

**Training Calendar 2023**

Month	Date	Course
January	4th & 5th	Project Management in FM
	11th	5S Kaizen for Asset & Building Management
	18th & 19th	Introduction to Facility Management (FM)
February	2nd	The Basic of Building Management System (BMS)
	8th	Security, Surveillance & Access System Management in Building
	15th	Pump & Motors: Operation & Maintenance
March	1st & 2nd	Project Management in FM
	8th	Drainage & Waste Management
	15th & 16th	Operation & Maintenance of Air-conditioning & Mechanical Ventilation System (ACMV)
April	5th	Introduction to Occupational Safety and Health (OSHA)
	12th	Introduction to Sustainability in FM
	19th & 20th	Introduction to Facility Management (FM)
May	10th & 11th	Chiller and Refrigeration System: Operation & Maintenance
	17th & 18th	Energy Efficiency Management for Energy Audit in Building
	23th, 24th & 25th	Essential of FM: A Complete Crash Course for FM Practitioners
June	7th & 8th	Project Management in FM
	14th & 15th	Building Codes, Fire Hazard & Safety
	21th & 22th	Introduction to Facility Management (FM)

**Training Calendar 2022**

Month	Date	Course
July	5th	Landscape, Recreation, and Pool Maintenance
	12th	Pump & Motors: Operation & Maintenance
	20th	Lift & Elevator- Maintenance, Repair, Inspection & Testing
August	2nd	Smart Building & Advanced Technologies (IoT, AI, etc) in Facility Management
	9th & 10th	Project Management in FM
	16th & 17th	A Complete Overview of Operation and Maintenance in FM
September	6th & 7th	Introduction to Green Building & Energy Conservation
	13th & 14th	Introduction to Facility Management (FM)
	20th	Electrical System Maintenance & Operation
October	4th & 5th	Predictive Maintenance & Advanced Maintenance Technologies in FM
	11th & 12th	Operation & Maintenance of Air-conditioning & Mechanical Ventilation System (ACMV)
	18th	A Guide to Outsourcing FM Services & Contract Management
November	1th	Noise Control in Building for DOSH Compliance
	8th & 9th	Chiller and Refrigeration System: Operation & Maintenance
	15th & 16th	Performance Management in FM: Measuring what's Most Important
December	6th & 7th	Retro-Commissioning in Building: What, How & When to Do It?
	13th & 14th	Project Management in FM
	20th	A Guide to Emergency Preparedness & Response in Building



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# Project Management in FM

Course id : C01-2

2 Days Course



## Course Objective

Facility Management (FM) Professionals often assigned to projects by their organization. From commissioning of new machines, people and process to recommencing software system, and vendor contract, which required a structured approach with variable scaling. Project management play an important role to prepare the FM team with adequate tools to govern and deliver project.

### What is Project Management ?

Project management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints.

### Course Outcome

Participant will learn to delineate project brief, allocate responsibilities, scheduling plan, communicate and measure progress, countermeasure and prepare control document.

## Course Content

- Defining, Drafting and Briefing of a Project
- Project Strategy and its Elements
- Project Team and Responsibility
- Project Plan: Activity, Time Frame and Roles
- Document Control (Reporting, Process Flow)
- Project Deliverables, Reviews and Actions
- Post Project (Sign Off and Evaluation)
- Tools in Project Management (Gantt Chart, Microsoft Project etc)

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# Introduction to Facility Management (FM)

Course id : C02-2

2 Days Course



## Course Objective

This introductory and refresher course aims to provide a good overview for the business, economic and technical aspects of facility and building management as a whole.

### What is a “Facility Management (FM)”?

ISO-41011:2017's definition FM is the "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business".

### Facility Manager & Functions?

FM is an administrative role which integrates individuals, place and method within the built environment with the persistence of refining the value of living and the efficiency of the principal business. FM's main responsibilities is providing and managing a variety of services to the 'users' within the organisation. These services extends the range from security and M&E, through cleaning and catering, to plants and landscaping. In a scaled up scenario, FM is more crucial for outsourced services (purchased from and delivered by external suppliers).

## Course Content

- What is Facility Management (FM) & Its Purposes
- Overview of 7 Key areas of FM (Building Envelope, M&E System, Plumbing, Fire & Safety, Telecommunication, etc)
- Facility Manager Job Scope & Responsibility
- Essential Skill Sets in Managing Facility
- Coverage of FM in Workplace
- FM Routine vs. Challenges
- Competencies of FM Practitioners & Recognitions
- Summary: Competent FM shall be Mandatory

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# The Basic of Building Management System (BMS)

Course id : C03-1

1 Day Course



## Course Objective

This introductory course aims to provide a good overview for the Building Management System (BMS) implementation in a building.

