected to take you one month. You are given a further two months to complete your exam and complete any further outstanding work. After this time, the course will end, and you will no longer have access to these materials.

## What support do you receive?

A dedicated support team will be on hand to help you with any questions that you may have. OLA team - [onlineacademy@rics.org](mailto:onlineacademy@rics.org)

# Course description

Facilities Managers can influence how an organization's operating costs can be reduced while its productivity is increased. It is essential to ensure that all the different buildings and services work as efficiently as possible. Facilities management is the total management of all services that support the core business of an organization, and good facilities management makes a huge difference to the efficiency and productivity of a company, its staff and even its clients.

Our course will equip you to recognize the factors that influence property choice, nature of tenure and acquisition and disposal of corporate real estate. This includes the cost implications of the property life cycle and the consideration of liabilities and legal issues. You will also be able to apply the techniques you learn to improve workplace productivity, sustainability, communication and the overall competitive strategy of an organization.

## Course structure

Unit 1 – Strategic Corporate Real Estate and Facilities Management

Unit 2 – Corporate Real Estate Life Cycle

Unit 3 – The FM Life Cycle

Unit 4 – The Workplace

Unit 5 – Facilities Support Services

Unit 6 - Management Information Systems

## Learning outcomes

By the end of the course, you will be able to:

1. Articulate and interpret the role of CRE and FM in the overall competitive strategy of the organisation in the context of when, where, what type and on what terms real estate services will be demanded
2. Critically consider the aims of the corporate real estate and facilities manager in managing the property of an organisation
3. Recognise and analyse the various factors that influence the choice of a property for the business to occupy and the nature of the tenure
4. Critically evaluate the issues in acquiring and disposing of operational property
5. Use whole life economics as the basis for informed decision-making in the property lifecycle
6. Demonstrate a critical understanding of the vital role that management of facilities has for improved sustainability performance
7. Recognise the impact of the workplace on organisational productivity
8. Critically evaluate the effectiveness of alternative workplace strategies in meeting the requirements of the changing world of work

# Learning resources

The resources in each technical module include various learning components to ensure you achieve the right level of knowledge for each competency.

**eLearning** - Interactive and responsive eLearning modules deliver the technical content of the learning objectives. The content will be delivered in bite-size chunks, including examples, top tips, scenarios and interactive activities. Please select the 'Exit course' button at the top right-hand corner of the screen before closing the eLearning. This is to ensure your progress is saved.

**Reading materials** - Each module is supported by structured reading materials such as professional guidance and standards, videos or the latest insight articles and research.

Essential reading files require you to view all files for the section to be marked as completed.

Further reading materials have been provided should you wish to expand your knowledge a bit further, but they are not mandatory.

**Case study** - Case study introduction video: A recorded introduction video stating expectations and next steps.

Case study: The case study is a scenario assignment which allows you to put theory covered in the session into practice by using your skills in a project. Students are expected to submit the case study answer in the exchange forum.

Case study debrief and model answer: Upon the submission, the model answer and a recorded debrief will be released. We strongly encourage you to complete these practical activities but they are not mandatory.

**Consolidation session** - This is a recorded session that consolidates learning from the e-learning modules, reading materials, and case studies and common questions that you may have.

**End of module quiz** - A short assessment at the end of each module tracks your progress in the course. Quizzes do not have a passing grade, but you must attempt them to have the activity marked as completed.

**End of course exam** - The exam will be available on the date shown on the course calendar. The exam consists of 50 multiple-choice questions. The passing grade is 65% and you will have one hour to complete it. You are allowed 2 attempts; however, the second attempt is only released 24 hours after the first attempt.

Your certificate can be downloaded once you have passed the exam and answered the feedback survey.