

2020 Calendar plus **NEW** courses

Quadrilect
LTD



Upskilling Workplace & FM

Your Career, Our Courses

CPD Training & Qualifications

Learning & Development Consultancy

IWFM & ILM Qualifications

NEW Annual Training Pass

NEW Introductory Package

iwfm
RECOGNISED CENTRE

ilm
Approved
Centre



www.quadrilect.com



This course programme includes both ILM and IWFM Qualifications
plus a range of other professional body accreditations

“

“Our mission is to help Workplace & FM professionals to deliver and develop optimum work environments to support core business through sharing best practice, tools and techniques for senior management and operational teams.”

”

Rachel Hiscox, Managing Director, Quadrilect Ltd

Our Services

Our learning and development services have grown significantly over the past four decades reflecting the changing shape and role of the Facilities Manager, as working practices and business models evolve with new technologies and approaches to markets.

Continuing Professional Development Training*

Vocational training for practising Workplace & FM professionals

FM Qualifications: online and blended delivery

Formally assessed learning which is nationally recognised

Online learning

Flexible and accessible knowledge

Corporate Solutions

In-house training, L&D consultancy and bespoke solutions

*Continuing Professional Development

Most professional bodies leave this to the learner to self reflect upon and they recognise a range of activities as contributing to your personal CPD from reading articles, attending events, formal training etc and it is typically down to the learner to make a log of their activity and how it has supported their professional development. Quadrilect will ensure we keep a record of all learning undertaken with us and you will receive a Quadrilect certificate of attendance for your records.

Understand & Support your Team



Why training should be at the core of every business

- Credibility and recognition for the individual and the organisation
- Creating career opportunities which support business growth, job satisfaction and staff retention
- Developing the skills to align Workplace & FM with business goals and put it on the strategic agenda

Unit 51, 2nd Floor, Peek House, 20 Eastcheap, London EC3M 1EB

020 7469 1398

www.quadrilect.com


info@quadrilect.co.uk

linkedin.com/company/quadrilect

twitter.com/quadrilect

facebook.com/quadrilect

CONTENTS

Accredited programmes and courses that can lead to formal qualifications, including IWFM qualification units, are indicated with this icon 



FM Career Pathway 4

- 01 Understanding FM FOUNDATION 
- 02 FM – Operational Management INTERMEDIATE 
- 03 The Professional FM – Business & People INTERMEDIATE 
- 04 Future Trends & Innovation in FM EXECUTIVE 
- 05 The FM Business School ADVANCED 

Leadership & Management of People 5-6

- 06 Strategic Change Management EXECUTIVE
- 07 Team Leading
ILM LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS 
- 08 The 7 Habits of Highly Effective FMs
- 09 Exceptional Influencing Skills **NEW**
- 10 Maximise the Customer Experience 
- 11 Confident Communication **NEW**
- 12 Personal Effectiveness Skills
- 13 Wellbeing in the Workplace

Commercial & Financial Management 6

- 14 Driving Efficiencies in the Workplace
- 15 Financial Management 1 
- 16 Financial Management 2 

Project Management 6

- 17 Project Management 

ISO Series for FMs **NEW** 7

- 18 FM Operations Framework - ISO 41001
- 19 FM Strategic Sourcing - ISO 41012
- 20 Information Security Management - ISO 27001
- 21 Effective Environmental Management Systems - ISO 14001
- 22 Occupational H&S Management Systems - ISO 45001

Property & Premises Management 8

- 23 Fundamentals of Property Management  **NEW**
- 24 Strategic Corporate Real Estate **NEW**
- 25 Essentials of Building Services 
- 26 Building Surveying & Maintenance 
- 27 How to Manage Facilities Data **NEW**

Regulatory Update & FM Compliance 8-9

- 28 Overview of FM Compliance and Standards
- 29 Understanding CDM Regulations
- 30 Fire Safety Compliance

Risk Management 9

- 31 Security Management
- 32 Introduction to Cyber Security Management **NEW**
- 33 Business Risk Management & Recovery 


Sustainability 9

- 34 Sustainable Development **NEW**





Contracting 10-11

- 35 The Tender Process 
- 36 Contract & SLA Management 
- 37 FM Contract Models - Review & Practice
- 38 Building Successful Outsourced Relationships
- 39 Procurement of Multi-National Contracts **NEW**

Space & Relocation 11

- 40 Effective Space Planning 
- 41 Managing Relocation, Fit Out and Move
- 42 Agile Working & Modern Workplaces

Health & Safety 11-12

- 43 NEBOSH - National General Certificate in Occupational Health & Safety 
- 44 NEBOSH Safety Simplified **NEW**
- 45 IOSH Managing Safely 
- 46 IOSH Managing Safely Refresher
- 47 Legionella Awareness Responsibilities & Compliance 
- 48 Assessing Display Screen Equipment 

Introductory Package 4

Annual Training Pass 12

Corporate Solutions: in-house training, L&D consultancy & bespoke solutions 13

FM Qualifications 14

Online course programme 17

Course dates 18

Course fees and how to book with us 19

You will receive a CPD certificate for all programmes. A number of the courses, can be used to attain formal qualification*. If you require more information on any of these courses regarding learning outcomes, total qualification time [where applicable], accreditation options please call on 020 7469 1398

**Please note for qualifications additional fees will apply*

FM CAREER PATHWAY

INTRODUCTORY PACKAGE

Understanding FM Course 01

“

Great group of people, I learnt so much. Trainers were informative, friendly, fun and approachable.

”

Front of House/Facilities, Wolverine Worldwide

01 Understanding FM (Foundation)

3 DAYS

An introduction to the FM profession

Our popular flagship course, is suitable for newly appointed staff and those with less than two to three years' operational experience looking to broaden their range of responsibilities and skills.

- What is FM? Definitions & descriptions
- Property management
- Customer-centric FM
- Maintenance management
- Sustainability and management of energy to minimise costs
- The role that FM plays in corporate success
- An introduction to buildings & services
- Space planning & relocation management
- Commissioning & managing contract services
- Measuring & valuing the FM service
- Health & safety in the workplace



This course provides tuition for IWFM Level 3 qualifications in FM. Additional fees apply.

02 FM – Operational Management (Intermediate Module)

3 DAYS

Stepping up to a senior management role in FM

Recommended for FMs with more than two years' operational experience this course aims to develop managerial abilities for those on the path to a more senior FM position. Explores the scope, extent and diversity of the FM function, and examines techniques that will add value to the FM operation and align it to organisational objectives.

- Understanding FM service in its market sector
- Developing FM service within its business context
- Designing operational FM structures
- FM support service operations
- Health, safety & service delivery
- Financial management & budgeting
- Property occupancy & operating costs
- Planning & managing a relocation project
- Buildings aspects of workplace productivity
- Energy, environment & sustainability
- Business continuity planning



This course provides tuition for IWFM Level 4 qualifications in FM. Additional fees apply.

03 The Professional FM – Business & People (Intermediate Module)

3 DAYS

Building commercial awareness & relationships

This course is designed to enhance managerial skills and knowledge with a particular focus on commercial awareness and aligning the FM function with organisational goals & risks. It also explains how to build successful relationships with clients, suppliers and specialists, and is intended for FMs with a minimum of two years' managerial experience in the field.

- Business & FM strategy alignment
- Techniques for performance management
- Organisational Risk: profile and impact
- FM procurement & the supply chain
- Effective relationships with suppliers & specialists
- Customer relationships & managing expectations
- FM teams: recruitment; defined roles; optimising skills



This course provides tuition for IWFM Level 4 & 5 qualifications in FM. Additional fees apply.

04 Future Trends and Innovation in FM (Executive)

1 DAY

Developing a business case & innovation plan

Take time out from day today operations and explore how to take your service to a new level. We review models of FM innovation, what they've delivered and how they may apply to your organisation and offer a mix of theory and practical exercises focused on developing improvements and introducing innovation methods in your organisation.

- Understand the importance of embedding FM innovation
Critically review the strategic & operational aspects of service innovation
- Use a business case framework to develop a service model to add value to your organisation
- Critically review the latest innovations, tools and techniques for use in FM
- Select and experiment with one new development, tool or technique and analyse the success or failure of the experiment



This course provides tuition for IWFM Level 6 qualifications in FM. Additional fees apply.

05 The FM Business School (Advanced)

3 DAYS

A strategic perspective on FM

A case study driven course aimed at FMs with over 3 years' managerial experience. It will give you a strategic understanding of FM, enabling you to communicate more effectively with senior management. Demonstrate the relationship between your FM operations and changing corporate objectives so that the vital role of a professional FM service is given recognition as a key contributor to business success.