### What is BMS ?

A BMS is a computer-based control system installed in buildings that control and monitor the building's mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems. A BMS consists of software and hardware where the software program usually configured hierarchically and can be proprietary. Vendors are also producing a BMS that integrates the use of internet protocols and open standards.

## Course Content

- Definition of Building Management Systems (BMS)
- Benefits of BMS
- Operational Considerations of BMS
- BMS System Architecture
- BMS Programming
- Extended BMS Functionality
- Energy Management Systems
- Mechanical, Electrical & Plumbing (MEP) Fundamentals
- Basic Electronics
- Basic Electrical Engineering
- Drives (Basics of Motors)
- Programmable Logic Controller
- Intruder Alarm & Fire Alarm
- Access Control
- CCTV Surveillance System
- ACMV System
- Networking
- Top 10 Building Management Systems

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# Smart Building & Advanced Technologies (IoT, AI, etc) in Facility Management

Course id : C04-1

1 Day Course



## Course Objective

This course provides an overview of smart building concept and how the typical elements of smart building interact with each other. This course will also discuss the advantages, disadvantages and also the challenges currently faced in implementing smart buildings. Beside this, this course will also provide a good overview of the IoT technologies in enabling smart building. How IoT will change the way of traditional facility management to a completely new way of smart facility management will also be discussed.

### What is a “Smart Building”?

A building that provides the owner, operator, and occupant with an environment which is efficient, productive, comfortable, and secure through the use of technology, integrated building systems, communications, and advanced controls.

### What is IoT? What is an IoT enabled smart buildings?

IoT enabled smart buildings provide the next generation in business and operational intelligence derived from the analysis of data integrated from multiple sources for the purpose of system understanding, performance, and optimization.”

## Course Content

- What is a “Smart Building”?
- Smart building technologies & element
- Benefits, Challenge and disadvantages of smart building
- Smart Buildings Key Concepts: sensing, data analytic for business benefits
- Smart building frameworks vs existing building management system (BMS)
- Smart Building Key Performance Indicators
- Relationship of Smart building and Green Building
- Smart building standards and international working committee
- What is Internet of Things (IoT): Things , connectivity, data, analytic
- IoT enabled smart building & services: Leverages data to transform building services
- Understand the Next Generation of Smart Facilities Management
- Introduction to other advanced technologies: AI, data analytics, big data...
- smart buildings and smart cities opportunities & benefits
- How to make existing building smart?

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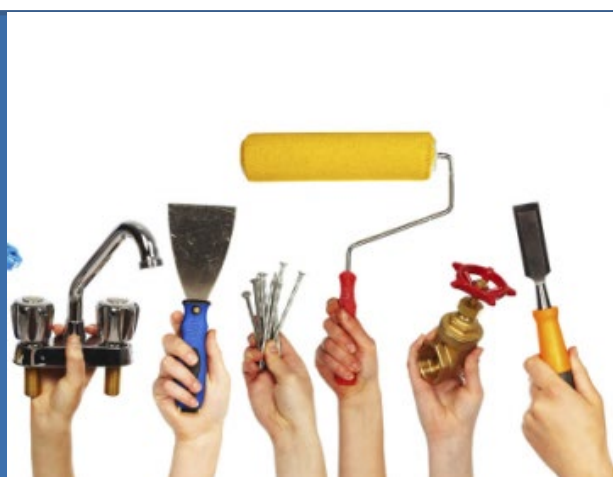


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# A Complete Overview of Operation and Maintenance in FM

Course id : C05-2

2 Days Course



## Course Objective

This course provides an overview of operations and maintenance functions that comprise most of the operations that must be managed on a day-to-day basis.

### Why Operations & Maintenance ?

Facilities operations and maintenance are a major part of any business operation in today's global market. The cost of operations and maintenance is about three to five times the cost of design and construction. By providing best practices in O&M service, you can increase customer satisfaction and enhance the value of the facility and the facility department.

