

PROFESSIONAL COMPETENCY FRAMEWORK

Given the complex nature of their job, facilities managers need to be skilled in a raft of diverse areas. Reflecting this, FMANZ’s professional competency framework is made up of three categories and 13 competencies.

TECHNICAL				
A. OPERATIONS & MAINTENANCE	B. FACILITIES MANAGEMENT PLANNING	C. HEALTH & SAFETY	D. TECHNOLOGY & INNOVATION	E. COMPLIANCE & REGULATORY
Demonstrates an understanding of the technical aspects of how a facility works.	Can compile and action a facilities management plan.	Demonstrates the ability to manage health and safety systems, including the mental health of their teams.	Can demonstrate the implementation of a contemporary technological solution that improves the FM function.	Ensures that the facility fully complies with laws and regulations.
MANAGEMENT				
F. COMMERCIAL ACUMEN		G. STRATEGY & LEADERSHIP		H. TEAMWORK & COMMUNICATION
Understands how FM can impact the financial situation and performance of the organisation.		Inspires and gets the best out of staff/contractors that they lead and demonstrates skills in leading people.		Can work effectively with people over whom they do not necessarily have line authority.
ELECTIVES				
I. PROJECT MANAGEMENT	J. PROPERTY MANAGEMENT	K. ASSET MANAGEMENT	L. PROCUREMENT & CONTRACT MANAGEMENT	M. ENVIRONMENTAL STEWARDSHIP & SUSTAINABILITY
Manages all stages of a project.	Manages property from a strictly lease based point of view, potentially as the owner’s representative.	Operates at a strategic and/ or tactical level to integrate asset management plans into the wider facilities management activities.	Manages the procurement lifecycle, including contract administration.	Demonstrates an awareness of contemporary trends in sustainable FM practice.

THE COMPETENCIES IN MORE DETAIL

A.

TECHNICAL	OPERATIONS & MAINTENANCE	
Definition	Demonstrates an understanding of the technical aspects of how a facility works	
Skillset may include knowledge & experience of	<p>Maintenance Management</p> <ul style="list-style-type: none"> - Reactive maintenance - Planned maintenance - Maintenance systems - Maintenance scheduling - Maintenance staffing and training - Work order systems - Condition assessments - Condition monitoring and analysis <p>Auxiliary Services</p> <ul style="list-style-type: none"> - Ground maintenance - Civil Defence - First aid - Signage - Relocations - AV technology - IT and data - Reception and concierge services - Mail services - Catering and vending - Document management - Stationery and reprographics - Laundry - Meeting room/occupancy management - Art/archival <p>Building fabric and fit-out</p> <ul style="list-style-type: none"> - Roofing - Windows - Partitions - Ceilings - Flooring - Doors and auto doors - Carpentry - Maintenance - Furniture - Indoor planting 	<p>Building Services</p> <ul style="list-style-type: none"> - Electrical – controls - Electrical – safety - Electrical – lighting - Electrical – UPS - Electrical – generators - Electrical – testing - HVAC – controls and instrumentation - HVAC – psychometrics - HVAC – fluid mechanics and hydraulics - HVAC – air quality - HVAC – system design - Plumbing – water - Plumbing – kitchens - Plumbing – bathrooms - Plumbing – appliances - Plumbing – drainage - Fire – hose reels, extinguishers and fire risers - Fire – passive systems - Fire – sprinklers - Fire – alarms (protection systems) - Security – physical (and locksmithing) - Security – CCTV - Security – access control - Lifts and escalators <p>Cleaning & Waste Management</p> <ul style="list-style-type: none"> - Cleaning – reactive - Consumables - Hygiene services - Waste management - Hazardous waste - Pest control

B.

TECHNICAL	FACILITIES MANAGEMENT PLANNING
Definition	Can compile and action a facilities management plan.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Fleet management - Reporting - Performance measurement - Event management - Space management - Change management - Environmental management - Energy management - Utilities management - Consultancy services - Disaster recovery - ISO 41001 - Stakeholder engagement - Asset disposal/ retention plan

C.

