MANAGING THE BUILT ENVIRONMENT
The multifaceted and evolving industry of facility management requires effective training and development programs in order to attract and retain good personnel. For a long time it has been acknowledged within the sector that there has been a lack of skill development opportunities, particularly when new people enter the industry. There has also been a need for greater recognition and a clear skill development framework.

To combat the gap in training needs and options, RMIT now offers two nationally recognised academic qualifications in the facility management field. Developed in consultation with various industry leaders and governing bodies, these training courses aim to help meet the increasing challenges of managing the built environment.

Facilities management is the management and maintenance of the business support activities to guarantee the efficient operation of the built environment. Facilities management is fast paced, rapidly growing and an extremely diverse industry that is aligned to current state and government policies for higher density living. Both the Certificate IV and Diploma will open opportunities for career advancement across a vast number of industry sectors including, government, commercial property, hospitality, education, retail and health.

Facilities management professionals’ areas of responsibility can include the coordination and management of works in many areas of a building including air conditioning, power and lighting systems, plumbing, cleaning, refurbishment, grounds keeping, security, pest control and more.

**Facilities Management at RMIT**

The Certificate IV in Property Services (Operations) was developed in 2008 with nine key industry stakeholders as an entry level program. The program formed part of the Facilities Management Action Agenda’s brief to support the development of vocational education and training for the facilities management industry (Action 7).

“Delivery of the first Certificate IV training in Facilities Management through RMIT TAFE in close consultation with various industry organisations.”

Since then, RMIT has taken the next step to develop and successfully implement the Diploma of Property Services (Asset and Facility Management) to offer facilities management professional’s a vocational education and career progression pathway.

**Staff**

The trainers that deliver the facilities management programs are professionals from a variety of backgrounds with formal qualifications in areas including design, building and construction, project management, planning, environment/sustainability and business. They bring expert knowledge and real-life experiences to the program.

**PROGRAMS**

**Certificate IV in Property Services (Operations)**

The Certificate IV in Property Services (Operations) is specifically aimed at attracting new talent into the facilities management workforce, or supporting those who have recently commenced in a facilities management role (up to three years). The course covers key operational areas and includes: asset and performance maintenance, property inspection, property risk management, environmental sustainability, property life cycle maintenance, OHS requirements, contracts and financial management.

**Diploma of Property Services (Asset and Facilities Management)**

The Diploma of Property Services (Asset and Facilities Management) is aimed at senior facilities management personnel who have several years of facilities management experience. It covers key elements and principles of facilities management including, managing financial and operational plans, sustainability, asset maintenance and management plans, risk management and work place safety.
Benefits to employers

Industry expansion and success
Traineeships assist with attracting new entrants into the workforce and providing professional development opportunities for existing workers. The traineeship contributes to the continual growth of both individuals and organisations within the property services/facilities management sector.

Pragmatic and flexible
Employers will have access to motivated and enthusiastic people who have committed to increasing their skills and knowledge of the FM sector.

Recruitment and pastoral care support
This can be accomplished through a third party employment agreement with a Group Training Organisation (GTO). A GTO can support employers recruiting new trainees by interviewing and selecting candidates, managing administration including payroll of trainees, and providing ongoing pastoral care and support.

Building business and workplace resources
At the completion of the 12 month program, graduates will have increased experience, knowledge and capability specifically in the field of FM, mapped against the national Property Services training package. The result being an overall increase in the standard of outputs in individuals and organisations; and an increased recognition of FM as industry sector that offers interesting and diverse professional career pathways.

Financial assistance
Commonwealth and/or State Government funding may be available to support organisations’ commitment to trainees.

Benefits for trainee

» Working in an exciting and fast-growing professional industry sector
» Earning while learning
» Increasing work relevant skills and knowledge
» Gaining a nationally recognised qualification
» Increasing career advancement opportunities

Customisation for industry

The facilities management programs were developed by RMIT in consultation with nine key stakeholders including; ISS World, Brookfield, Reserve Bank of Australia (RBA), Sentinair, Stockland, Transfield Services, PROGRAMMED Facility Management (Tungsten), FMA Australia and CPSISC. The support from the stakeholder group ensured a well rounded and balanced curriculum which is relevant and applicable to the Facilities Management industry.