## Course Content

- Introduction to Operations and Maintenance
- Architectural Services (Maintenance of the Architectural Features including Doors, Walls, Floors, Carpeting, Windows & Roofs)
- Card Access Control (Installation & Maintenance)
- Custodial Services (Daily Cleaning, Exterior Window Cleaning & Pest Control)
- Electrical Services (High & Low Voltage Electrical Distribution Systems, Lighting, Fire Detection & Suppression Systems)
- Elevator Services
- Grounds Services (Planting & Maintenance of the Lawns & Flower Beds)
- Mechanical Services (ACMV Systems)
- Operational Activities associated with each Building System
- Maintenance Programs to each Building System
- Case Study

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# Introduction to Green Building & Energy Conservation

Course id : C06-2

2 Days Course



## Course Objective

This course is aimed to provide knowledge and concepts of green building and energy conservation to save you money, increase productivity, enhance your company's financial valuation and contribute to demonstrating your commitment to sustainability.

### What is Green Building ?

Green building also known as sustainable or high performance building. Green building increases the efficiency of energy, water and materials uses. It is the result of a design which conserves resources and reduces negative impacts on human health and the environment throughout the building's life cycle. Let obtain green building certification by identifies energy conservation opportunities and makes recommendations where consumption can be reduced or optimized.

## Course Content

- What is green building?
- What is energy conversation?
- Green building process
- Green building standard
- Life cycle cost
- Energy and its source
- Energy crisis
- Energy and building
- Pollution prevention
- Energy consumption & loss
- Practical conversion measures
- Introduction to energy audit
- Types of energy audit
- Energy efficiency and conservation potentials
- Methods and criteria of an energy auditing
- Energy saving
- Energy audit reporting

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# Electrical System Maintenance & Operation

Course id : C07-1

1 Day Course



## Course Objective

Building and facility are comprised of vast amount of electrical systems from lighting, air conditioning and automated door & windows. Extensive 'Know-How' is required to maintain and operate the systems and components.

### Electrical System Maintenance & Operation

Maintenance & Operations of Electrical systems includes routine works in testing, monitoring, repairing and replacing the electrical components. Facility Management (FM) should ensure the best practices are carried out to archive:

- Minimum Down Time
- Cost Saving
- Minimum Sudden Disruption/Breakdown
- Safe & Compliance

## Course Content

- Fundamental of electricity & electronic
- AC & DC systems
- Electrical terminology
- Electric components (transformer, switch etc)
- Electrical components: operation
- Electrical components: control
- Electrical measurement devices
- Safety & precaution in handling electricity
- Fault diagnosis of electrical system
- Key reasons for electrical system maintenance
- Preventive & scheduled maintenance
- Maintenance management
- Recommended maintenance practices
- Summary

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# Pumps & Motors: Operation & Maintenance

Course id : C08-1

1 Day Course



## Course Objective

This course provides an overview of how to operate pumps and motors properly and the performance parameters that need to be monitored in a preventive or predictive monitoring program.

### What are Pumps & Motors”?

Pumps and motors are at the heart of most building systems. They are so common; pumps and motors are often overlooked as a potential cause of excess costs if not operated properly. Building managers, maintenance engineers and technicians should adhere to best practices and understand the operational do's and don'ts for employing pumps and motors properly in buildings.

## Course Content

- Pump Development and Application
- Basic Pump Hydraulics
- Centrifugal Pumps
- Centrifugal Pump Hydraulics
- Positive Displacement Pumps
- Pump Maintenance
- Basic Key Components: Packing, Mechanical Seals, Bearings, Motors
- Motor Maintenance
- Problems of Inefficient Operation
- Performance Monitoring
- System Analysis
- Vibration Analysis
- Continuous Condition Monitoring
- Case Study

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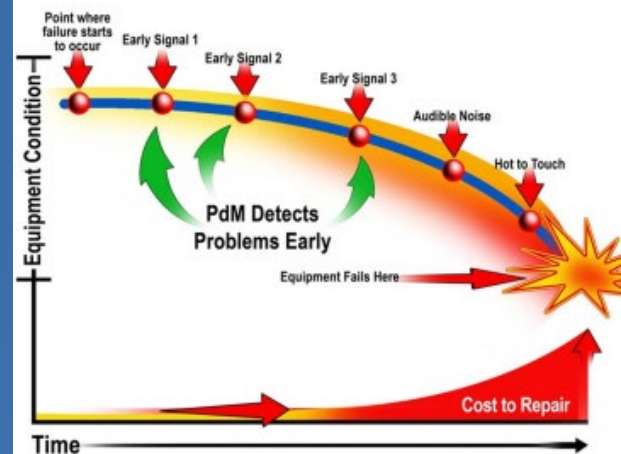
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# Predictive Maintenance & Advanced Maintenance Technologies in FM

Course id : C09-2

2 Days Course



## Course Objective

This course examines maintenance strategies that are available, and how predictive maintenance can be used effectively to reduce unscheduled downtime and catastrophic failures in plant and buildings. Criticality assessment to identify the most suitable maintenance strategy and techniques unique to the building shall be taught.

