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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

PEMANTAUAN PENGURUSAN FASILITI

FACILITIES MANAGEMENT MONITORING

LEVEL 4

TABLE OF CONTENTS

Abbreviation

1. DSD   Department of Skills Development

2. NOSS   National Occupational Skills Standard

3. CIDB   Construction Industry Development Board

4. FM   Facilities Management

5. CPC   Competency Profile Chart

6. CP   Competency Profile

7. CoCU   Curriculum of Competency Unit

8. O&M   Operation and Maintenance

9. SP   Standard Practice

10. MSIC   Malaysia Standard Industrial Classification

11. HVAC   Heating, Ventilation and Air-Conditioning

12. SKM   Sijil Kemahiran Malaysia

13. BIFM   British Institute of Facilities Management

14. IFMA   International Facilities Management Association

15. CFM   Certified Facility Manager

16. FMA   Facility Management Association

17. JKR   Jabatan Kerja Raya

18. MAFM   Malaysia Association of Facility Management

19. MAPMA   Malaysia Asset and Project Management Association

20. GFM   Global Facilities Management Sdn Bhd

21. ABM   Akademi Binaan Malaysia

22. CRES   Centre for Real Estate Studies

23. SC   Standard Content

24. TEM   Tools, equipment and materials

25. DOSH   Department of Safety and Health

26. BCP   Business Continuity Plan

27. SOP   Standard Operating Procedures

28. FMP   Financial Management Plan

29. HRP   Human Resource Plan

30. PMS   Performance Management System

31. PTE   Post Training Evaluation

32. HR   Human Resource

33. KPI   Key Performance Index

34. QMP   Quality Management Plan

35. CSS   Customer Satisfaction Survey

36. QIP   Quality Improvement Plan

37. PMP   Project Management Plan

Glossary

1.	NOSS	NOSS stands for National Occupational Skills Standards. NOSS is a document that outlines the dexterity required of an employee working in Malaysia at a certain level of employment to achieve specific skills.
2.	Facilities Management	Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology
3.	HVAC	Heating, ventilation, and air conditioning is the technology of indoor and vehicular environmental comfort. Its goal is to provide thermal comfort and acceptable indoor air quality. HVAC system design is a sub-discipline of mechanical engineering, based on the principles of thermodynamics, fluid mechanics, and heat transfer.
4.	Facilities O&M	Facilities operations and maintenance encompasses all that broad spectrum of services required to assure the built environment will perform the functions for which a facility was designed and constructed. Operations and maintenance typically includes the day-to-day activities necessary for the building and its systems and equipment to perform their intended function.
5.	Asset Warranty	A written guarantee, issued to the purchaser of an article by its manufacturer, promising to repair or replace it if necessary within a specified period of time.
6.	Business Continuity Plan	A plan to help ensure that business processes can continue during a time of emergency or disaster. Such emergencies or disasters might include a fire or any other case where business is not able to occur under normal conditions.
7.	Strategic Plan	Strategic plan is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy. It may also extend to control mechanisms for guiding the implementation of the strategy.
8.	Tactical Plan	A systematic determination and scheduling of the immediate or short-term activities required in achieving the objectives of strategic plan.
9.	Supply Chain	A system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer
10.	Stakeholder	A person with an interest or concern in something, especially a business
11.	Key Performance Indicators	A measurable value that demonstrates how effectively a company is achieving key business objectives.

12. Change order   A component of the change management process whereby changes in the Scope of Work agreed to by the Owner, Contractor and Architect/Engineer are implemented.

Acknowledgement

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this Standard including:

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

FACILITIES MANAGEMENT MONITORING

LEVEL 4

1. Introduction

This is a new National Occupational Skills Standard (NOSS) developed for Facilities Management industry. It is a profession that incorporates multiple number of disciplines to ensure the functionality of the built environment by integrating people, place, process and technology. This NOSS is under the sector of Section (N) Administrative and Support Services Activities in the Malaysia Standard Industrial Classification 2008 (MSIC 2008).