- A strategic vision of FM
- The future workplace
- Property strategies
- Contracting - latest developments
- Corporate Responsibility
- Managing people through change
- Preparing and presenting a business case for FM at board level



This course provides tuition for IWFM Level 5 & 6 qualifications in FM. Additional fees apply.

QUADRILECT Introductory FM Training Package

Developing Skills to deliver best practice FM

We have designed a set range of courses to support those new to FM or starting out in their career. These include:

- Understanding FM
- FM Compliance & Standards
- IOSH Managing Safely
- Essentials of Building Services
- Building, Surveying & Maintenance
- Contract & SLA Management
- Financial Management 1
- Driving Efficiencies in FM
- Sustainable Development
- Fire Safety Compliance
- Maximise the Customer Experience

The value of these courses is £6,880+VAT but we are offering a package price of £4500+VAT.

The package is valid for 1 person over a 24 months period. Additional qualification, accommodation and transfer fees are excluded.

06 Strategic Change Management (Executive)

1 DAY

Achieving the vision through FM delivery

Senior facilities managers will be familiar of the need to respond to organisational change, but they also have the opportunity to contribute to decisions on how change is planned. So whilst organisational change traditionally impacts on the FM strategy and how it supports the core business, this interactive one-day course will enable you to influence the development of change by planning and leading change. By the end of the programme you will be able to:

- Review organisational change and plan a strategy for change
- Lead the process of change and achieve the vision
- Sell the vision in terms of what the change aims to achieve in the context of facilities management
- Understand workforce planning and how to take difficult decisions in relation to performance
- Support people through the process of change and create a learning environment for the workforce
- Understand the issues and benefits of having a diverse workforce

07 Team Leading (ILM Level 2 Qualification)

3 DAYS

Getting the best out of your FM team

This qualification is designed to give aspiring and practicing team leaders a solid foundation in their development as leader. With top down and bottom up pressures it is difficult to migrate into a team leader's role without some professional training support. This course gives you a range of tools & insights to self manage and successfully lead others.

- Exploring the supervisory role and responsibilities
- How to establish and position yourself as a team leader
- Planning your personal and professional development
- Setting personal objectives and team goals
- Giving and seeking feedback
- Controlling people, processes and productivity
- Effective time management
- How to manage difficult conversations
- Understanding stress, its effects and ways of managing it
- Communicating effectively with your team
- Planning and delivering team briefings
- Reporting briefing outcomes



This course is accredited by the ILM. The ILM Level 2 Award in Leadership and Team Skills and can be attained upon successful completion of structured answer questions and one work-based assignment

08 The 7 Habits of Highly Effective FMs

NEW

1 DAY

Learn to apply Covey's 7 Habits

This interactive course enables FMs to further develop their ability to deliver effective working environments. Based on the work of Stephen R. Covey, FMs will become more aware of how they currently operate, and how to increase their personal effectiveness and create greater success through adopting more of the habits.

- Getting the right things done - prioritisation
- Focused approach - establish what you want to achieve
- Real choice – discover where to put your energy to get the best results.
- Proactivity in a responsive FM environment
- The power of interpersonal connection
- Maintain your edge - develop, keep well and be the best FM you can be
- Develop your action plan achieve the changes you want to make

09 Exceptional Influencing Skills

NEW

1 DAY

Learn the principles of master communicators and great influencers

This practical course is packed full of tools, techniques and approaches for FMs. With its roots in Neuro-linguistic programming (NLP) a study of the modern psychology of improving relationships and achieving more effective outcomes, FMs will gain insights, self-awareness and the confidence to try new approaches at work.

- Understand styles of thinking and behaving: yours and others'
- Build a more flexible approach to influencing and leading others to improved performance
- Apply tools to improve your interpersonal success
- Use a proven approach to improving difficult relationships in the workplace and achieving your desired outcomes
- Be more effective and influential when dealing with other people at work

10 Maximise the Customer Experience

1 DAY

Creating one team service excellent

The FM's role is to deliver service excellence and a working environment that bolsters productivity whilst meeting both budgetary and legal requirements and responding to changing business imperatives. Learn how a customer-centric FM service can be achieved with a 'one team' approach that includes suppliers and in-house staff, and how measuring and publishing your results will demonstrate the value of modern FM to customers at every level.

- Defining today's service culture
- How to deliver a customer-centric culture
- Alignment of service to business requirement
- Defining what excellent customer service means to your organisation
- Measuring service excellence
- Service level agreements & key performance indicators
- Customer experience, relationships & perception
- Managing change & costs whilst retaining customer loyalty



This course provides tuition for IWFm Level 4 qualification unit FM4.15. Additional fees apply.

11 Confident Communication

NEW

1 DAY

Engage - Inform, Inspire, Influence

FM operations are fundamental to an organisation's success and their delivery relies upon FMs' relationships with a wide range of stakeholders. These relationships are shaped through day to day formal and informal interactions & honing communication skills is critical in engaging with key parties across the business. This programme will focus on how you can positively present yourself and learn to communicate with confidence to gain buy in for FM Services and their evolution.

- Present yourself with more gravitas
- Handle questions with ease using a proven formula
- Increase your influence and the power of your 'call to action'
- Make presentations with more confidence
- Overcome public speaking anxiety or fear
- Engage any audience – one-to-one or one-to-many
- Open and close a presentation with impact
- Apply a simple and effective structure to your presentations
- Engage and inspire through storytelling

LEADERSHIP & MANAGEMENT OF PEOPLE

Exceptional Influencing Skills [formerly Applying NLP in FM] Course 09

“

Trainer – Knowledgeable, good communication style and approach. Easy to understand. Little to no prior knowledge of NLP. Course was a good introduction and highlighted areas of further interest.

”

Facilities Services Delivery Manager, Sussex Police

LEADERSHIP & MANAGEMENT OF PEOPLE

COMMERCIAL & FINANCIAL MANAGEMENT

PROJECT MANAGEMENT

Delivering Efficiencies in the Workplace [formerly Cutting Costs] Course 14

“
I can highly recommend others attend the course – it gives an insight on how to cut costs and not only maintaining services but improve the service you provide. The service we provide is FM services for the NHS – Improving the environment for our clients and staff.
”

Facilities Officer, Essentia Community, Guy's and St Thomas' NHS Foundation Trust

12 Personal Effectiveness Skills

1 DAY

Working smarter and taking control

It's easy to understand why many FMs can sometimes feel under attack as they are faced with ever-increasing demands for efficiency and productivity whilst having to deal with swollen workloads and shrinking budgets. Take control and improve productivity; this course demonstrates effective techniques to help you to work smarter, not harder.

- Critical elements of personal productivity – how do we get the most out of our productive selves?
- Work, life & health – the key balancing act
- Getting organised – task prioritisation & keeping on top of the workload
- Tools & techniques – a range of ideas to try out and customise
- Delegation and developing others
- Managing the impact of others whilst maintaining good customer service image



13 Wellbeing in the Workplace

NEW

1 DAY

Design & implement a programme for the benefit of the individual and organisation

This one day course is aimed at FMs who wish to gain or improve their understanding of wellbeing. The attendees will gain an in depth understanding of what wellbeing is, the factors affecting it and the benefits to both the individual and organisation on focusing on employee wellbeing, with detailed guidance, case studies and exercises on designing and implementing a wellbeing programme, tailored to their organisation or for clients' organisations. Attendees will learn about real practical measures that they can implement.

The course will cover:

- What is wellbeing?
- The impacts of wellbeing on the individual and organisations
- Aspects of wellbeing and analysing the effects
- Designing and implementing a programme
- Monitoring the programmes
- Practical steps for implementation
- Making the business case for wellbeing

14 Driving Efficiencies in the Workplace

1 DAY

How to get value for money from your FM services

FM costs vary by organisation but often make up at least 10% of an organisation's total revenue spend. In many organisations this percentage can be much higher. FMs have to be able to justify spend & demonstrate the added value that this expenditure brings to their organisations core business. This one day course explores key areas to help with this key management challenge.

- Understanding how the specification affects costs
- How to determine what is truly important to your organisation
- Control specification creep whilst dealing with competing user demands
- Confidently manage service delivery & control costs
- Key cost drivers
- How to justify or reduce costs
- Develop cost plans which are both realistic & sustainable

15 Financial Management 1

1 DAY

Finding your feet in finance

This one day course is aimed at FMs with little or no financial background and introduces the key principles of finance, accounting and budgets. No matter what your career aspirations, an understanding of financial management and accounting will play an important role in your work as your career advances – be it for a job application, monitoring of suppliers/customers, or writing budgets. So spend the day with us and we'll show you that you don't need to be intimidated by numbers.