### What is a Preventive Maintenance ?

Different predictive maintenance techniques and its applications shall be presented. The analysis and interpretation of the various data that are obtained from the respective technique shall be presented in detail. Techniques include vibration monitoring, oil and wear debris analysis, thermography, motor current analysis, and performance monitoring. This shall be illustrated with examples and case studies. Trend analysis and severity assessment of the results of the monitored parameter using international standards and statistical analysis shall be included. Management issues in implementing predictive maintenance are included. Best practices and future trends are highlighted. The application of these monitoring techniques in FM is also presented.

## Course Content

- Basic Concepts of Maintenance
- Maintenance Management Planning
- Vibration Condition Monitoring
- Oil and Wear Debris Analysis
- Thermography
- Smart Building Key Performance Indicators
- Other Monitoring : Electrical, Ultrasonic
- PM in Building Services - Case Study
- Workshop Sessions

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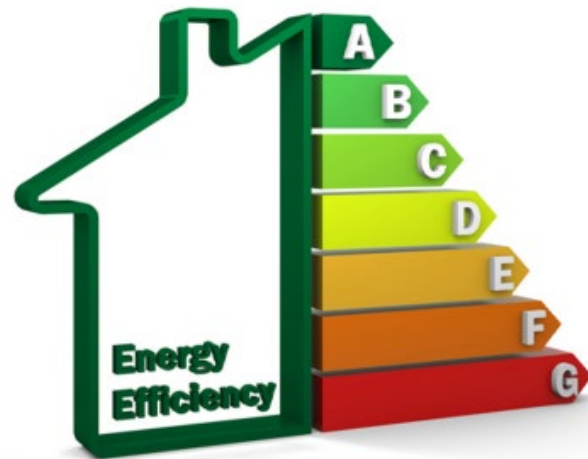


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# Energy Efficiency Management for Energy Audit in Building

Course id : C10-2

2 Days Course



## Course Objective

This course is aimed at improving the capacity of building energy managers and building operators. This two days training provides the fundamental principles, skills and guidelines needed to carry out effective energy audits in buildings in view of attaining an energy efficient building status and saving energy consumption.

### What is a Energy Assessment ?

This program is specifically customized for those with little or no energy efficiency management and energy audit to have a refresher and deeper understanding of the energy efficiency management and energy audit in building. To achieve energy efficiency in building, practitioner need to be knowledgeable about energy efficiency, energy management and energy auditing towards the noble vision of utilising energy efficiently.

## Course Content

- Introduction and Terminology
- Energy in Building
- Electrical & Thermal Energy
- Energy Management
- Energy Data Analysis
- Energy Auditing
- Building Heat Transfer & Envelop
- Lighting, Drive & Driven Equipment and HVAC

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# A Guide to Outsourcing FM Services & Contract Management

Course id : C11-1

1 Day Course



## Course Objective

Outsourcing of Facility Management (FM) Services is an alternative to access professional works with better cost efficiency and internal workload. However managing external services often encounter with challenges due to working culture differences and communication issues. In this course, good practices in outsourcing is explained to the participant.

### What is a “Outsourcing”?

Outsourcing is an agreement in which one company hires another company to be responsible for a planned or existing activity that is or could be done internally, and sometimes involves transferring employees and assets from one firm to another.

### Outsourcing in FM

Outsourcing in FM services means handling out job scope and operation authority to external body. The aims are to gain effective and efficient services for a long term competitive services. Thus the FM department shall instead concentrate of supervise, and managing the contractor with ideal man power and oversee the whole FM operations. Managing techniques and tools of contractor are essential to keep the operations in order.