This document prescribes practical guidelines to develop contractors in Facilities Management industry. It encompasses specific skills in management and coordination works of demand and supply of facilities and services within public and private organizations. It includes the ability to analyse and study various factor which includes business processes, human behaviour, technology, building infrastructure and workspace.

In Malaysia, new building infrastructure are built at a rapid pace and this building are not only modern in design but more sophisticated facilities are included to enhance building infrastructure value. The facilities mean something that is built, installed or established to serve a purpose, which in general is every "Tangible asset that supports and organization". Examples are technical infrastructure (HVAC), lighting, transportation, IT-services, furniture and other user-specific equipment, appliances and system.

With the introduction of multiple and complex facilities, maintenance becomes a major issue as we need to communicate with multiple parties for any issues or problem that may happens in that building. Facilities Management eliminate this problem by having a single facilities management team and therefore single point of contact for any facilities related issues.

This NOSS can be used by local authorities or organization that is involved in facilities management to certify and further upgrade their skills set in providing building facilities management services to their respective client.

1.1. Occupation Overview

This NOSS for Facilities Management Coordination comes under the sub sector of Services to Building and Landscape Activities. Generally, a facilities management services provides a fully managed service of multi discipline facilities that exists within any built infrastructure. The Facility Executive is responsible for making sure that buildings and their services meet the needs of the people that work in them. They are also accountable for services such as maintenance, cleaning and security to ensure the surrounding environment is in a suitable condition to work.

In the past, building facilities are managed in silos. These practice is considered outdated and pose a lot issues to the building owner as they need communicate with a different set of people for any issues or enquiries. With the introduction of Facilities Management, it will eliminate the multiple communication as it provides single point of contact for any issues with regards to the facilities of the building.

1.2. Rational of NOSS Development

The rationale for developing this NOSS document is to address the need for a competent Facilities Executive where he/she will provide a total managed solution for all the facilities that may exists in a single or campus wide buildings.

In this regards, Construction Industrial Development Board (CIDB) which happens to responsible for the registration of new Facilities Management contractor believes that to ensure only the qualified and capable contractor register this NOSS will become one of the requirement for registration and eventually they can become one of the main players in the Facilities Management industry.

Hence, this NOSS will benefit specifically to the Facilities Management company to equip themselves with the relevant and core competencies knowledge required to run their business.

1.3. Rational of Occupational Structure and Occupational Area Structure

The occupational structure and occupational area structure for Facilities Management covers multi-discipline around the Operation and Maintenance and Management of any physical buildings or built environment. The operations (Level 1, 2 and 3) of each trade require personnel with specific manual skills and specialised training. Hence, it is a pre-requisite for an FM Executive to acquire the skills in Building and Operations Maintenance Services before move to the next level which is the Facilities Management (Level 4 and 5). Level 1 is marked as Not Applicable as it is the current condition in the industry, in which the personnel of this level is general workers hired by contractor/vendor and predominantly foreign labours. This NOSS is specifically focus on Facilities Management Monitoring, Level 4 Facilities Management Executive.

1.4. Regulatory / Statutory Body Requirements Related to Occupation

CIDB currently hold the authority as the regulatory/statutory body to register and approved FM companies in Malaysia. This will enable the company to participate in any government works tender with regards to FM related works. There are also FM associations such as MAFM and MAPMA that are currently active in Malaysia. However, it is not a mandatory requirement to be registered to these associations. It is highly recommended to join these private associations in order to further enhance the knowledge and updates of this industry as a whole.