- Financial terminology explained – don't let people intimidate or bluff you!
- Preparing and reading accounts
- Financial proposals
- Accounts, balance sheets & cash flow statements
- Preparing & managing cash budgets
- Checking the accounts of customers & suppliers
- VAT & tax implications on FM activities
- Budget templates in excel format provided for course exercises & office use



This course provides tuition for IWFM Level 3 qualification unit FM3.07 and IWFM Level 4 qualification unit FM4.07. Additional fees apply

16 Financial Management 2

1 DAY

Building on your financial knowledge

Intended for FMs who already have a grasp of the basics, this course provides a refresher on the key accounting principles before exploring the practical application of financial skills. Do you have to understand and compare company accounts? Do you need to understand how cash flow can go down, even as a business expands? Are your departmental overheads too high?

- More financial terminology explained
- Role of the auditor
- Discounted cash flow methods
- Capital budgeting, investment appraisal and ethical accounting
- Budget templates in excel format provided for course exercises & office use
- Determining financial performance with key ratios
- Analysing management accounts & problem solving
- Analysing the ways overheads can be allocated
- Budgeting, capital management & adding value
- Presenting a financial case to senior management



This course provides tuition for IWFM Level 5 qualification unit FM5.05. Additional fees apply.

17 Project Management

2 DAYS

A step-by-step guide to delivering FM projects

FM projects have their special challenges. With their high visibility and many stakeholders; often with differing requirements, they can be difficult to deliver successfully. With a structured, relevant case study and step-by-step approach, this course explains the fundamentals of project management and provides the knowledge, tools and techniques required to plan, monitor and control your projects effectively. It enables you to define and deliver a project with far greater chance of success, enhancing both your capabilities and your reputation.

- Fundamental concepts & jargon busting
- Key roles and responsibilities
- Defining the project
- Developing project scope
- Sound estimating techniques
- Networking techniques
- Critical Path Analysis
- Managing project risks
- Scheduling work & resolving resource issues
- Monitoring, reporting and controlling the project
- Effective handover and closure



This course provides tuition for IWFM Level 4 qualification unit FM4.12 and IWFM Level 5 qualification unit FM5.11. Additional fees apply.

18 FM Operations Framework - ISO 41001 NEW 1 DAY

Establishing an effective FM Management System

In today's challenging world it is not enough for Facilities Management professionals just to do a good job they have to be able to demonstrate it and quantify it. ISO 41001:2018 provides a framework to allow them to do this in a way that is relevant irrespective of the sector in which their organisation operates or where in the world they are based.

This will help delegates to develop a route map that can allow them to optimise their facilities management operations in a way that aligns more closely with core organisational objectives

- What is contained within ISO 41001 – key areas & contents
- What a compliant organisation looks like
- What are the benefits & disadvantages of complying: operational, financial and reputational
- Attributes and examples of compliant organisations
- Operational Financial benefits
- Helping meet corporate goals including sustainability and cost
- A route map to gain compliance
- The impact on the procurement process

19 FM Strategic Sourcing - ISO 41012 NEW 1 DAY

International Standard on the FM procurement process

This course is designed to help you achieve an understanding of the new ISO standard 41012

Covering the procurement process, both tactical and strategic perspectives. Our trainer considers the different approaches and options available in sourcing.

Looking at the options and different agreements available to the FM professional.

- Essential elements in the FM sourcing processes
- FM roles and responsibilities
- Development processes and structures of typical agreement models
- Strategic processes related to FM
- Development of procurement as part of the FM Strategy

20 Information Security Management - ISO 27001 NEW 1 DAY

An Introduction to ISO 27001 and getting accreditation

ISO/IEC 27001:2013 specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of an organisation. Failure to have an adequate information security management system exposes an organisation to a wide range of risks and consequences. This course will help delegates to develop a route map that can allow them to manage their information security in a way that complies with the standard.

By completing the course, you will have an understanding of:

- What is included in the standard
- What a compliant Information Security Management System (ISMS) looks like
- The controls your organisation needs to put in place
- How to become compliant with ISO 27001

21 Effective Environmental Management Systems - ISO 14001 NEW 1 DAY

Identify and plan actions to meet the standard and realise the benefits

Management Systems are a pre-requisite for FM teams to manage the complexity of reporting, compliance, strategy and risk. ISO 14001 provides a comprehensive set of tools available to companies to minimize harmful effects on the environment caused by its activities, and to achieve continual improvement of its environmental performance.

This course will help you understand how the standard operates and ensure the system is effective and benefits your business.

- Understanding of ISO 14001: 2015 and its intent
- Re-invigorate your environmental programme
- Realise the benefits of the requirements
- Compliance, risks, threats and opportunities
- Environmental sustainability
- Incorporating into the business strategy

22 Occupational H&S Management Systems ISO 45001 NEW 1 DAY

International standard for occupational health and safety management systems

ISO 45001 is the first globally recognised international standard for occupational health and safety management systems [OHSMS]. It provides a structured framework for all organisations, regardless of size or industry, to proactively manage occupational health and safety to reduce risk, ensure health, safety and wellbeing, reduce costs, promote continual improvement, support legislative compliance and ultimately, create better and safer working environments.

This course has been designed to explain what an OHSMS is, the status of BS OHSAS 18001, the structure of ISO 45001, its main and discipline specific requirements and what they could mean in practice and the Plan, Do, Check and Act cycle. The course will also explain potential benefits to organisations that implement a structured occupational health and safety management system.

- Introduction to occupational health and safety management systems
- The status of BS OHSAS 18001 and development of ISO 45001
- Key terms and definitions used in ISO 45001
- The structure and requirements of ISO 45001 with practical examples
- The Plan, Do, Check and Act cycle
- Benefits of implementing ISO 45001

ISO SERIES

FM Operations Framework – ISO 41001 Course 18

“

Enjoyed the combination of information and involved interaction. Thank you to the trainer for your active engagement and genuine involvement!

”

Senior Policy Advisor FM, MOD

PROPERTY & PREMISES MANAGEMENT

REGULATORY UPDATE & FM COMPLIANCE

Essentials of Building Services Course 25

“ Kept us all engaged, great at explaining and added elements of humour to keep it lighter hearted at times. Lots of knowledge and very clear, answered all questions. Good reading materials. Great food, service and location. ”

Facilities Manager,
Haymarket Media

23 Fundamentals of Property Management NEW 1 DAY

Confidently communicating with property professionals

This course will provide attendees with the knowledge and confidence to manage their organisations Corporate Real Estate (CRE). Include acquiring, occupying and disposing of property and working with agents, surveyors, solicitors and other professionals in these actions. It explains what issues they will need to consider when looking at the key question of getting the right CRE for the organisation and how to realign the portfolio when strategy changes.

- Essentials of a lease and decision-making issues
- Lease terms (length of lease, break clauses and rent reviews) and key metrics
- Alternative options to leasing and how to make the choice
- Acquisition process
- Managing property costs
- Depositing of surplus CRE
- Exiting a property



This course combined with course 02, FM Operational Management, provides tuition for IWFM Level 4 qualification unit FM4.16. Additional fees apply.

24 Strategic Corporate Real Estate 1 DAY

How to create a CRE strategy for a long-term impact

The last few years has highlighted the transient nature of competitive advantage for any organisation and the need to be continuing to adjust strategy to react to changes in the business environment. Managers need to understand the drivers for their organisation's Corporate Real Estate needs and how small strategy changes can have a big impact. Property is a significant cost and whilst other costs may be higher annually, CRE is considerably less flexible for cost cutting and removing the liability.

The presenter has been undertaking research into decision-making, in particular to identify what variables Senior CRE Managers consider when realigning their portfolio. The trainer shares some of the key insights learnt throughout this program.

- Understanding CRE and its impact on the performance of the organisation
- Considering what space is required
- Long term impact of procurement to the organisation's costs
- Different options for acquiring space - decision-making framework
- Financial impact of CRE - benchmarking metrics
- Realigning CRE with changing business strategy

25 Essentials of Building Services 2 DAYS

Making sure your building functions effectively

This course will provide you with a good introduction to and explanation of heating, ventilation, cooling, lighting, utilities, energy management, lifts and associated services. Learn how they work, how to cost effectively manage them and how to work confidently and successfully with contractors and technical support staff.

- The fundamentals of building services
- Monitoring operating costs & environmental impacts
- Maintenance specification, contractor selection & contract management
- Good energy purchasing & management
- Handling building emergencies
- Carbon management & environmental performance
- Building management systems (BMS)
- The four minute audit
- Handling customer complaints



This course combined with Building Surveying & Maintenance, provides tuition for IWFM Level 4 qualification unit FM4.17. Additional fees apply.

26 Building Surveying and Maintenance 1 DAY

Managing building maintenance with confidence

This course will help you manage your maintenance responsibilities more effectively and avoid unnecessary cost, damage or down time. Our highly experienced trainer will help you anticipate problems and plan preventative maintenance both inside and outside buildings, including lease commitments, instructing surveyors and interpreting reports.