The Diploma of Property Services (Operations) and the Certificate in Property Services (Asset and Facilities Management) programs are delivered with support from the state Industry Training and Advisory Board, Business Skills Victoria (BSV) and the Construction and Property Services and Industry Skills Council (CPSISC), with endorsement from the State and Federal Governments.

TRAINING AND DEVELOPMENT

All RMIT FM programs combine face-to-face delivery with online and work-integrated learning assessments and projects. This is an attractive model for adult learners and employers as it assists with the integration and connection of what is being learnt and how it can be applied in real life to maximise performance. Both programs have the option of being undertaken in the traineeship mode. The availability of State and Federal funding assists eligible people and businesses to access subsidised training.

"Being exposed to other industry staff has been a major highlight"
Christopher McCallum
Christopher McCallum
Certificate IV in Property Services (Operations)
Service Centre Officer
Department of Treasury and Finance

I chose to study at RMIT because the Property Services program suited my needs, and gave me the formal qualifications I was after to enhance my experience in the facilities sector.

From previous experience, I knew that RMIT had a more hands-on approach to study and I felt that this style of learning would better link my studies into my professional work.

Being exposed to other industry staff has been a major highlight of my studies and has allowed me to really gauge where I’m at in my career. The information from other industry staff and views has been invaluable to growing my understanding.

The program has given me the skills to take a more formal approach to my work, and it has taught me how to streamline my thought process to tasks. As a result I have a much better understanding of how to manage my tasks and time.

For the past five years I have worked mainly in facilities management. This has included accommodation management, essential services, routine services, minor project work, corrective maintenance, staff churn, ministerial obligations, mail, fleet, etc...

In the future, I plan to continue my studies by undertaking the Diploma of Property Services (Asset and Facility Management). I think the Diploma program will take me to wherever I want to go as long as I put my mind to it. This may be back to the private sector looking after a large range of properties, however at this stage I’m focussed on completing my current course and moving on from there.

“...the Diploma program will take me to wherever I want to go...”

Christopher McCallum
Ross Carland
Diploma of Property Services
(Asset and Facilities Management)
Brookfield Multiplex Services Pty Ltd

When the company I had been working with for 23 years closed down, I needed to look for a new career. After taking up a facilities management role with Brookfield, I found there were lots of areas I needed to understand and, with the support of my boss, I enrolled in the RMIT program.

I’d completed my previous education at RMIT, and I knew coming back to study would provide me with a high level of training. The course also offered the specialist subjects that would help me in my new career.

While the program has been challenging, it has allowed me to gain the skills which will allow me to develop my role and further my career. It has also given me a greater understanding of the day-to-day running of the business which is important and has made me very versatile. In particular, I’ve enjoyed learning about procurement, tendering and asset management as these topics play a major role in facility management.

Meeting new contacts within the industry has been a highlight. The teachers are very knowledgeable and willing to pass on what they know. They’re approachable and also prepared to discuss issues and help when required.

Being able to change careers, and be successful in my new role has been one of my greatest achievements. This has been possible, in large part due to the contact and support I have been given and RMIT has played a role in this.

I think for those starting out in the industry, the Certificate in Property Services is the best place to start, it will allow you to adjust to the workload before moving onto the Diploma program.

I’m looking forward to furthering my knowledge in areas of project management and computer skills. In the future I’m hoping for a promotion, and being able to pass on my skills and knowledge to other people.

“It has allowed me to gain the skills which will allow me to develop my role and further my career...”

Ross Carland
RMIT UNIVERSITY

The Royal Melbourne Institute of Technology (RMIT) is one of Australia’s leading educational institutions, producing some of Australia’s most employable graduates.

Innovative and engaged
RMIT is an innovative, global university with its heart in the city of Melbourne. It has an international reputation for excellence in work-relevant education and high quality research, which is engaged with the needs of industry and community.

International and online
More than 60,000 students study at RMIT campuses in Melbourne, Vietnam, online, by distance education, and at 100 partner institutions throughout the world. A vibrant alumni community now stretches across more than 100 countries.

More than 200 higher education and vocational education programs are offered across a broad range of fields. Many specialist programs are regarded as among the best of their kind in Australia.

Reputation for excellence
Beginning as a Working Men’s College in LaTrobe Street Melbourne in 1887, RMIT University has grown to become one of the largest in the country and has built a world-wide reputation for excellence in professional and industry education and research.

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