1.5. Occupational Pre-Requisite

Candidates for this NOSS should fulfill all requirements set by the relevant engineering and health, safety and environment authorities to perform the role of Facilities Management Executive. The minimum requirement set forth before registering for this program are:

- Sijil Kemahiran Malaysia (SKM) - Level 3
  Building Operation and Maintenance Supervision
- Minimum 18 years of age (Akta Kerja 1955)
- Medically and physically fit to meet the high demands of this job scope
- Able to calculate, read and write in Bahasa Malaysia and English

2. Occupational Structure (OS)

Section	Administrative and Support Services Activities (N)
Group	Services to Building and Landscape Activities (81)
Area	Facilities Management
Level 5	Facilities Management Manager
Level 4	**Facilities Management Executive**
Level 3	Building Operation & Maintenance Supervisor
Level 2	Building Operation & Maintenance Technician
Level 1	Building Operation & Maintenance Handyman

Figure 1: Occupational Structure for Facilities Management Executive (Level 4)

3. Occupational Area Structure (OAS)

Section	Administrative and Support Services Activities (N)
Group	Services to Building and Landscape Activities (81)
Area	Facilities Management
Level 5	Facilities Management Planning
Level 4	**Facilities Management Monitoring**
Level 3	Building Operation and Maintenance Supervision
Level 2	Building Operation and Maintenance Services
Level 1	No level

Figure 2: Occupational Area Structure for Facilities Management Monitoring (Level 4)

4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Level	Description
Level 1:	Competent in performing a range of varied work activities, most of which are routine and predictable.
Level 2:	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Level 3:	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Level 4:	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Level 5:	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. Award of Certificate

   The Director General may award, to any person upon conforming to the Standards the following skills qualifications as stipulated under the National Skills Development Act, Act 652:

   - Malaysia Skills Certificate (SKM)
   - Malaysia Skills Diploma (DKM)
   - Malaysia Skills Advanced Diploma (DLKM)
   - Statement of Achievement (PC)

6. Occupational Competencies

   The Facilities Management Monitoring Level 4 personnel is competent in performing the following core competencies:-

   a. Operation and Maintenance (O&M) Coordination
   b. Leadership and Strategy Implementation
   c. Finance Administration
   d. Communication Monitoring
   e. Human Resource Management
   f. Contract Administration
   g. Quality Control and Legislation Coordination
   h. Project Management

7. Work Conditions

   Facilities Management Executive generally works in an air-conditioned office typically around 40 hours per week, which is the normal office hours 9.00am - 5.00pm. However, longer working hours may be required on occasion to meet project deadlines or to cover for any emergencies. But there are also some facilities management roles, especially in the healthcare industry where shift work is required to cover for 24-hour operations. Facilities Management Executive are required to keep the facilities in a clean and safe condition for business operations to continue.

   The built environment of a Facilities Management Executive should cover will also vary depending on the man-made surroundings which could be a single building or multiple building within a campus wide are. A lot of movement can be expected as they need to move from one location to another for site visit or inspection activity.

   They must interact and deal with facilities owner and suppliers to develop rapport and promote them to other potential customers through various channels. They need to be able to provide information and updates regarding the overall health and status of the facilities under his/her care.

8. Employment Prospects

Facilities Management Executive usually employed by any Facilities Management organisation or companies. They also may have employment prospects in other discipline such as engineering, finance and general administration or management works. As facilities outsourcing industry develops and more, there will be an increase in demand for Facility Executive.

Other related occupations are: -

- Quantity Surveyor
- Site Engineer
- Premises Executive
- Contract Executive
- Account Manager
- Admin Executive

9. Up Skilling Opportunities
This section describes the pathway for Facilities Management Executive to improve their skills and knowledge after completing this NOSS program.

Training for advancement:

a. **Sijil Kemahiran Malaysia (SKM)**
Jabatan Pembangunan Kemahiran
Level 5 – Facilities Management Planning

b. **Member BIFM (MBIFM)**
The British Institute of Facilities Management (BIFM)
Level 5 – Qualifications in Facilities Management

c. **Certified Facility Manager (CFM)**
International Facility Management Association (IFMA)