## Course Content

- Self-Sourced vs Outsourced: Cost Analysis
- Monitoring of FM Services
- Plan & Schedule FM Services
- Category & Priority of Services
- Automated Service Management
- Managing Contractor Techniques & Tools
- Review and Evaluating Outsourced Services
- Summary: Outsource Management Tools

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## Noise Control in Building for DOSH Compliance

Course id : C12-1

1 Day Course



### Course Objective

Noise pollution, also known as environmental noise or sound pollution, is the propagation of noise with harmful impact on the activity of human or animal life. The source of outdoor noise worldwide is mainly caused by machines, transport (especially planes) and propagation systems. The increasing burden of hearing damage on individuals and businesses through insurance claims shows that the current approach to noise management is failing and hearing protection is very often ineffective or not properly enforced at a workplace. At the end of this course, participant will be able to:

- Differentiate between sound & noise.
- Identify level of noise that will effect human ear at workplace.
- Identify daily noise dose.
- Understand minimum requirement of legislation in Malaysia.
- Understand responsibilities of employer & employees.
- Understand the principal of noise control
- Understand that noise problems can be dealt with quickly and cheaply using simple engineering solutions

### Course Content

- Introduction to sound and noise
- Human responses to noise
- Noise measurement methods: long term vs. short term
- Environmental noise measurement
- Interior building noise measurement
- Introduction to occupational safety and health in buildings services
- DOSH noise legislation
- Noise mapping exercise & reporting
- Identifying noise sources
- Noise control principal
- Noise control measures & material
- Case studies

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# Performance Management in FM: Measuring what's Most Important

Course id : C13-1

1 Day Course



## Course Objective

Measuring performance regards on the Facility Management (FM) service delivery, quality and timely is varied with the asset/property characteristics. An FM professional shall able to prioritize the Key Performance Indicators for his/her respective industries. Reviewing and benchmarking methods could improve the FM operations in terms of cost and time efficiency, as well as gain synergy effect to the organization core business and reputation.

### What is Performance Measurement?

Performance measurement is the process of collecting, analyzing and/or reporting information regarding the performance of an individual, group, organization, system or component.

### Measuring Performance of FM

FM Performance is designating the success of the organization in managing assets and property. Other than operational and maintenance efficiency, strategical value is another vital performance to increase an organization worth and reputation especially in industries such as hotel, plant and commercial building.

## Course Content

- Aligning Organization Strategical Value
- Key Performance Indicator (KPI)
- Evaluating & Benchmarking
- Regulatory, Sustainability & Financial Indicator
- Data Analytical and Visualization
- Review and Improvement Implementation
- Standard & Recognition
- Summary

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# Operation and Maintenance of Air-conditioning & Mechanical Ventilation System

Course id : C14-2

2 Days Course



## Course Objective

This course provides an overview of operations and maintenance of air-conditioning and mechanical ventilation (ACMV) system.

### What is ACMV?

Countries in a tropical climate like Malaysia, air-conditioning and mechanical ventilation (ACMV) system is a necessary building system to maintain thermal comfort in a building throughout the year. According to a case study, ACMV system consumes about 50% of the total energy consumption of a typical commercial building. Thus, proper operations and maintenance of the ACMV system contribute significantly to reducing maintenance cost & energy consumption and achieving cost savings.

## Course Content

- Introduction to Air-conditioning & Mechanical Ventilation (ACMV) System
- Vapour-compression Refrigeration Cycles
- Function of Main Components (Air Filters, Evaporator & Condenser Coils, Compressor, Fan, Bearings, Belts)
- Types of Air-conditioning Systems
- Pumping Systems
- Air Handling Systems
- Psychrometric of Air-conditioning Processes
- Cooling Tower Systems
- Operational Activities associated with ACMV System
- Condition Monitoring System
- Fault Diagnosis Method
- Indoor Air Quality (IAQ)
- Maintenance Programs to ACMV System
- Case Study

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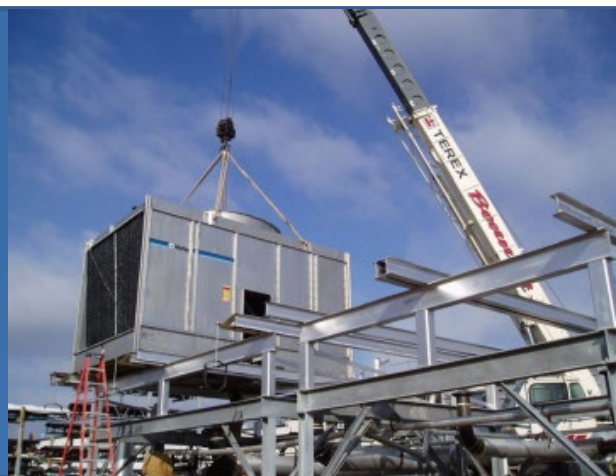


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# Retro-Commissioning in Building: What, How & When to Do It?

