

## Programme

### Qualification awarded

Bachelor of Science

### Length of the programme

48 months

### ECTS credits

240

### Level of qualification

Bachelor

### Mode

Full-time

### Language

Dutch, with parts in English

### School

Institute of Future  
Environments

### Locations

Groningen

## Facility Management, major FM in Business

### Profile of the programme

The Facility Management programme aims to prepare students to become managers who are able to add value to organizations by facilitating the work activities and accommodation of individuals and groups in the area of services and property management, in a hospitable and flexible manner.

### Learning outcomes

The FM graduate has the ability to demonstrate that he/she:

- creates a professional product that adds value for people and organizations in the field of property management and/or services, considering people, place, planet, process, prosperity and technology.
- formulates, with the use of theories and models, a vision on relevant trends in the external environment of the organization in order to translate it into strategic facility policy and communicates that on different levels in and outside the organization.
- conducts a strategic market analysis to identify opportunities and threats within the market. The student translates the risks and benefits of (possible) partnerships with other organizations (Make, Buy, Ally) into strategic choices for the organization.
- formulates strategically aligned and implementable solution(s) to a complex (international) facility management question based on valid and reliable research.
- recommends a theoretically valid leadership style that best fits the change process and changing organization. The student develops, taking in consideration the individual capacities of employees within the multicultural context of the organization, a HR-strategy by choosing the right HR-instruments (i.e. development, incentives, and performance appraisal) to improve the performance and motivation of the employees.
- compares and contrasts theoretical frameworks and models of strategic, process and quality improvement to determine which framework or model fits a given problem identified by the student through conducting background research into the business process and strategies of an organization which the student integrates into a research plan.
- assesses if the business processes related to the management of the facilities of a given organization in the context of the organization's strategy effectively and efficiently deploy key resources (including employees) in the achievement of the organization's strategic goals. The student achieves this by collecting and analyzing information about the effectiveness and efficiency of the business processes and by determining the strategic position of the firm or organization.
- analyses the impact of the question in the current and future (desired) situation of the: economic aspects, financial aspects, legal aspects, internal processes and the organizational environment.
- drafts a strategic change management plan based on research a student conducts to determine the gaps between a given organization's facility and/or hospitality processes and their strategy that advises the organization on what changes the organization should implement and how it should implement them.
- communicates clearly and professionally with different parties at different levels, both inside and outside the organization. The student presents results, plans, conclusions and recommendations both verbally and in writing using correct English.
- reflects on their personal abilities and traits as a young facility management professional; how they have developed those abilities and traits during their education; and how they will use these abilities and traits in their future career.

## Programme

### Facility Management, major FM in Business

First Year Facility Management, major FM in Business

|   |         |
|---|---------|
|   | credits |
| □ | 60      |
| □ | 30      |
| □ | 10      |
| □ | 5       |

FMVPS21PDI1 - Project Service Design & User Experience

|   |   |    |
|---|---|----|
|   | ▫ FMVP21PRJ1 - Project Service Design & User Experience | 5  |
|   | ▫ FMVP21FAH - Facility & Hospitality                    | 5  |
| □ |   | 20 |
|   | ▫ FMVP21PRJ2 - Project Service Design & User Experience | 5  |
|   | ▫ FMVP21SMSD - Service Marketing & Service Design       | 5  |
|   | ▫ FMVP21PLE1 - Personal Leadership                      | 5  |
|   | ▫ FMVP21PRO1 - Professional Skills                      | 5  |
| □ |   | 30 |
| □ |   | 10 |
|   | ▫ FMVP21PRJ3 - Project Vital Workspace                  | 5  |
|   | ▫ FMVP21FIM - Financial & Information Management        | 5  |
| □ |   | 20 |
|   | ▫ FMVP21PRJ4 - Project Vital Workspace                  | 5  |
|   | ▫ FMVP21SPT - Spacemanagement & Technology              | 5  |
|   | ▫ FMVP21PLE2 - Personal Leadership                      | 5  |
|   | ▫ FMVP21PRO2 - Professional skills                      | 5  |
|   | Second Year Facility Management, major FM in Business   | 60 |
| □ | Development of New Services                             | 15 |
|   | ▫ FMVB18DNSFIM - Financial Management 2                 | 3  |
|   | ▫ FMVB18DNSMKT - Marketing                              | 3  |
|   | ▫ FMVB18DNSMVO - Corporate Social Responsibility        | 2  |
|   | ▫ FMVB18DNSPOD - Project development of services        | 4  |
|   | ▫ FMVB18DNSREC - Law                                    | 2  |
|   | ▫ FMVB18DNSSLB - Academic Career Planning 3             | 1  |
| □ | People and Building                                     | 15 |
|   | ▫ FMVB18M&GFIM - Financial Management 3                 | 2  |
|   | ▫ FMVB18M&GKHS - Quality of Housing and Services        | 3  |
|   | ▫ FMVB18M&GOND - Research Report                        | 2  |
|   | ▫ FMVB18M&GPMG - Project People and Building            | 4  |
|   | ▫ FMVB18M&GVHR - Change Management, Leadership and HRM  | 4  |
| □ | International Internship                                | 30 |
|   | ▫ FMVB19MGT - Internship                                | 30 |
|   | Third Year Facility Management, major FM in Business    | 60 |
| □ | Electives<br><i>electives</i>                           | 30 |
| □ | Purchase & Supply management                            | 15 |
|   | ▫ FMVB19IKMTHI - Theory of PSM                          | 4  |
|   | ▫ FMVB19IKMABS - Tender Process Services                | 3  |
|   | ▫ FMVB19IKMPRI - Practicum Purchasing                   | 3  |
|   | ▫ FMVB19IKMJUR - Legal aspects on PSM                   | 3  |
|   | ▫ FMVB19IKMFIM - Financial aspects on PSM               | 2  |
| □ | Purchase & Supply management                            | 15 |
|   | ▫ FMVB19IKMPRD - Practise assignment product            | 10 |
|   | ▫ FMVB19IKMPRC - Practise Assignment process            | 3  |
|   | ▫ FMVB19IKMPRS - Practise Assignment presentation       | 2  |
|   | Fourth Year Facility Management, major FM in Business   | 60 |
| □ |   | 20 |
|   | ▫ FMVB21FAP - Facility Plan                             | 15 |
|   | ▫ FMVB21FMT - FM & Technology                           | 5  |
| □ |   | 40 |
|   | ▫ FMVB21GRA - Graduation                                | 40 |

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