10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

a. **Construction Industry Development Board (CIDB)**
Level 10, Menara Dato' Onn
Putra World Trade Center (PWTC)
No. 45, Jalan Tun Ismail
50480 KUALA LUMPUR
Tel: 1 300 88 CIDB (2432)
URL: http://www.cidb.gov.my
E-mail: cidb@cidb.gov.my

b. **Jabatan Kerja Raya (JKR)**
Menara Kerja Raya (Blok G)
Ibu Pejabat JKR
Jalan Sultan Salahuddin
50582 KUALA LUMPUR
Tel: 03-2610 8888/2618 9000
URL: https://www.jkr.gov.my
E-mail: komunikasi.jkr@1govuc.gov.my

c. **The British Institute of Facilities Management (BIFM)**
1st Floor South, Charrington House, The Causeway
Bishop's Stortford
Hertfordshire, UK
Tel: +44 (0) 1279 712 620
URL: http://www.bifm.org.uk
E-mail: info@bifm.org.uk

d. **International Facilities Management Association (IFMA)**
800 Gessner Rd, Ste. 900
Houston, TX 77204-4257 USA
Tel: +1 713 623 4362
URL: https://www/ifma.org
E-mail: ifma@ifma.org

e. **Facilities Management Association (FMA)**
Suite 4.01, 838 Collins Street
Docklands Victoria 3008
Tel: +61 3 8641 6666
URL: https://www/fma.com.au
E-mail: research@fma.com.au

11. Standard Technical Evaluation Committee

NO	NAME	POSITION & ORGANISATION
1.	<Full name>	<Current position> <Current organisation name presented>
2.		
3.		
4.		

12. Standard Development Committee

FACILITIES MANAGEMENT MONITORING

LEVEL 4

NO	NAME	POSITION & ORGANISATION
1.	En Mohd Nazli bin Ahmad Mahyadin	Pengurus Besar Kanan Sektor Pembangunan Personel dan Kontraktor Lembaga Pembangunan Industri Pembinaan Malaysia Tingkat 35, Menara Dato' Onn Pusat Dagangan Dunia Putra No. 45, Jalan Tun Ismail 50480 KUALA LUMPUR
2.	En Mohd Mazhar bin Mohd Marzuki	Vice President II Malaysian Association Of Facility Management (MAFM) MAFM Secretariat, Suite B1-09, Megan Avenue, 225, Jalan Ampang 50450 KUALA LUMPUR
3.	Sr. Masnizan bin Che Mat	Pensyarah Malaysia Asset And Project Management Association (MAPMA) Tingkat 27, Menara PJD Jalan Tun Razak 50400 KUALA LUMPUR
4.	Tuan Haji Zaidi bin Ilamidin	Pengurus Malaysia Asset And Project Management Association (MAPMA) Tingkat 27, Menara PJD Jalan Tun Razak 50400 KUALA LUMPUR
5.	En Mohd Nasrique bin Sulani	Pengurus Malaysia Asset And Project Management Association (MAPMA) Tingkat 27, Menara PJD Jalan Tun Razak 50400 KUALA LUMPUR
6.	Dr Linariza Haron	Pensyarah Kanan Malaysia Asset And Project Management Association (MAPMA) Tingkat 27, Menara PJD

		Jalan Tun Razak 50400 KUALA LUMPUR
7.	En Amir Farid bin Omar	FM Consultant Global Facilities Management Sdn Bhd (GFM) No. 257, Jalan Bandar 12, Taman Melawati 53100 KUALA LUMPUR
8.	En. Ahmad Munawir bin Mohd Hanif	Pengarah Urusan KFM Solutions Aras LG, Blok Timur, Jabatan Perdana Menteri, Bangunan Perdana Putra, Kompleks A, Pusat Pentadbiran Kerajaan Persekutuan 62502 PUTRAJAYA WILAYAH PERSEKUTUAN
9.	En Norazmi bin Bakar	Jurutera Elektrik Kanan JKR WP Putrajaya Aras 3, Blok C7, Kompleks C, Pusat Pentadbiran Kerajaan Persekutuan, 62582 PUTRAJAYA
10.	Ir. Haji Mohd Sabri bin Mat Deris	Jurutera Kanan Ibu Pejabat JKR Malaysia Bahagian Perundingan Pengurusan Aset Cawangan Perancangan Aset Bersepadu Aras 2, Blok C (Lama), Jalan Sultan Salahuddin, 50582 KUALA LUMPUR
11.	Ir. Saiful Muzamir bin Ismail	Ibu Pejabat JKR Malaysia Bahagian Perundingan Pengurusan Aset Cawangan Perancangan Aset Bersepadu Aras 2, Blok C (Lama), Jalan Sultan Salahuddin, 50582 KUALA LUMPUR
12.	En. Arwin bin Yac'cob	Ketua Pegawai Operasi Akademi Binaan Malaysia Wilayah Selatan (ABM) Lot 2067, Batu 3, Jalan Tampoi 81200 JOHOR BAHRU JOHOR DARUL TAKZIM