Course id : C15-2

2 Days Course



## Course Objective

An overview of Retro-commissioning, including symptoms that indicate a retrofit is required (with real world examples) will be presented in this course.

### What is a “Retro-commissioning”?

Retro-commissioning is a process that revitalizes aging buildings to improve energy efficiency and occupant comfort. The presentation will show specific strategies that can be implemented to increase comfort and show how prominent buildings have used Retro-commissioning to reduce energy consumption by 35% and saved millions in future energy bills.

### What, How & When ?

In this course, participants shall gain knowledge on determining the state of health of a facility, where cost analysis & return on investment plays a major role. The methods & timing of performing retrofit are also discussed, in order to minimize disruptions and inconveniences to the organization and public.

## Course Content

- Introduction: Facility Life Cycle
- Improving Energy Performance In Existing Office Buildings
- Cost & Return Analysis
- Existing Building Commissioning (EBCx)
- Standard Retrofits
- Deep Retrofits
- Measurement and Verification (M&V)
- Case Studies (Planning, Implementation & Challenges)
- Continuous Improvement Through O&M
- Summary: Review of Actual Return and Future Benchmark

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# Introduction to Occupational Safety and Health (OSHA)

Course id : C16-1

1 Day Course



## Course Objective

This introductory course aims to provide an overview of OSHA regulations and its implementation in Malaysia.

### What is OSHA?

The Occupational Safety and Health Act 1994 provides the legislative framework for the safety, health and welfare among all Malaysian workforces. The principle is to prevent and protect the workers against hazards and its risks in connection with their activities at work. The aims of the Act is to promote and build a safety and health working environment among all Malaysia employees and employers.

## Course Content

- What is OSHA?
- Overview of occupational health
- Overview of occupational safety
- OSHA in Malaysia
- Safety and health regulation
- Factories and Machinery Act, 1967
- What is hazard?
- Range of hazards
- Industrial hazards
- Hazards management
- Hazard control
- Industrial hygiene
- Accident – Causation, Investigation & Analysis
- Managing safety & health

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## Landscape, Recreation, and Pool Maintenance

Course id : C17-1

1 Day Course



### Course Objective

In this course, user safety and human comfort are the main consideration since the mentioned facilities involve high movement activity, as well as relaxing places such as garden and fountain. Maintenance and management are:

- Machinery such as pump, sprinkler and gym equipment
- Plant & Aquatics such as tree, flower & fish
- Environment such as water and indoor air quality

### Plant Room vs Human Activity Maintenance

Landscape & Recreation facility such as gym, garden and pool are places meant for human leisure and fitness activity. Where else, machinery & electrical system are often well isolated from end user, and assigned personnel shall be qualified to handle the maintenance work with safety awareness. Thus condition and functionality public accessible facility need to be maintained well for user's safety and comfort.

### Course Content

- Human Safety, Health, and Comfort Level
- Fundamental of Gardening Care
- Soil Properties & Water Proofing
- Sport & Gym Facility
- Safety & Ergonomic of Sport Utilities
- Pool Safety Accessory & Identify Hazards
- Pool Water Quality Monitoring & Troubleshooting
- Scheduled Maintenance, Facility Shutdown & Isolation

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# A Guide to Emergency Preparedness & Response in Building

Course id : C18-1

1 Day Course



## Course Objective

In this course, the participant shall able to identify potential hazards, produce emergency plan, assign personnel with special task and know the importance of prompt responses toward emergency.

### Importance of Emergency Plan

Emergency in Facility Area is an uncertain risk to the occupant in the facility/building. An upright preparedness and response is the key to minimize damage/disruptions to the occupant public, environment as well as the asset.

### Risk, Hazard & Disaster

Catastrophes can be natural or manmade, such as fire, flood, hazardous substance leakage and machine failure. Danger is regularly exist and to minimize the risk of human and property destruction, an action plan is necessary. Awareness and proper training dealing with different characteristic of emergency shall be cultivated in a workplace.

## Course Content

- Emergency and Emergency Action Plan Definition
- Develop Evacuation policy and procedures
- Identify Characteristics of Emergency
- Create Awareness and Simulations
- Communication and Alert methods
- Post Emergency: Documentation and Reporting

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# Building Codes, Fire Hazard & Safety

Course id : C19-2

2 Days Course



## Course Objective

Building Code is utilized to improve building performance with objectives of sustainable optimization and covering security, safety, health and environment. Identify compliance and competency in Building Codes are mandatory in Facility Management.