- Signs & cost of poor design & neglect
- Life cycle costing & predicting running costs
- Building certification & the Part L Regulations
- The Equality Act, asbestos, fire and H&S issues
- Lease commitments, service charges, dilapidations
- Fabric maintenance; external structure & cladding
- Surveying building services installations
- Environmental issues
- Implementing fabric maintenance works
- Structural audits & condition surveys
- Obsolescence and depreciation
- Planned & preventative maintenance



This course combined with Essentials of Building Services provides tuition for IWFM Level 4 qualification unit FM4.17. Additional fees apply.

27 How to Manage Facilities Data NEW 1 DAY

Effectively generating business benefits

Facilities managers require a wide range of data but it is easy for organisations to have too much or too little and not know what to do with it when they have got it. Without the right data you can't demonstrate that you are meeting your objectives, managing your suppliers effectively or optimising expenditure. This course provides an understanding of what data is needed, how it is collected and how it is used and maintained in a way that is both secure and delivers quality and value

- An understanding of what facilities data is needed and how to get it
- How the right facilities data can support operational efficiency
- Using facilities data effectively to generate business benefits
- Managing and maintaining facilities data including using CAFM systems
- How facilities data can support ISO 41001 compliance
- Using facilities data to deliver value

28 Overview of FM Compliance & Standards 2 DAYS

Key legislation areas for any operational FM

Regardless of the size of the building or the FM team, understanding and complying with legislation and standards is an essential requirement for FMs. Facilities Managers don't just need to understand what they have to do to keep their buildings safe, but also the required frequency of maintenance, inspection and record keeping. This practical two day course provides FMs with an introduction of key compliance management requirements and the knowledge to develop their own compliance checklist.

Our trainer reviews the legislation and management impact, areas will include:

- Fire
- Asbestos
- Lifting Equipment
- COSHH
- Electricity Management
- Water Management
- Air Conditioning
- Pressure Vessels

29 Understanding the Construction (Design & Management) Regulations

1 DAY

Managing a successful construction project in compliance with the 2015 Regulations

Everyone controlling site work on their premises has health and safety responsibilities – you need to check that working conditions are adequate before work begins, and ensure that the proposed work is not going to put others at risk. This course explains the key aspects of the CDM regulations, ensuring that delegates are well equipped to make the necessary changes to their operating procedures to ensure compliance with the CDM 2015 Regulations and to follow best practice in the field. The 2015 Regulations are based on the EU Temporary Working Directive and make a number of changes to previous CDM Regulations, such as the removal and replacement of the CDM Coordinator role, replacement of the ACoP, expansion of the CDM remit and changes to the competence requirements.

- CDM Regulations: overview, definitions & principles
- When do the CDM Regulations apply?
- Competence, co-operation & co-ordination
- Duties of clients
- All construction projects: responsibilities of clients, designers & contractors
- Notifiable projects: responsibilities of clients, designers, CDM co-ordinators, principal contractors & contractors
- The Health & Safety File

30 Fire Safety Compliance

1 DAY

Ensure you are legally compliant and know the fire risk assessment process

Significant fines and imprisonment are being imposed on businesses (including managers & directors) for breaches of legislation, even where no fire has taken place. The Regulatory Reform (Fire Safety) Order 2005 makes all organisations responsible for their own legislation compliance and fire safety regime. This course is an excellent foundation for those with basic fire safety responsibilities as well as an update for those who have some knowledge of the subject.

- Enforcement procedures
- Fire risk assessment process
- Equipment, lighting and signs
- Emergency plans, travel distances
- Regulatory Reform (Fire Safety) Order 2005
- 'Responsible', 'Competent' and 'Relevant' Persons
- How fire spreads and behaviour of people in fires
- Detection, early warning and means of escape

31 Security Management

2 DAYS

Safeguarding overall business operations

With a comprehensive overview of all aspects of security management this course will provide you with detailed information and advice on how security issues and potential threats to your workplace can be managed proactively to effectively safeguard your business operations. A practical security survey exercise and related workshops underpin the practical nature of this course.

- Traditional and emerging threats
- Security policies, procedures & documentation
- Intelligence & information
- Issues of concern for senior management
- Security technology
- Operational procedures, control & supervision
- Security audits & surveys
- Risk management & key physical premises security
- Procurement of security contractors & equipment
- Regulations, associations, publications & institutes

32 Introduction to Cyber Security Management

NEW

1 DAY

How to protect our virtual data and keep business functioning

FMs are becoming increasingly responsible for managing business risk beyond the physicality of their buildings and one of the fastest growing risks is cyber attack.

This course provides information and advice on cyber threats and security and how they can be managed proactively to safeguard the overall business operation.

- The nature and source of cyber threats
- How to develop appropriate policies and procedures to meet cyber threats
- The options available to safeguard your electronic information and data
- The legislation and standards that inform best practice
- Best practice for access control and secure networks
- The basic principles for crisis management

33 Business Risk Management & Recovery

2 DAYS

Key requirements for effective risk management, contingency planning and disaster recovery

Unforeseen incidents can develop into disasters and severely disrupt business activities. Terrorist attacks are well publicised but floods, fires, computer & power failures and other incidents affecting both physical assets and workforces are surprisingly common. No organisation is immune and no responsible manager can afford to ignore the danger to employees, the loss of essential assets and the overall financial impact.

- What is risk & the main types
- Key legal obligations
- Principles of risk management
- Determining risk and what really matters
- Carrying out a risk assessment
- Developing a risk aware culture
- The importance of managing reputational risk
- Managing financial, delivery and supplier risk
- How to develop and implement BCP & DR plans



iwfm
RECOGNISED CENTRE

This course provides tuition for IWFM Level 4 qualification unit FM4.06 and IWFM Level 5 qualification unit FM5.04. Additional fees apply

34 Sustainable Development

NEW

2 DAYS

Compliance, best practice & practical tools for environment, waste & energy

From climate change to social value and single use plastics, sustainability issues are now a cornerstone for the FM. Changing legislative requirements and meeting external certification or stakeholder requirements requires new skills to implement effectively. Discover practical and cost effective ways to tackle rising energy costs and generate a revenue stream from waste.

- The business case for sustainability
- Energy, waste and social regulation
- Energy management & efficiency
- Employee engagement and behavioural change
- No-cost & low-cost measures for buildings and implementing energy saving measures
- Determining risk and what really matters
- Understand best practice and its applications
- Environmental Management Systems and ISO 14001
- How to implement key sustainability initiatives and best practice within the workplace

iwfm
RECOGNISED CENTRE

This course provides tuition for IWFM Level 4 qualification unit FM4.19 and FM4.20 and IWFM Level 5 qualification unit FM5.19 and FM5.20 Additional fees apply

REGULATORY
UPDATE & FM
COMPLIANCE

RISK
MANAGEMENT

SUSTAINABILITY

Sustainable Development
(formerly Energy
Management) - Course 34

“
Trainer takes time to explain
and is professional. Enjoyed
most – A lot of examples and
exercises.

”

FM, ERA

CONTRACTING

The Tender Process Course 35

“
Trainer very good, kept
all engaged and excellent
knowledge of the subject.
Enjoyed – overview of the
whole subject.
”

Head of Commercial &
Finance, Metropolitan Police

Contract Management Course 36

“
Comprehensive overview
of contract management,
from tender process
to supplier/client
relationships.
”

Facilities Co-ordinator,
Scottish Parliament

35 The Tender Process

1 DAY

Setting up a successful value-for-money contract

Too many contracts fail to meet customer expectations due to poor specification and inadequate pre-qualification and tendering procedures. This course will provide you with an effective, systematic and professional approach to tendering the appointment of contractors through the use of good specification and process management.

- Difference in public and private sector processes
- Identifying & agreeing contract objectives
- Identifying potential suppliers & managing the tender process
- Developing an effective specification of requirements
- Invitation to tender (ITT) & instructions to tenderers
- Pre-qualification process
- References, interviews and negotiation
- Evaluating bids for value-for-money
- Shortlisting, post-tender clarification & negotiation
- Contract award, handover & mobilisation



This course combined with Contract & SLA Management provides tuition for IWFm Level 4 qualification unit FM4.21. Additional fees apply

36 Contract & SLA Management

1 DAY

Successfully managing contracts and service levels

This course is designed to help you achieve the demanding performance requirements expected of your contracts and service level agreements. It will help you ensure that the objectives and targets set out will be met in practice, and within budget, so that promised customer benefits are delivered and service delivery improved.