TECHNICAL	HEALTH & SAFETY
Definition	Demonstrates the ability to manage health and safety systems, including the mental health of their teams.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Health and Safety at Work Act 2015 - Health and safety risk management - Personal protective equipment - Safe work method statements - Permit to work systems - Height safety - Noise and vibration - Asbestos - MSDS and hazardous materials management - Legionella - Wellbeing - Stress management - Incident investigation - Zero harm culture

D.

TECHNICAL	TECHNOLOGY & INNOVATION
Definition	Can demonstrate the implementation of a contemporary technological solution that improves the FM function.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Innovation in FM - Building Information Modelling - Activity Based Working - Predictive maintenance - Computer-aided FM - Internet of things - Interconnectivity of various IT systems

E.

TECHNICAL	COMPLIANCE & REGULATORY
Definition	Ensures that the facility fully complies with laws and regulations
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Legislation relevant to the FM - Building compliance - Information and data management - Insurance and indemnity - Understands local bylaws and any consent conditions - Fire safety - Asbestos management - Seismic resilience - Contaminated sites

F.

MANAGEMENT	COMMERCIAL ACUMEN
Definition	Understands how FM can impact the financial situation and performance of the organisation.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Financial management - Business acumen - Risk - The living wage - Accounting principles and procedures - Commercial acumen - Strategy - Economic principles - Policy - Governance

G.

MANAGEMENT	STRATEGY & LEADERSHIP
Definition	Inspires and gets the best out of staff/contractors and demonstrates skills in leading people.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - People management - Organisational management - Strategic relationships - Win/win management - Characteristics of effective leaders - Continual improvement - Reflective practice - Professional practice - Conduct - Ethics - Leadership theory

H.

MANAGEMENT	TEAMWORK & COMMUNICATION
Definition	Can work effectively with people over whom they do not necessarily have line authority.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - People skills - Teamwork - Collaboration - Managing expectations - Negotiation - Conflict avoidance - Dispute resolution - Customer relationship management - Stakeholder engagement - Communication skills - Written communication - Communication technology - Diversity and inclusion - Time management

ELECTIVE	PROJECT MANAGEMENT
Definition	Manages all stages of a project.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Minor works - Construction - Materials properties - Project methodologies - Construction process - Structural engineering principles - Design-build cycle - Construction contracts - Seismic engineering - Design and specification - Surveying and site planning (and GIS) - Site Safe passports - Project financial control and reporting - Soil mechanics and foundations - Workspace design - Works progress and quality management - Drainage and stormwater - Design principles (measuring, cabling, aesthetics) - Project audit - Construction technology - Landscaping
Relevant qualifications	PRINCE 2; CAPM; PMP; PgPM; PfPM.

J.

ELECTIVE	PROPERTY MANAGEMENT
Definition	Manages property from a strictly lease based point of view, potentially as the owner's representative.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Corporate real estate management - Property management - Leasing - Tenant management - Property law
Relevant qualifications	National Diploma in Real Estate; Degree in Property Management.

K.

ELECTIVE	ASSET MANAGEMENT
Definition	Operates at a strategic and/or tactical level to integrate asset management plans into the wider facilities management activities.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - NAMS - Lifecycling - Capital asset management - Engineering or technical background in building services or similar - ISO 55000 (AM) - Asset performance

ELECTIVE	PROCUREMENT & CONTRACT MANAGEMENT
Definition	Manages the procurement life cycle, including contract administration.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Service specification - Tendering - Monitoring and measurement - Supplier management - Relationship management - Negotiation skills

M.

ELECTIVE	ENVIRONMENTAL STEWARDSHIP & SUSTAINABILITY
Definition	Demonstrates an awareness of contemporary trends in sustainable FM practice.
Skillset may include knowledge & experience of	<ul style="list-style-type: none"> - Sustainability - NABERSNZ - Greenstar buildings (NZGBC) - Electric vehicles