Hanze

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
Arts, Design & Built Environment

Locations
Groningen

Facility Management

Profile of the programme

Facility Management refers to the organisational function that integrates people, locations and processes within the built environment with the aim of improving the quality of life of people and the productivity of core functions (NEN-EN-ISO 41011, 2018). The Facility Management (FM) programme in Groningen is a degree programme that allows the internationally recognised title of Bachelor of Science to be obtained. The FM programme focuses on the experience of people in organisations and spaces. Business knowledge is combined with spatial and technological knowledge to promote hospitality, health and sustainability in organisations. The FM programme trains students to become professionals working from interdisciplinarity at the intersection of space, infrastructure, people and organisation.

In line with the National Training Profile Facility Management (FM) , the programme is based on the vision that a facility management professional is a specialist in matching space and services to the users' experience. With his or her professional knowledge, skills and attitude, he or she knows how to convince and motivate others, thus contributing to demonstrable added value for the organisation. He or she is like a 'linking pin' between the support (building, services) and the primary process, applying the professional themes hospitality, health and sustainability.

Graduates of the FM programme are excellent young professionals, who make a socially responsible contribution to the further development of the international facilities field from a learning and development-oriented attitude with an entrepreneurial spirit and global mindset.

Learning outcomes

The FM programme has translated the core areas into ten programme learning outcomes (PLOs). In addition, two PLOs related to personal skills have been formulated. These 12 PLOs are shown below.

Core area People

PLO1 The budding FM professional estimates people's needs and motivations, knows how to meet them and to this end makes trade-offs about productivity, behaviour, people's perception and satisfaction when deploying facilities services and facilities

PLO2 The budding FM professional effectively leads and implements change in general and from a facilities context

Core area Space

PLO3 The beginning FM professional investigates and analyses the needs with regard to the spatial working, living and/or accommodation environment and provides advice on (new) spatial concepts so that the organisation can achieve its objectives

PLO4 The budding FM professional contributes from a facilities perspective to the location, acquisition, (re)design, development, acquisition, fit-out, management and maintenance and disposal of the built environment to a multidisciplinary team at strategic and tactical levels

Core area Technology

PLO5 The budding FM professional examines the perception and actual performance of facility technical facilitative and capabilities and comes up with recommendations for implementation, management and maintenance that add value to organisational objectives

PLO 6 The novice FM professional collects, analyses and reports information in relation to facility services based on information needs and appropriate data

Core area Services

PLO7 The beginning FM professional analyses and (re)designs the set of facility services necessary for the primary process and outlines the design of the management process

PLO8 The beginning FM professional sets up processes of (re)development, acquisition and commissioning of services and thereby contributes to the alignment of intended and actual use (performance)

Programme

Facility Management	**credits**
First Year Facility Management	60
Service Design	*30*
Block 1.1	*10*
FMVP23FAH - Facility & Hospitality	*5*
FMVP23PRJ1 - Project Service Design & User Experience	*5*

- Block 1.2 *20*
  - FMVP25PRJ2 - Project Service Design & User Experience *5*
  - FMVP23PEO - People & Organisation *5*
  - FMVP23PLE1 - Personal Leadership *5*
  - FMVP25PRO1 - Professional Skills *5*
- Vital Buildings and Users *30*
  - Block 1.3 *5*
    - FMVP21FIM - Financial & Information Management *5*
  - Block 1.4 *25*
    - FMVP26PRJVIW - Project Vital Workspace *10*
    - FMVP21SPT - Spacemanagement & Technology *5*
    - FMVP21PLE2 - Personal Leadership *5*
    - FMVP25PRO2 - Professional skills *5*

Second year Facility Management 60

- Services *30*
  - Module Organisation *20*
    - FMVB22PCM - Procurement *5*
    - FMVB22DEV - Development *5*
    - FMVB25PRJENT - Project Entrepreneur role *5*
    - FMVB25PRJPCM - Project Procurement role *5*
  - Skills 3 *10*
    - FMVB25PLE3 - Personal Leadership 3 *5*
    - FMVB25PRO3 - Professional Skills 3 *5*
- Spaces *30*
  - Module Spaces *20*
    - FMVB25SPT - Spaces & Technology *5*
    - FMVB26PRJCRE - Project CREM *10*
    - FMVB25MFR - Management information, Finance and Research *5*
  - Skills 4 *10*
    - FMVB25PRO4 - Professional Skills 4 *5*
    - FMVB25ELC - Personal Leadership Elective *5*

Third Year Facility Management 60

- Electives *30*
  electives
- Internship *30*
  - FMVB23INT - Internship *30*

Fourth year Facility Management 60

- Experience *25*
  - FMVB24SED - Project Strategic Experience Design *15*
  - FMVB26HEX - Hospitality & Experience *5*
  - FMVB26PRO5 - Professional Skills 5 *5*
- Graduation *35*
  - FMVB24GRA1 - Graduation Plan *5*
  - FMVB26GRA2 - Graduation *30*

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