- Understanding the legal framework of contracts
- Roles, responsibilities and relationships
- Measuring performance
- Why contracts fail
- Performance improvement programmes
- Dispute avoidance & resolution
- How to manage contract change & cost variation



This course combined with The Tender Process provides tuition for IWFm Level 4 qualification unit FM4.21. Additional fees apply.

Bespoke solutions Building successful contract relationships

What are your challenges?

Outsourcing in all its various forms is now an embedded part of FM service delivery, but despite years of experience in many organisations, contract relationships can still prove challenging for both clients and provider companies.

We regularly find that there are particular issues around:

- Managing expectations on both sides
- Creating the right operating culture for success
- Handling changing needs during the life of the contract
- Maintaining momentum – and encouraging innovation

- Dealing with transition as new operating models are introduced – and building new skills for changing roles
- Understanding what is motivating the other party
- How to handle problems as they arise and stop them becoming major issues

How can we help?

Our expert trainers have first-hand knowledge of client organisations and service providers, as well as extensive experience in contract specification and procurement. We have worked successfully with public and private sector teams to help improve processes and address cultural and behavioural issues.

- For more on our corporate solutions see page 13

37 FM Contract Models - Review & Practice

1 DAY

Making sense of the variations and determining best fit

Bundled, TFM, managing contractor, best of breed – what are the choices when organising FM services? There are a variety of models available in the market place. This course defines and explains them, examines and discusses the pros and cons of each, and provides frameworks to support the decision making process. The day includes workshop sessions and interactive exercises to put the ideas into practice.

- Vision, strategy and management of FM services
- What's my FM – scoping the service
- Who's my customer – understanding the critical service elements
- Explaining contracting models – how each model works
- Exploring contract models – advantages and shortcomings
- Interactive workshop on FM contract models
- Only connect – making the choice for your own organisation



38 Building Successful Outsourced Relationships

2 DAYS

Take control of your outsourced contracts

This developmental course offers best practice insight into how to effectively take control of managing outsourced service providers. The best approach will depend upon a number of variable factors and the course explains how to identify them and respond to each. You will gain a deep insight into the tools, templates and skills to develop, improve and build the right relationships with your FM providers.

- Think differently and break entrenched ways of working
- New ways to behave in differing outsource scenarios
- Improved engagement of the service provider
- Gain insight into appropriate ways of working with each service provider
- Best practice tools and templates
- Skills to support the development of effective relationships



39 Effective Procurement of Multi-National Contracts NEW

1 DAY

The steps to achieve cross border contracts and the benefits

We live and work in a global business environment and organisations are adapting their business and support services, including facilities management, in a way that aligns with their global footprint. To achieve this, they are procuring more and more on a cross border basis aligned with business operations. This course provides an overview of what to consider when looking to successfully procure and manage services in more than one country.

- The knowledge to determine whether a multi-national contract could be right for your organisation
- The benefits and disadvantages of having multi-national contracts
- What an organisation needs to have to successfully source and operate a multi-national contract
- How to find out if the right suppliers are out there
- Sourcing and managing a supplier working in multiple countries
- The right contract model for different countries

40 Effective Space Planning

2 DAYS

Getting the layout right

From full scale office relocations to the smallest workplace rearrangements, the utilisation of space determines occupancy costs, staff morale and productivity. With detailed guidance, case studies and exercises on space planning practice, this course guides you through the whole process from establishing needs to creating effective work environments, accommodating subsequent changes, and planning for the future.

- Planning strategies and workplace layouts
- Planning for agile ways of working
- Space standards and 'churn'
- Open, enclosed workplaces, partitions, ceilings, lighting and flooring
- How to gather and analyse workplace data
- How to interpret business needs for the use of space
- How to calculate floor areas and circulation space
- The use of 'stacking' diagrams and 'blocking' plans
- The importance of understanding corporate culture issue
- The process of managing changes to work environments



This course provides tuition for IWFM Level 4 qualification unit FM4.18 and IWFM Level 5 qualification unit FM5.18. Additional fees apply

41 Managing Relocation, Fit-Out & Move

2 DAYS

Setting up the project and seeing it through to a successful conclusion

This course will provide you with the knowledge and techniques to project manage relocations including fit-outs and moves whilst meeting deadlines and budgets as well as satisfying end-users. Through our interactive workshop approach, delegates are introduced to the techniques used in relocation project management and then gain confidence by using them. The course has been designed so that non-FM members of the organisation who may be involved in the relocation process will also benefit from attending.

- Defining the project scope & objectives
- Developing the project plan
- Mobilising internal teams
- Sourcing professional expertise
- Programme and budget control
- Planning and designing space
- Sourcing and leasing space
- Checking suitability of the new building
- Communicating with staff
- Preparing, organising and managing the move
- Post-move issues

42 Agile Working and Modern Workplaces

2 DAYS

Achieving the highest workplace performance through flexible ways of working

Good space management is about delivering value for your organisation, and agile working is a breakthrough means of balancing cost and benefit. This course provides a clear route map to achieving challenging reductions in space costs whilst sustaining organisational integrity and culture. For some organisations, improving workplace performance has become business critical - but to deliver challenging targets it is essential to understand both space and the people and operations that occupy it. Over two days we will cover:

- Opportunities for change
- Establishing the way your people work
- Vision, objectives & performance measures
- Reviews of what other organisations have done
- Involving top management & key colleagues
- Scenario modelling to evaluate options
- Employee wellbeing considerations
- Developing your toolkit
- Establishing a workplace change programme
- Sustaining innovation

43 NEBOSH - National General Certificate in Occupational H&S

11 DAYS

A nationally recognised qualification in occupational H&S

This in-depth programme provides an excellent basic grounding in the essentials of H&S enabling you to comply with regulations. Get to grips with the legal framework, your moral and economic requirements, and implications for good standards in H&S within an organisation.

- Overview of H&S legislation
- An effective health & safety culture
- Health & safety policy
- Risk assessments
- Health & safety strategies
- Fire safety
- Physical processes of work & the environment
- Investigating & reporting accidents at work



The NEBOSH General Certificate is a nationally recognised qualification involving successful completion of one 2-hour written paper on a set exam day & a post-course practical assessment. Please note: NEBOSH expects delegates to self-study using the course material provided for a minimum of 40 hours to prepare for the assessments.

44 NEBOSH Safety Simplified Certificate NEW

3 DAYS

H&S for the whole organisation

This practical course enables learners to develop skills to take ownership of health and safety policies and strategies. Highly innovative; it uses augmented reality (AR) and real-life case studies to bring the health and safety learning to life. Return to work armed with safety tips, ideas and tools to make a real contribution to your health and safety team, your culture and performance.

- Understand the reasons for, and benefits of, managing health and safety
- Recognise common workplace hazards
- Have an improved understanding of organisational safety measures
- Understand how to help prevent incidents recurring
- Appreciate the purpose of inspections and audits
- Be equipped to contribute to supporting H&S practices and create a better working environment for everyone.
- Know how to undertake basic health and safety risk assessments and put in place appropriate control measures



A NEBOSH Safety Simplified certificate is awarded upon successful completion of a 30-minute multi-format test at the end of the course and a practical assessment post course.

CONTRACTING

SPACE & RELOCATION

HEALTH & SAFETY

Agile Working & Modern Workplaces Course 42

“
Trainer - Excellent - great depth of knowledge delivered with energy and passion. Enjoyed most about the course - General take aways about space/design to take back into the business.
”

Portfolio Planning Manager, DWP

Annual Training Pass

“We chose *Quadrilect* because they have such a wide offering and their previous programs have been really well received. We have undertaken CPD and formal qualifications and are working with them now on establishing our 2020 requirement. Their service has been both flexible and responsive to our needs and the *Annual Training Pass* offers real value for money.”

Regional Facilities Manager, Arcadis


45 IOSH Managing Safely

3 DAYS

A nationally recognised IOSH Managing Safely certificate for Facilities Managers

This course introduces practical controls to enable best practice in H&S for your organisation. Managing common hazards will help you to reduce sickness and absenteeism; improve the quality and productivity of your workforce and reduce costs such as healthcare, insurance premiums and compensation claims. Accredited by the Institution of Occupational Health & Safety, the world's leading professional body for H&S practitioners.

- > The H&S responsibilities of managers
- > Assessing & controlling risks
- > Identifying & managing common hazards
- > Checking performance & learning from losses

 The IOSH Managing Safely certificate is awarded to delegates upon successful completion of a written assessment (based on multiple-choice questions) and a work-based project after the course. Delivered by FMHS Consulting, an IOSH approved course provider.

 This course provides tuition for IWFm Level 4 qualification unit FM4.05 and IWFm Level 5 qualification unit FM5.07. Additional fees apply


46 IOSH Managing Safely Refresher

1 DAY

A best practice refresher enabling you to continue meeting your statutory obligations

It is best practice to refresh your IOSH Managing Certificate every three years. This course provides you with continued support in managing health and safety issues in your workplace, helping you to revise key management responsibilities and updating you on the relevant changes in good practice, legislation and standards.

