Topic Synopsis (SGUS Facilities Management)

1. **Certificate in Essential Skills to Enhance Employability**

   This certificate covers essential communication areas which include emotional intelligence (EQ), digital marketing and essential job search skills. It introduces key concepts in the areas of data and visual analytics using Power BI, statistics and cyber security. It introduces key concepts in the areas of data and visual analytics using Power BI, statistics and cyber security.

   Topic 1: Emotional Intelligence (EQ) for Career Decision Making

   This 2 days' workshop is an enhanced training in which participants will acquire job-seeking related skills, capabilities and the ability to expand employment opportunities.

   Emotional Intelligence (EQ) facilitates career decision-making process and leads to decisions that can achieve greater satisfy career-related interests, values, and aspirations. Emotions experienced during this process have implications for the perception of risk related to specific career options, the kind of self-exploration individuals will engage in, and how information related to career choice will be processed.

   Through EQ, participants will be able to cope and learn to manage one's self-awareness which affect their overall well-being and decision making.

   Topic 2: Getting ready for Your Next Job
   This course equips participants with the essential job search skills, knowledge and tools that will allow them to present themselves positively on paper, in person and on professional networking sites.

   Participants will learn how to craft resumes that get the attention of prospective employers and recruiters and pivot their experiences to succeed and leave a good impression at job interviews (face-to-face or digital). This course also helps jobseekers to get started on using the popular professional networking site, LinkedIn, to create a professional brand for job search and networking.

   Topic 3: Digital Marketing with Personal Branding
   This course introduces students to tools for establishing a personal brand online and importance of establishing digital marketing strategy to promote their own personal brand.

   Topic 4: Visual Analytics using Power BI

   The course aims to equip the participant with the following:

   Knowledge and Understanding: An understanding of how a dashboard works; its advantages and disadvantages and how it will be useful at workplaces.

   Intellectual skills: How to apply the knowledge received during the course in developing the dashboard and using DAX functions, filters etc.

   Practical skills: Participants will be developing their own dashboard. This exercise will enable them to show their creativity, skills obtained from the course and a satisfaction from attending the Power BI course.

Transferable skills and personal qualities: The knowledge and skills acquired from this course can be used at workplaces especially for those involved in KPI reporting, dashboard development or someone who have regular management meetings.

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

- Upload data & and create data models
- Use DAX functions to enhance dashboards
- Associate links between variables for visual and descriptive analytics
- Find hindsight and insights from dashboard

Topic 5: Cyber Security for Non-IT Professionals

The objectives of the course is to create awareness and understanding of common cyber threats, both at home and at work. Typical mitigation methods will be discussed to help participants make better use of the available cyber security tools to protect themselves against cyber adversaries.

Upon completion of this course participants will be able to:
- Relate what is Cyber Security what are at stake
- Examine common threats (e.g. Phishing, malware)
- Use common mitigation methods
- Use basic wireless and smartphone security
- Outline security related laws (e.g. PDPA, CMA)

2. **Certificate in Sectoral Fundamentals for Facilities Management**

Certificate will introduce the ecosystem of facilities management industry. It also covers fundamental of M&E services, building elements and building plan reading.

Topic 1: Fundamentals of Facilities Management

It provides participants with an understanding of the operation of the diverse and dynamic facilities management industry. It covers the scope of work and *ethics* under the facilities manager's purview, job role of the facilities manager in different types of assets, the key players, stakeholders and regulatory bodies in this industry and their inter-relationship.

Topic 2: Fundamentals of Building Services

It equips participants with the knowledge of electrical and plumbing services systems including electrical installation and distribution, artificial lighting, gas installation, water supply, sanitary plumbing and drainage systems.

To give participants an understanding of the indoor environment and mechanical engineering systems including ventilation, air conditioning and vertical transportation systems. ***Various regulatory requirements will be covered***.

Topic 3: Structure & Fabric

It gives participants an understanding of elementary building construction, renovation and refurbishment of low-rise buildings, including the materials, the structural elements, the architecture components and finishes.

Participants will learn the different forms of building construction with the use of drawings and apply this understanding to construction, renovation and refurbishment work to buildings.

Topic 4: Drawing & Visualisation

It equips participants with the skills in the interpretation of technical drawings and drafting of details related to facilities management.

3. **Certificate in Job Specialisation for Facilities Executives 1**

   Covers job role specific knowledge in M&E, fire safety, building defects.

   Topic 1: Maintenance of Building Services

   It provides participants with an appreciation of the operation and maintenance of mechanical and electrical systems of buildings such as central air con system, lightings, acoustics. ***Various regulatory requirements will be covered***.

   Topic 2: Data Analytics for FM

   It aims to deepen application of the content knowledge gained from the Data Analysis and Visualization modules.

   The participants will review content knowledge and skillsets to manage, analyse and visualize data, establishing an application approach to draw insights for decision-making.

   The participants will undertake hands-on sessions on real data sets and carry out both small-scale investigation of data as well as intensive, deeper analysis to answer challenging questions in such practice. The module will be heavily application-based with hands-on sessions on each of the Data Analysis modules.

   Topic 3: Building Diagnosis

   It gives participants an understanding of the factors leading to building deterioration and defects. It also enables participants to identify common building defects, diagnose their cases and understand their respective preventive and remedial measures.

4. **Certificate in Job Specialisation for Facilities Executives 2**
   Covers job role specific knowledge in township and strata properties management, safety health and security.

   Topic 1: Town Council & Strata Management

   It gives participants an understanding of the applicable ***legislations*** governing the management and maintenance of public housing estates in Town Council and private strata titled properties consisting of residential, office, retail, industrial and mixed development.

Topic 2: Safety Health & Security

It gives participants an understanding of safety, health and welfare of workmen when carrying out renovation, refurbishment and facilities management work. It helps participants acquire knowledge and supervisory skills for good housekeeping, risk management and maintenance of safe working environments, and understand procedures under the *Workplace Safety and Health Act and other related legislation*. The installation and operation of modern building security systems, management, planning and deployment of security personnel for the safety of occupants will also be covered.

Topic 3: Facilities Operations & Communication

It gives participants an understanding of the importance of property & facilities maintenance management in the overall success of an organisation and its business. The various aspects of property & facilities maintenance management including planning, organisation and execution of maintenance work, keeping records and documentation, life cycle costing, estimating and budgeting, tenancy management, project and improvement work, maintenance and operation, etc., and *legislations* governing maintenance of properties in Singapore will be covered. Provide participants with an understanding of how to write proper agendas, minutes of meetings, circulars, and technical reports in facilities management.

Topic 4: Fire Safety Management

It prepares participants for the duties of a Fire Safety Manager. It covers the similar contents of the Fire Safety Manager Course offered by the SCDF. The principles of fire and fire safety design and management will be covered.