### What are Building Codes”?

Building is comprise of complex construction and systems with millions of elements. Any of the elements failure or under-designed selection could cause catastrophic disasters to the building. Hence Building Codes (BC) are functioning as a regulatory tools to ensure the elements and systems are in compliance.

### BC in Facility Management

Facility Management (FM) professionals need to be knowledgeable and identify BC, in order to minimize hazards, waste, and energy consumption. As well as improve building efficiency, reliability and durability of elements and safety level of a building.

## Course Content

- What is Building Code (BC)
- Fire, Structural & Electrical
- Energy & Energy Efficiency
- Environment, Zoning & Clustering
- Indoor Air Quality
- Lighting & Human Sensory Comfort
- Internal Pollution (Noise, Chemical & Organics)
- Verification & Approval of BC
- Review, Revision & Corrective Action
- Summary: BC Compliance a Must for Organization

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# 5S Kaizen for Asset & Building Management

Course id : C20-1

1 Day Course



## Course Objective

5S and Kaizen are part of lean production methodology. However they are applicable in Asset & Building Management as well. Resulting sustainable and continuous improvement in term of facility operation, maintenance and replacement.

### What is 5S & Kaizen?

5S ("Sort", "Set In order", "Shine", "Standardize" and "Sustain") is very useful in organize a work space for efficiency and effectiveness by identifying and storing the asset used, maintaining the building and asset. While Kaizen is referred to activities of improvement in order to reduce cost and productivity of asset and building.

## Course Content

- Lean Manufacturing Philosophy
- 5S ("Sort", "Set In order", "Shine", "Standardize" and "Sustain")
- Assessing Critical Area /Locations of 5S
- Visualization Tools
- Kaizen (Continuous Improvement)
- Identify Bottleneck Process
- PDCA Cycle (Plan, Do, Check & Act)
- Monitoring & Measuring Effectiveness
- Summary

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# Security, Surveillance & Access System Management in Building

Course id : C21-1

1 Day Course



## Course Objective

This course provides an overview of security, surveillance & access system management in a building.

### What is security, surveillance & access system management in building?

Security, surveillance & access system is one of the essential element in a building to ensure the safety of the occupants and assets in the building. Recently, the security, surveillance & access system has been improved from access control to an integrated security system which provides seamless integration of the security devices so the users can rest easy knowing their property is safe. Besides, the video management system provides real-time and archived video streams to give users the eyes they need, and regardless they are onsite or remote.

## Course Content

- Introduction to Security, Surveillance & Access System
- Access Control Systems
- Building Management Systems
- Electronic Key Card Systems
- Mass Notification Systems
- Video Management Systems
- Electronic Key Card Systems
- Integrated Reporting
- Intrusion Detection
- Mass Notifications
- Panic Devices & Alarms
- Closed Circuit TV (CCTV)
- IP Surveillance
- Maintenance of Security, Surveillance & Access System

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# Drainage & Waste Management

Course id : C22-1

1 Day Course



## Course Objective

Improper waste management in a facility could cause health and hygiene problem to occupants. 90 percent of waste are in liquid form and dispose through drainage system. Thus, this course present the appropriate drainage and waste management for a facility operator.

### What is Drainage & Waste Management

Waste Management and Minimization Compliance to Environmental Quality (Scheduled Waste) Regulations states identification, handling, labelling, transportation, storage, and spillage or discharge response for scheduled wastes attend training programs are the responsibility of a facility operator. There is a comprehensive range of forms with tasks for drainage and their drainage systems interrelate with the systems of water and wastewater.

### Facility Manager Role

Biological and chemical monitoring and analysis if often used to indicate the effectiveness of waste management. A facility manager shall implement a control system to ensure these biological and chemical indicator value within limit.

## Course Content

- Source & Effect of Waste
- OSHA & Environmental Quality Regulation
- Biochemical Oxygen Demand (BOD) and Nitride Content Measurement & Monitoring
- Contamination Disposal & Treatment
- Scheduled Waste Assessment & Planning
- Pipes & Tanks Integrity Inspection Methods
- Summary: "Do vs Don't" in Drainage & Waste Management

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# Chiller and Refrigeration System: Operation & Maintenance

Course id : C23-2

2 Days Course



## Course Objective

This course provides an overview of chiller and refrigeration system's operation and maintenance.