- > Revisit the benefits of managing health and safety
- > Review the risk assessment process
- > Review how to choose the best method to control risks
- > Revise and update the legal requirements of managers
- > A fresh look at how to investigate accidents and incidents
- > Review and measure performance for continual improvement

 Accredited by IOSH, the world's leading professional body for health and safety practitioners and delivered by System Concepts Ltd, an IOSH approved course provider.

A new certificate will be awarded on successful completion of a written assessment based on multiple-choice questions at the end of the course.

47 Legionella Awareness, Responsibilities and Compliance


1 DAY


Responsibilities to oversee and/or undertake water hygiene works on buildings

This course provides you with key information in order to ensure that water systems for which you are responsible are being managed and maintained effectively and in accordance with the relevant statutes and guidance. Our risk assessors will explain safe maintenance, operation, control measures and monitoring practices.

- > A brief history of Legionnaires' disease
- > Medical aspects of Legionnaires' disease
- > Legal perspective
- > Choosing a specialist sub-contractor
- > Cleaning and disinfection of water systems
- > Competency, responsibilities and definitions
- > What is a sufficient and suitable risk assessment
- > Implementing and managing control regimes/measures
- > Where and when water sampling should be carried out
- > Record keeping and the management of site records



 Accredited Programme A City & Guilds accredited certificate will be awarded following successful completion of the course verification test.

 Delivered by Evolution Water Services Ltd, a City & Guilds Accredited Centre.

QUADRILECT Annual Training Pass

If you're making plans for 2020, why not talk to us about our flexible **Annual Training Pass**?

Available on a sliding scale to suit a wide range of operational needs, the pass can be used exclusively for public courses or a mix of in-house and public programmes.

Bronze	Silver	Gold	Platinum
£5850	£10,500	£17,000	£24,750
18 days	35 days	68 days	124 days
£325*	£300*	£250*	£199.60*

*equivalent to the specified fee rate per day compared to the standard non member fee rate of £480 without a Training Pass.

Or you may be interested in our individual skills pathway packages with monthly payment plans starting from £187.50 pcm/24 months.

To discuss your requirement please call **tel. 020 7469 1398**

Please note that passes are valid for 12 months & they exclude application fees and residential packages.

48 Assessing Display Screen Equipment

1 DAY

Chartered Institute of Ergonomics and Human Factors Certification

Display Screen Equipment (DSE) assessments can deliver more than legal compliance. Improvements in performance, quality, comfort and satisfaction are all possible when assessments are performed by assessors who understand not only the legal requirements but also how to make practical improvements. This course provides a grounding in the legislation, supporting standards and best practice. It also gives tips on practical ways to conduct assessments, rectify areas of concern and how to carry out the essential Workstation Assessments.

- > The Display Screen Equipment Regulations 1992 (Amended)
- > The scientific principles behind the regulations
- > An introduction to ergonomics
- > Virtual issues & display screen work
- > Posture & musculoskeletal issues
- > Environmental & organisational issues
- > How to conduct assessments & use checklists
- > Practical assessment exercises
- > Implementing an effective action plan



Accredited by the CIEHF and presented by System Concepts Limited, a CIEHF Registered Consultancy.

Corporate Solutions: in-house training, L&D consultancy & bespoke solutions

Learn, Grow, Perform

Count on our commitment to quality, flexibility and choice

Choose from our highly-rated face-to-face learning or online programmes, and take advantage of leading-edge industry knowledge and in-depth practical experience through our extensive network of trainers and consultants. Together we can design the best solutions for all levels, from introductory to senior leaders.



We can work independently or in partnership with your operational teams, HR / training or other internal specialists to design, plan and implement solutions to complement existing corporate programmes. You can also benefit from the wider links to Quadrilect's public courses, professional qualifications, including IWFM, and other accredited courses in areas such as Health & Safety and Leadership and Management.

See more about our bespoke services for contracting, p9 .

To discuss the best L&D solutions for your organisation, including in-house qualifications at Levels 3 & 4, please call us on 020 7469 1398

IN-HOUSE DELIVERY

All courses in the brochure can be delivered in-house and we also have some programmes that we only offer for in-house delivery which include:

- **Management Development [ILM Level 3]**
An introduction to the skills, knowledge and understanding required by today's first line managers. The programme will strike the right balance between planning, organising, motivating and controlling, helping pressured FMs to manage with success and confidence. It is a highly participative and engaging course which offers the opportunity to reflect as well as practise new techniques in a safe environment.
- **Social Value - Measurement & Approach**
We have a programme available for either private or public sector organisations. addressing definitions, tenets and how practice can be applied & communicated effectively.
- **Working with Remote Teams**
Significant numbers of workers within FM now work remotely. With these changes, there is a need to effectively manage and support team members who may permanently work off-site, are home-based or work in remote or virtual teams.

This course looks to develop the skills needed to effectively face the challenges of working apart.
- **BIM - Operational Readiness**
BIM is a technology and way of working to allow greater collaboration across the life cycle of an asset and supports the FM phase. Most organisations need to follow the Government's lead to mandate BIM on all future projects, so it's essential that FMs understand BIM. The course covers Soft Landings which helps new and refurbished buildings achieve high performance.

For more detailed programmes please call **020 7469 1398** or email info@quadrilect.co.uk

CORPORATE SOLUTIONS: IN-HOUSE, L&D & BESPOKE SOLUTIONS

QUALIFICATIONS IN FACILITIES MANAGEMENT

Qualifications in Facilities Management

Unlock your potential by gaining a formal qualification in FM. These are focussed on vocational skills and your learning can be applied directly to your work environment, so will be beneficial to both you and your employer. We can help you decide on what is the right level and size of qualification.

Above and beyond the face to face expert tuition we have a comprehensive online learning resource with guidance on how to tackle your assessments, learner forums and expert advice.

These are nationally recognised VRQ qualifications. VRQ stands for 'vocationally related qualification' and differs from the more work-based NVQs (National Vocational Qualification) which may be assessed in the workplace.

A centre you can count on

We deliver a comprehensive study plan to achieve your chosen facilities management qualification from a selection of highly regarded FM Training programmes.

- 1 Choose a level** to suit your experience: IWFM Level 3, IWFM Level 4, IWFM Level 5, IWFM Level 6.
- 2 Choose a size** to suit the time & commitment you want to put into your chosen level.
Award – A succinct overview of the basic skills and knowledge needed
Certificate – Provides a more comprehensive coverage of the subject.
Diploma – The full package of skills, knowledge and understanding required.
- 3 Choose your units** – some qualifications offer the option to select from a range of optional units to match your development needs.

Qualification Top Tips

Quadrilect have developed a virtual learning environment [VLE] to support our qualification learners. Everyone who registers on an IWFM qualification will be provided access to a wealth of top tips, check lists, resources and community forums to support them through their qualification journey.

Our 3 key tips to get you started:

- 1.** Make sure you fully complete the online induction course before embarking on your assessments. It is full of information to help you understand how the qualifications work and to help you tackle the assessments
- 2.** You will be expected to do further reading and research to prepare for your assessments as well as undertaking the training provided. ALWAYS ensure any material used to support your knowledge is properly acknowledged. It is much easier to do this if you make a note of the websites, books and articles etc as you are using them rather than trying to go back over your assessment at the end and recall the sources
- 3.** Break each assessment you are tackling into manageable sections and prepare a timetable to do the research, structure the response and then complete the section. This makes the tasks feel a lot less daunting when you are faced with multiple assessments.

There is more guidance and useful information to support you on the platform so please make sure you use the resource but we are always happy to speak to you if you prefer, to help point you in the right direction for your studies.

Our Delivery Model

We have put together specific packages for achieving the IWFM Award, Certificate and Diploma at a range of levels, as this is both the most cost and time effective way of achieving your chosen qualification with us.

For each unit required, tuition will be delivered through the face to face &/or online courses indicated. You will then need to complete a written assessment to be submitted post tuition.

Many of the qualifications are available for in-house groups, and we can tailor study programmes to fit your team's needs.

IWFM Level 3 qualifications in Facilities Management

For anyone new to FM, with less than two to three years' experience in an FM role, or first line managers seeking an FM qualification, these will help learners to develop specific skills in facilities management alongside a wide range of leadership and management skills.

Progressing from Level 3 to Level 4

If you wish to progress from level 3, you can carry forward up to 4 (ILM) or 6 (IWFM) credits towards a IWFM level 4 Certificate or Diploma. NB. this will not exempt you from any mandatory units.

* In-House Delivery

We can deliver our programmes on-site for your organisation for groups of 6-15 learners.

