


## Module Cover Sheet

<b>Study Programme</b>	MSc in Facility Management		
<b>Study Year</b>	2018_19		
<b>Module</b>	<b>Advanced FM</b>		
<b>Code</b>	n.MA.FM.AFM.14HS		
<b>Course / Weighting</b>	<b>Code</b>	<b>Name of Course</b>	<b>Weighting</b>
	n.MA.FM.GFM.14HS.V	Governance in FM	50%
	n.MA.FM.TPFM.14HS.V	Trends and Perspectives in FM	50%
<b>Status</b>	Compulsory Module		
<b>*Type</b>	<b>C</b>	<b>X</b>	<b>R</b> <b>M</b>
<b>ECTS-Credits</b>	4		
<b>Workload</b>	120		
<b>Regulations applications</b>	<p>RPO vom 29. Januar 2008, Studienordnung für den Masterstudiengang MSc in Facility Management vom 24. März 2011, Anhang für den Masterstudiengang MSc in Facility Management vom 30. August 2011, angepasst am 14.4.2015</p> <p><i>(Non-binding translation: General Academic Regulations for Bachelor's and Master's degree programmes at the Zurich University of Applied Sciences on 29 January 2008, Academic Regulations for the Master's programme in Facility Management at the Zurich University of Applied Sciences on 24 March 2011, Annexe to the Academic Regulations Master of Science in Facility Management on 30 August 2011, amended on 14 April 2015)</i></p>		
<b>Module Coordinator</b>	Prof. Markus Hubbuch		
<b>Telephone / e-mail</b>	+41 58 934 5832	hubb@zhaw.ch	
<b>Comments</b>	<p>General Remarks:            Course Governance in FM takes place as lectures in fall semester            Course Trends and Perspectives in FM takes place as:</p> <ul style="list-style-type: none"> <li>• Lecture Series in the evening, in Zürich, every fall term.</li> <li>• Winterschool during a week the following January.                Topics and lecturers may change.</li> </ul> <p>Learning methods:</p> <ul style="list-style-type: none"> <li>▪ Lectures, exercises, short group works</li> <li>▪ Following expert speeches in lecture series</li> <li>▪ Case studies in Winterschool in January</li> </ul>		

*Typus (Type)	<b>C</b>	Core Course/Module (Kerngebiet eines Studienprogramms)
	<b>R</b>	Related Course/Module (Unterstützung des Kerngebiets mit Vermittlung von Vor- oder Zusatzkenntnissen)
	<b>M</b>	Minor Course/Module (Wahl- oder Ergänzungskurs/-modul)

 <small>Zürcher Hochschule für Angewandte Wissenschaften</small> <b>zhaw</b> <small>Life Sciences und Facility Management</small>	<b>Course description</b> Implementation of Study Programmes	Code: F231-02b Page: 1 / 7 Date: 16.12.11
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EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)

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<b>Lecturer(s) Speaker(s) Associate(s)</b>	Markus Hubbuch, Ronald Schlegel, Marco Stefanoni																														

EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)


**Learning Outcomes  
and Competencies**

- Understanding the concepts and models defining FM. Difference between Facility Management (FM), Facility Services, Real Estate Management, Building operation, maintenance and modification. Ability to transfer models to real cases.
- Knowledge of current trends in FM. Making use of this knowledge for strategic FM decisions.
- Understanding roles, duties and organisational concept in FM.
- Understanding sustainability in a broad sense. Awareness of the importance of FM to achieve better sustainability of an organisation. Knowledge of the relationship between FM and sustainability.
- Ability to name strategies and concrete actions to enhance sustainability in FM.
- Knowing key standards and their usage in FM.
- Understanding the ideas, models and the content of the standard SN EN 15221-4 Taxonomy, ability to transfer the content to Facility Management tasks.
- Structuring the main processes in FM and the main projects in FM.
- Being able to decide on a strategic level about the optimal grade of in-house service provision versus external service provision (out-sourcing).
- Knowing what service delivery models exist in regards to in-house / external service provision.
- Comprehension to what extend Facility Services can be outsourced and what key functions have to remain internally (See also ISO Standard ISO 41012, Facility management – Guidance on strategic sourcing and the development of agreements).
- Knowing what sourcing models exist and being able to buy external services.
- Key knowledge about the tendering process in FM.
- Understanding what forms of call for tenders exist and what kind of tender has to be chosen (i.e. detailed service specifications versus functional service description).
- Being capable to evaluate bids and choose a service provider.
- Knowing the criteria, which are important besides the price and how to include them in the call for offers.  
Being able to negotiate a final contract
- Being capable to manage external service providers successfully.
- Having a general understanding of the concept of compliance and its impact on FM
- Understanding legal trends and aspects regarding the external service provision (i.e. contracts, accountability, liability, confidentiality).
- Having key knowledge about preventing corruption (related to the procurement of external services) and the control mechanisms that exist.
- Ability to obey data protection clauses and regulations.
- Knowing the key risks of external service provisions and being able to deal with them.