13.	En Rozaimi bin An	Head of Business Development UDA Dayaurus Sdn Bhd Tingkat RG, Kompleks Pertama Jalan Tuanku Abdul Rahman 50100 KUALA LUMPUR
14.	Prof. Madya Sr. Dr. Maizan bin Baba	Pengarah Pusat Kajian Harta Tanah (CRES) Fakulti Geoinformasi Dan Harta Tanah Universiti Teknologi Malaysia (UTM) 81310 UTM Johor Bahru JOHOR Darul Takzim
	FACILITATOR	
1.	Jeffery bin Mohd Yusof Azaldin	Facilitator Jumantara Timur Sdn. Bhd.
2.	Siti Hadrawati binti Kasi	Pengarah Urusan Jumantara Timur Sdn. Bhd.

STANDARD CONTENT

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

FACILITIES MANAGEMENT MONITORING

LEVEL 4

13. Competency Profile Chart (CPC)

SECTION	Administrative and Support Services Activities (N)	
GROUP	Services to Building and Landscape Activities (81)	
AREA	Facilities Management	
NOSS TITLE	Facilities Management Monitoring	
NOSS LEVEL	4 (Four)	NOSS CODE

←──────────────── COMPETENCY UNIT ────────────────→

CORE	Operation and Maintenance (O&M) Coordination	Leadership and Strategy Implementation	Finance Administration	Communication Monitoring
	NOSS-CU01	NOSS-CU02	NOSS-CU03	NOSS-CU04
	Human Resource Administration	Contract Administration	Quality Control and Legislation Coordination	Project Management
	NOSS-CU05	NOSS-CU06	NOSS-CU07	NOSS-CU08
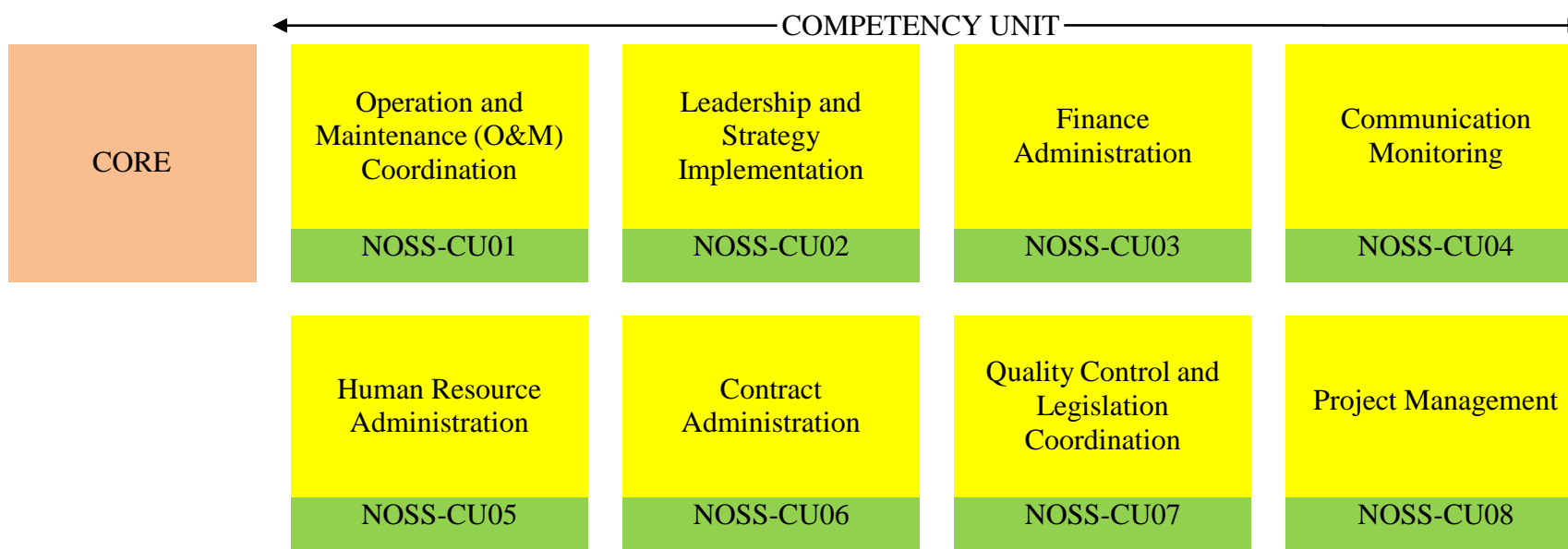
14. Competency Profile (CP)