Quadrilect Online Delivery

Award IWFM level 3 11 Credits

Quadrilect online level 3 course £410 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Customer and Stakeholder Relations in FM (FM3.03)

Certificate IWFM level 3 28 Credits

Quadrilect online level 3 course £550 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Corporate Social Responsibility & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)

Plus optional units to the value of 7 plus credits*

Diploma IWFM level 3 48 Credits

Quadrilect online level 3 course £800 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Corporate Social Responsibility & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)
- Health & Safety Responsibilities (FM3.05)

Plus optional units to the value of 22 plus credits*

* For a full list of IWFM level 3 optional units please contact us

Quadrilect Blended Delivery

Award IWFM level 3 11 Credits

Understanding FM FROM 3 Days [public course] or 2 days [in-house*] £1,330 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Customer and Stakeholder Relations in FM (FM3.03)

Certificate IWFM level 3 28 Credits

Understanding FM FROM 3 Days [public course] or 2 days [in-house*] £1,420 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Corporate Social Responsibility & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)

Plus optional units to the value of 7 plus credits*

Diploma IWFM level 3 48 Credits

Understanding FM FROM 3 Days [public course] or 2 days [in-house*] £2,055 +VAT

Finance Management 1
1 Day

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Corporate Social Responsibility & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)
- Health & Safety Responsibilities (FM3.05)

Plus optional units to the value of 22 plus credits*

QUALIFICATIONS
IN FACILITIES
MANAGEMENT
LEVEL 3

QUALIFICATIONS IN FACILITIES MANAGEMENT LEVELS 4 & 5

Learner Advice [IWFM Level 4 Certificate]

“ Find out what sort of learner you are. I'm best in the morning. Tailor your study plan around that and allocate time for study and breaks. ”

Course Experience [IWFM Level 4 Certificate]

“ Course was excellent, tutors very knowledgeable and supportive, course book comprehensive with lots of ideas for further reading. ”

Facilities Manager, ACO Technologies plc

IWFM level 4 & 5 qualifications in Facilities Management

IWFM level 4 qualifications

For experienced operations managers who are responsible for a range of FM functions. They are also suitable for managers wishing to extend their operational activity. They provide a broad understanding of facilities management and equip learners to identify and use relevant understanding, methods and skills to address problems that are well-defined but complex and non routine.

IWFM level 5 qualifications

For facilities managers at middle management level who have considerable experience and responsibility for more specialised and complex functions. They develop the ability to identify and use relevant understanding, methods and skills to address complex problems. They will support you in being able to take on the responsibility for planning and delivering solutions, exercising autonomy and judgement in your area, and will develop your specialised knowledge further so that you can approach your role with independent and critical thinking to deliver the best results.

Progressing from Level 4 to Level 5

If you wish to progress from IWFM level 4, you can carry forward up to 6 credits towards a IWFM level 5 Certificate or Diploma. NB this will not exempt you from any mandatory units.

Progressing from Level 5 to Level 6

The IWFM do not allow any credits from IWFM level 5 to be carried forward to IWFM level 6.

Award IWFM level 4 12 Credits

FM – Operational Management 3 Days FROM £1,440 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

Certificate IWFM level 4 24 Credits

FM – Operational Management 3 Days FROM £2,549 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

IOSH Managing Safely

3 Days

- Managing Health & Safety in own area of FM (FM4.05)

Plus optional unit(s) to the value of 6 plus credits*

Diploma IWFM level 4 48 Credits

FM – Operational Management 3 Days FROM £5,069 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

IOSH Managing Safely

3 Days

- Managing Health & Safety in own area of FM (FM4.05)

The Professional FM – Business & People

3 Days plus online learning

- Understanding FM Strategy (FM4.02)
- Understanding People Management (FM4.03)

Plus optional units to the value of 19 plus credits*

The in-house study programme is structured differently - please call 0207 469 1398

Award IWFM level 5 12 Credits

The FM Business School 3 Days FROM £1,510 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)

Certificate IWFM level 5 24 Credits

The FM Business School 3 Days FROM £2,830 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)
- Implementing Change in an Organisation & Managing the Impact on FM (FM5.22)

The Professional FM – Business & People

3 Days plus online learning

- Managing People in FM (FM5.03)

Diploma IWFM level 5 48 Credits

The FM Business School 3 Days FROM £5,479 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)

The Professional FM – Business & People

3 Days plus online learning

- Managing People in FM (FM5.03)

Business Risk Management & Recovery

2 Days

- Risk Management in FM (FM5.04)

Financial Management 2

1 Day

- Financial Management in FM (FM5.05)

Plus optional units to the value of 16 plus credits*

* For a full list of IWFM level 4 & 5 optional units please contact us.

IWFM level 6 qualification in Facilities Management

IWFM level 6 qualification

Develop the strategic skills and knowledge for those facilities professionals working at or aspiring to senior positions, and reflect the ability to refine and use relevant understanding, methods and skills to address complex problems. It will help ensure that you are able to underpin substantial change or development, as well as exercising broad autonomy and judgement.

Other Qualifications for FMs

Qualification/Accreditation	Page
➤ ILM Level 2 Award in Leadership & Team Skills	5
➤ NEBOSH - Safety Simplified Certificate	11
➤ NEBOSH - National General Certificate in Occupational Health & Safety	11
➤ IOSH Managing Safely	12
➤ IOSH Managing Safely Refresher	12
➤ Legionella Awareness Responsibilities and Compliance City & Guilds Accredited	12
➤ Assessing Display Screen Equipment Accredited by Chartered Institute of Ergonomics & Human Factors	12
➤ ILM Level 3 Award in Leadership and Management <i>[in-house only option]</i>	13

Award IWFM level 6

10 Credits

The FM Business School

3 Days

FROM
£1,990 +VAT

Future Trends & Innovation in FM

1 Day

Online learning course: Problem Solving
3 hours

Followed by assessment unit:

- Strategic Facilities Management (FM6.01)

Future Trends and Innovation in FM - Developing a business case and innovation plan

Take time out from day-to-day operations and explore how to take your service to a new level. We review models of FM innovation, what they've delivered and how they may apply to your organisation and offer a mix of theory and practical exercises focused on developing improvements and introducing innovation methods in your organisation.

The FM Business School - A strategic perspective on FM

A case study driven course aimed at FMs with over 3 years' managerial experience. It will give you a strategic understanding of FM, enabling you to communicate more effectively with senior management. Demonstrate the relationship between your FM operations and changing corporate objectives so that the vital role of a professional FM service is given recognition as a key contributor to business success.

Problem Solving

Most professionals solve at least one problem every day of their working lives, but rarely stop to consider the methods they use to achieve this until faced with a potentially significant issue. This course looks at the key skills needed to successfully identify, analyse and solve problems. Practical exercises and activities ensure that professionals have plenty of opportunity to try out a wide variety of problem solving tools and strategies.

ONLINE FLAGSHIP COURSE: GETTING STARTED IN FM

For many people, taking on responsibility for property and support services can seem daunting, but this course aims to help by offering a highly practical introduction to the essential areas and ways of dealing with day-to-day management issues. It also helps to explain the FM role and its importance to organisations.

The course is divided into 8 modules, each containing a lesson and a quiz and a comprehensive knowledge database.

- Module 1 – FM & The Organisation**
- Module 2 – Property & Asset Management**
- Module 3 – Managing Space**
- Module 4 – Planning FM Support Services**
- Module 5 – Delivering FM Support Services**
- Module 6 – Facilities Management Projects**
- Module 7 – Risk Management & Health & Safety**
- Module 8 – CSR & Sustainability**

CPD Certification on completion

FEE

Professional Body Member* £250 +VAT
Non Member £280 +VAT

For more information or to register please call us on 020 7469 1398 or email info@quadrilect.co.uk

We will send you a detailed programme outlining the modules and content on request

QUALIFICATION
IN FACILITIES
MANAGEMENT
LEVEL 6

OTHER
QUALIFICATIONS

ON-LINE COURSES

ONLINE COURSE PROGRAMME

Develop vital business skills for the workplace with our adaptable online programmes that fit around your workload.

- Getting Started in Health and Safety
- Negotiating Skills – The Principles
- Advanced Negotiation
- Key Performance Indicators
- Conversations with Customers
- Managing Professionals for Results
- Managing Budgeting in the Real World
- Innovation
- Thinking Strategically
- Finance for Non-Financial Managers
- Coaching Skills
- Data Protection
- Networking Skills
- Managing through a Recession
- Managing Workload
- Social Media for Professionals

FEE

Professional Body Member* £65 +VAT
Non Member £85 +VAT

To register please go to www.quadrilectonline.com or email us at info@quadrilect.co.uk. On receipt of payment you will be issued your access URL and activation key

COURSE DATES

All courses are held in central London. Further scheduled dates may be available please call for details.