	<b>Course description</b> Implementation of Study Programmes	Code: F231-02b Page: 1 / 7 Date: 16.12.11
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EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)

<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Facility Management on a strategic level, models in Facility Management, international understanding of Facility Management.</li> <li>• Introduction in Sustainability, green and sustainable procurement in FM, corporate social responsibility, sustainability reporting according to GRI.</li> <li>• EN and ISO-standards in FM, Taxonomy in FM, models and structure.</li> <li>• Strategic sourcing in FM: Make or buy, sourcing models.</li> <li>• Tendering, evaluation of bids, contract negotiation.</li> <li>• Service level specification and agreement, provider management.</li> <li>• Compliance, Legal aspects, prevention of corruption, data protection, commercial risks.</li> </ul>
<b>Language of Instruction</b>	English
<b>Expected Attendance</b>	Attendance is expected and strongly recommended. Mandatory attendance on selected dates – the exact dates will be provided at the beginning of the course.
<b>Assessment</b>	Individually filled in checklist on strategic FM (week 51) (20%) Individual oral exam (in English) during the exam period (80%)
<b>Course Materials / References</b>	Standards in FM and sustainability. Literature on sustainability. Drafts of ISO FM standards Scripts by M. Hubbuch: FM Models and Sustainability Slides by lecturers on strategic sourcing and compliance in FM
<b>Entrance Requirements</b>	Understanding of the key concepts of FM from a former BSc in FM or from preparation by literature
<b>Follow-up Courses</b>	Trends and Perspectives in FM, Elective, Research Lab
<b>Comments</b>	Teaching/Learning methods: Lectures and presentations, small case studies, literature study

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<b>Lecturer(s) Speaker(s) Associate(s)</b>	External speakers and IFM researchers  Paul Schmitter, MSc in FM; Monica Anand, MSc in FM																														

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<b>Learning Outcomes and Competencies</b>	<p>Students learn about recent and future potential challenges and changes for FM. The overall aim is to develop an integrated understanding of FM, to learn to deal with complexities and learn about most recent and future developments and trends within various fields of interest. Thereby, students learn about concepts and models, new technologies and their application in real life contexts.</p> <p>Students become aware of challenges and opportunities dependent from different working and living environments. They learn about functionalities, user specific needs and learn to handle the interfaces both in technical as well as managerial terms.</p> <p>In close interaction with economic partners, they learn to evaluate products and services.</p>
<b>Course Content</b>	<p><b>Part 1 Lecture Series (during the term):</b>  During the semester students participate in the Lecture Series about trends and perspectives in FM. Four external speakers (from academy and economy) are invited to present and discuss new technologies, concepts and models and their applications in FM. The Lecture Series takes place in Zurich (address will be provided).</p> <p><b>Part 2 Winterschool (January – see annual planner):</b>  The IFM organizes a one-week Winterschool; students participate in lectures and in workshops, have specific inputs, work in a group on a case and present the group work results. The Winterschool is in line with the Lecture Series and focuses on one selected topic relevant for FM.</p>
<b>Language of Instruction</b>	English
<b>Expected Attendance</b>	100%
<b>Assessment</b>	<p>Individual academic essay based on the Lecture Series, about a trend or perspective in FM, with 5 pages written text (additionally preliminaries, bibliography, and appendix). (50% of course grade)</p> <p>Marked group presentation at the end of the Winterschool (50% of course grade).</p>
<b>Course Materials / References</b>	<p>Defined in the lessons</p> <p>Literature searches are own responsibility</p>
<b>Entrance Requirements</b>	
<b>Follow-up Courses</b>	Electives, Research Labs, Master's Thesis

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<p><b>Comments</b></p>	<p><b>General Remarks:</b> Lecture Series take place every fall term, in Zurich (address to be announced at the beginning of the term).</p> <p>Winterschool takes place in week 5 in the following January (fall term).</p> <p>Topics and lecturers may change.</p> <p><b>Teaching/learning methods:</b> Lectures, exercises, case studies, group work; Speeches in Lecture Series and case studies in the Winterschool</p>
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