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
NOSS LEVEL	4 (Four)	NOSS CODE	

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Operation and Maintenance Coordination NOSS-CU01	Operation and Maintenance Coordination is a critical competency that deals with the coordination and management works of any facility operation and maintenance services. This is to ensure that all operation and maintenance related works does not disrupt the stakeholders core business. The person who is competent shall be able to prepare O&M work plan, coordinate safety, health and security procedures, mange facilities tools, equipment and materials inventory, manage O&M technical data, coordinate operation improvement solutions, monitor asset warranty and coordinate BCP activity. The outcome of this coordination competency is to ensure that all	1. Prepare O&M work plan.	1.1 O&M policies and guidelines interpreted from required scope of services. 1.2 O&M work activities identified based on O&M policies and guidelines. 1.3 O&M work plan prepared based on required work activities. 1.4 O&M works schedule prepared based on O&M work activities. 1.5 O&M plan submitted to FM manager for approval.
		2. Coordinate safety, health and security procedures.	2.1 Annual inspection and maintenance on tools, equipment and machineries checked according to Department of Health (DOSH) and Safety standard guidelines. 2.2 List of safety equipment, PPE, maintenance and inspection tools & equipment acquired and allocated to subordinate/trade/supervisors. 2.3 Safety briefing, training, fire drill and first aid training arranged according to determined schedule, statutory and regulatory standard guidelines.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	the operation and maintenance activities are effectively conducted and supported in a timely manner.	3. Coordinate O&M work order implementation.	3.1 Work order to all sub-ordinate/trade/supervisor distributed in a timely manner. 3.2 Work coordination meeting conducted to iron out work activities expectations. 3.3 Work progress and work outputs monitored according to work schedule. 3.4 Work outputs verified based on work progress report. 3.5 Progress report and work outputs report submitted to FM Manager.
		4. Manage facilities tools, equipment and materials (TEM) inventory.	4.1 Facilities tools, equipment and materials identified according to work activity plan. 4.2 Inventory management plan prepared based on work schedule and activity. 4.3 Stock and spare part audit conducted for inventory list updates. 4.4 Stock inventories and spare part list report prepared and submitted to FM Manager.
		5. Manage O&M technical data	5.1 O&M technical data obtained from O&M scope of services 5.2 Technical data checked for work requirement analysis. 5.3 Technical data analysed according to O&M work plan. 5.4 Technical data information communicated to all subordinate/trade/supervisors.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		6. Coordinate operation improvement solutions.	6.1 Operational problems analysed based nature of the problems/issues. 6.2 Improvement options and solutions activity proposed to FM Manager for approval 6.3 Approved improvement options and solutions implementations monitored according to work schedule. 6.4 Complete improvement work report submitted to FM Manager.
		7. Monitor asset warranty.	7.1 Defect asset report obtained from subordinate/trade/supervisors. 7.2 Asset warranty document obtained from FM Manager. 7.3 Defect asset rectification works monitored according to approved asset rectification works. 7.4 Completed asset rectification works report prepared and submitted to FM Manager.
		8. Coordinate Business Continuity Plan (BCP) activity.	8.1 Approved BCP obtained from FM Manager. 8.2 Change of BCP mode instruction received from the management team. 8.3 BCP mode cohaordinated according to SOP. 8.4 BCP progress and achievement report prepared and submitted to FM Manager.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