### What is chiller and refrigeration system?

Chiller is a crucial component of the air-conditioning system for buildings in a tropical climate. It produces cold water to remove heat from the air and maintain the desired temperature in a building. It also provides cooling for process loads such as file-server rooms and large medical imaging equipment. As with other types of air-conditioning systems, most chillers extract heat from water by mechanically compressing a refrigerant. Chiller is a sophisticated yet expensive machine. Thus, a preventive and predictive maintenance program is the best protection for this valuable asset.

## Course Content

- Introduction to Chillers
- Reciprocating Chiller
- Rotary Screw Chiller
- Centrifugal Chiller
- Frictionless Centrifugal Chiller (Magnetic Bearing Chiller)
- Absorption Chillers
- Evaporator
- Compressor
- Condenser
- Expansion Valve
- Controls
- Safety Issues
- Best Practices for Efficient Operation
- Best Practices for Maintenance
- Reduce Scale or Fouling
- Inspection for Refrigerant Leaks

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## Lift & Elevator - Maintenance, Repair, Inspection & Testing

Course id : C24-1

1 Day Course



### Course Objective

This course aims to provide knowledge on operation, maintenance, repair, inspection and testing of lift & elevator.

#### What is Lift & Elevator?

Lift & elevator refer to a compartment or platform housed in a shaft for raising and lowering people or things to different levels.

#### Maintenance, Repair, Inspection & Testing – what, how & when?

This program is specifically customized for those with little or no lift & elevator experience responsible for facilities design, facilities management, maintenance management and inspections to have a refresher and deeper understanding of the lift & elevator.

The content focuses on essential lift & elevator knowledge and concepts. The primary goal of this program is to address the operation, maintenance, repair, inspection and testing of lift & elevator.

### Course Content

- Introduction to lift & elevator
- Overview of codes of practices for lift & elevator
- Types of lift & elevator systems
- Types of driving machines for lift & elevator
- Key components of lift & elevator
- Control & operation of lift & elevator
- Maintenance of lift & elevator
- Lift & elevator maintenances outcomes
- Repair of lift & elevator
- Lift & elevator repairing outcomes
- Inspection of lift & elevator
- Lift & elevator inspections outcomes
- Testing of lift & elevator
- Lift & elevator testing outcomes
- Modernisation of lift & elevator

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# Essential of FM: A Complete Crash Course for FM Practitioners

Course id : C25-3

3 Days Course



## Course Objective

This course provides an overview of Facility Management (FM). The essentials of Building Systems, Operation & Maintenance as well as Management Skills are discussed. Throughout this course, the participant shall be able to gain knowledge and fundamental on what are the Scopes of FM and preserve the quality of service.

### What is a "FM"?

ISO-41011:2017's definition FM is the "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business".

### Why is FM important to an Organization?

FM is vital in order to maintain a building/property/facility operations within optimized cost and minimized disruption. The coverage of FM as follows:

- EHS: environment, health and safety
- Fire safety
- Security
- Maintenance, testing and inspections
- Janitor work
- Space allocation and changes

## Course Content

- Overview of Facility Management (FM)
- Facility Operations & Maintenance (O&M)
- Fundamentals of Building Systems (Part 1)
- Fundamentals of Building Systems (Part 2)
- Recent & Advanced Technology in FM
- Health and Safety Regulation & Consideration of FM
- Monitoring & Control in FM Scope
- FM Scope Categorizing & Implementation
- Management Tools & Designation Personnel of FM
- FM Outsourcing & Contracting
- Customer Relationship Management (CRM) and Continuous Satisfaction Improvement

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# Introduction to Sustainability in FM

Course id : C26-1

1 Day Course



## Course Objective

This course aims to provide knowledge on the concept, business case, performance and strategy of sustainable Facilities Management (FM).

### Why Sustainability ?

Sustainable FM maintains high performance and increases the lifespan and ultimately the value of physical assets. To implement Sustainable FM successfully in this competitive business operation, FM practitioner need to be knowledgeable about business management, strategic planning, operational & maintenance management and engineering towards sustainability in FM.

## Course Content

- What is Facilities Management (FM)?
- Strategic role of FM
- State of FM in Malaysia
- Principles of sustainable FM
- Drivers for sustainable FM
- Sustainable FM aspects
- Formulating a sustainable FM strategy
- Business case for sustainability
- Sustainable FM performances
- Sustainable FM strategy
- Life cycle costing analysis

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