A range of these courses can be provided in-house.

Understanding FM Course 01

“
Good trainers.
Great people.
Positive teaching.
”

SHEQ Manager, Volvo Truck & Bus London

Course dates

- 01 Understanding FM**
28-30 January 2020
21-23 April 2020
7-9 July 2020
29 September - 1 October 2020
8-10 December 2020
- 02 FM - Operational Management**
3-5 March 2020
16-18 June 2020
6-8 October 2020
1-3 December 2020
- 03 The Professional FM – Business & People**
17-19 March 2020
15-17 September 2020
- 04 Future Trends and Innovation**
18 May 2020
9 November 2020
- 05 The FM Business School**
19-21 May 2020
10-12 November 2020
- 06 Strategic Change Management**
18 March 2020
14 September 2020
- 07 Team Leading**
(3 day course: 1 day per week)
10/17/24 March 2020
30 September/7/14 October 2020
- 08 7 Habits of Effective FMs**
12 February 2020
13 October 2020
- 09 Exceptional Influencing Skills**
28 April 2020
10 November 2020
- 10 Maximise the Customer Experience**
29 January 2020
8 July 2020
9 December 2020
- 11 Confident Communication**
13 February 2020
11 November 2020
- 12 Personal Effectiveness Skills**
5 March 2020
27 October 2020
- 13 Wellbeing in the Workplace**
26 February 2020
2 July 2020
19 November 2020
- 14 Efficiencies in the Workplace**
1 April 2020
1 October 2020
- 15 Financial Management 1**
25 February 2020
10 June 2020
29 September 2020
8 December 2020
- 16 Financial Management 2**
26 February 2020
30 September 2020
- 17 Project Management**
10-11 March 2020
8-9 July 2020
17-18 November 2020
- 18 FM Ops. Framework - ISO 41001**
21 April 2020
4 November 2020
- 19 FM Strategic Sourcing - ISO 41012**
1 April 2020
11 November 2020
- 20 Info. Security Mgmt - ISO 27001**
24 March 2020
17 November 2020
- 21 Env. Management Sys - ISO 14001**
11 February 2020
10 September 2020
- 22 Occ. H&S Mgmt Sys - ISO 45001**
31 March 2020
25 November 2020
- 23 Fundamentals of Property Mngmt.**
24 March 2020
27 October 2020
- 24 Strategic Corporate Real Estate**
25 March 2020
28 October 2020
- 25 Essentials of Building Services**
12-13 February 2020
13-14 May 2020
17-18 September 2020
1-2 December 2020
- 26 Building Surveying & Maintenance**
11 February 2020
16 September 2020
- 27 How to Manage Facs. Data**
11 February 2020
23 September 2020
- 28 FM Compliance & Standards**
26-27 February 2020
10-11 June 2020
3-4 November 2020
- 29 Understanding CDM Regulations**
29 January 2020
16 September 2020
- 30 Fire Safety Compliance**
17 March 2020
6 October 2020
- 31 Security Management**
4-5 March 2020
27-28 October 2020
- 32 Intro. to Cyber Security Mngmt.**
13 May 2020
24 November 2020
- 33 Business Risk Management & Recovery**
18-19 March 2020
7-8 October 2020
- 34 Sustainable Development**
10-11 March 2020
17-18 November 2020
- 35 The Tender Process**
5 February 2020
23 June 2020
3 November 2020
- 36 Contract & SLA Management**
6 February 2020
24 June 2020
4 November 2020
- 37 FM Contract Models**
11 March 2020
29 September 2020
- 38 Building Outsourced Relationships**
22-23 April 2020
13-14 October 2020
- 39 Multi-National Contracts**
12 February 2020
24 September 2020
- 40 Effective Space Planning**
11-12 February 2020
16-17 June 2020
24-25 November 2020
- 41 Managing Relocation, Fit Out and Move**
24-25 March 2020
7-8 October 2020
- 42 Agile Working & Modern Workplaces**
4-5 March 2020
27-28 October 2020
- 43 NEBOSH**
Week 1 24-28 February 2020
Week 2 16-20 March 2020
Exam 31 March 2020
- 44 NEBOSH Safety Simplified**
4-6 May 2020
20-22 October 2020
- 45 IOSH Managing Safely**
4-6 February 2020
2-4 June 2020
8-10 September 2020
8-10 December 2020
- 46 IOSH Managing Safely Refresher**
1 April 2020
27 October 2020
- 47 Legionella Awareness**
11 February 2020
15 September 2020
- 48 Assessing DSE**
28 April 2020
24 September 2020

Course fees

Our highly-experienced team of expert trainers includes some of the most active and influential figures in the FM industry today. Offering practical learning that is immediately transferable to the workplace, course fees include a full and comprehensive course workbook, refreshments and lunch at a quality venue.

Course duration	Professional body member*	Non member
1 day	£385	£480
2 days	£695	£835
3 days – Understanding FM* or Team Leading (01) (07) Residential option† (for Understanding FM only)	£995 £1,290†	£1,195 £1,490†
3 days – FM Operational Management (02) or The Professional FM (03) (Residential option†)	£1,190 £1,485†	£1,430 £1,725†
3 days – The FM Business School (05) Residential option†	£1,240 £1,535†	£1,489 £1,784†
3 days – IOSH Managing Safely (45)	£624	£780
11 days – NEBOSH National Gen. Certificate (43)	£1525	£1699
3 days - NEBOSH Safety Simplified Certificate (44)	£624	£780

Please note if you are attending the training course as part of an IWFM qualification in Facilities Management, additional application fees will apply. For further information please contact us on 020 7469 1398

†Residential option

Courses 01, 02, 03 and 05 offer a residential option which includes 2 nights' full board accommodation typically at the same hotel as the course itself. Many of our delegates find this to be a more convenient way to attend the course, and an option that adds value to their overall training experience.

Pre-night accommodation request

If you require accommodation the night before the start of the course you will need to arrange this with the venue directly. Please state you are a Quadrilect delegate so they will be able to co-ordinate your booking.

If no residential option is given

Subject to availability some of our course venues may be able to give our delegates a special discounted rate for accommodation, although it is your responsibility to liaise directly with the venue and organise this for yourself.

Or we suggest using www.vhfinders.com, telephone **0844 875 1330** – a free service which will be able to help you search for alternative accommodation nearby.

*Professional Body Discounted rate – who is eligible?
Members of IWFM, RICS, ILM, CIOB, CIBSE, IFMA

All prices shown are ex-vat.

**See pages 4 & 12 respectively
for further information on our
introductory package or annual
training pass**

How to book with us

1 Choose your course and select a date

2 Your course registration checklist

- Your membership status: professional body membership or non member
- Accommodation option (if available)
- Company postal address (please also supply invoice address if different)
- Email address for joining instructions and invoice
- Purchase order number (only if required by your company for invoicing purposes)
- Qualification option (where applicable)

3 Complete your registration

Email us at info@quadrilect.co.uk with the information from steps 1 & 2 above.

4 What will happen next?

Confirmation of your booking

When you register by email we will confirm the booking by reply. If you do not receive any acknowledgement of your registration please contact one of the team so that we may check your registration has been received.

Joining instructions and invoice

Course joining instructions and invoice will be emailed approximately 4-6 weeks prior to your start date. Please do not commit to any travel or accommodation costs prior to receiving your joining instructions confirming the course as we will not be able to refund these fees. Payment is required upfront before you attend the course.

Terms & conditions

If you cancel within 10 working days (28 days for NEBOSH) from the start of your course full fees apply but substitutes will be accepted. Cancellations must be made in writing. If you wish to transfer your booking to a future date we will ask you to settle your invoice in full and a further fee of £75+VAT per day will apply. We reserve the right to change the venue and the right in its absolute discretion to cancel the event.

COURSE FEES AND HOW TO BOOK WITH US

We hope you enjoy your Quadrilect experience and look forward to hearing your feedback.



Understanding FM
Course 01

“

I just wanted to thank you for the eye opening and empowering experience I've had this week during the introduction course. All, the colleagues and the teachers were amazing.

”

Head of Maintenance, Crabtree Property Management


FM Compliance & Standards
Course 28


“

Enjoyed the pace, detailed information. Covered wide subject in two days. Highly recommend.

”

Senior Technician, Pret A Manger

 Unit 51, 2nd Floor, Peek House, 20 Eastcheap,
London EC3M 1EB

 020 7469 1398

 www.quadrilect.com

 info@quadrilect.co.uk

 [linkedin.com/company/quadrilect](https://www.linkedin.com/company/quadrilect)

 twitter.com/quadrilect

 facebook.com/quadrilect