2. Leadership and Strategy Implementation NOSS-CU02	Leadership and Strategy Implementation is about providing leadership and guidance (long-term and short-term) implementation to the entire facilities management team members including the stakeholders. This is to ensure that everyone including the stakeholders understand and have a common understanding with regards to the FM overall objectives.	1. Implement FM strategic plan.	1.1 FM strategic plan obtained from FM manager. 1.2 FM strategic plan element identified according to scope of services. 1.3 Tactical plan prepared based on scope of services coverage. 1.4 Required resources and task identified based on work activity. 1.5 Resources to tasks mapping organised according to FM trade.
		2. Implement FM tactical plan.	2.1 Tactical plan activity monitored based on work schedule. 2.2 Tactical plan progress report prepared according to completed work activity. 2.3 FM Tactical Plan progress report submitted to FM manager.
	The person who is competent shall be able to implement FM strategic plan, implement FM tactical plan and monitor staff teamwork. The outcome of this coordination competency is to ensure the FM Executive is able to understand and able to implement strategic and tactical plan according to stakeholder requirements.	3. Monitor staff teamwork	3.1 Business objective and operation performance gap identified based on progress report. 3.2 Business objective and operation performance gap analysed for operation improvements. 3.3 Teamwork coaching and motivation session performed according to gap analysis recommendations. 3.4 Teamwork performance monitored according to work progress.
3. Finance Administration NOSS-CU03	Finance Administration is the administration of the finances of an FM organization in order to	1. Monitor financial management plan (FMP) implementation.	1.1 Approved FMP obtained from FM Manager. 1.2 FMP progress monitored according to operational activity.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	achieve financial objectives which include; creating revenue for the organization, generating sales/income and providing adequate return of investment. The person who is competent shall be able to monitor financial management plan, compile budget requirements and prepare progress claim schedule. The outcome of this coordination competency is to ensure that all the FM activities are effective in ensuring short, medium and long term sustainability of the company.		1.3 FMP progress and achievement report prepared and submitted to FM Manager.
		2. Compile budget requirements.	2.1 Budget input data compiled based on operational needs. 2.2 Budget input data analysed and classified based on the operational priorities. 2.3 Analysed budget input data report prepared and submitted to FM Manager.
		3. Prepare progress claim schedule.	3.1 Progress claim criteria identified based on contract terms and conditions. 3.2 Progress claim procedures established according to contract terms and conditions. 3.3 Progress claim schedule prepared according to operational work activity. 3.4 Proposed progress claim schedule submitted to FM Manager for approval.
		4. Monitor supply chain management.	4.1 List of vendors and suppliers identified from procurement approved list. 4.2 Vendors and suppliers scope of works information obtained according to operational activity. 4.3 Vendors and supplier performance works monitored based on operational activity. 4.4 Vendors and suppliers work performance report prepared and submitted to FM Manager.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
4. Communication Monitoring NOSS-CU04	Communication Monitoring is the monitoring competency with regards to the communication processes and exchanging of information that takes place between project team and stakeholders. The person who is competent shall be able to perform liaison with stakeholders, conduct work meeting and prepare operational summary report. The outcome of this communication monitoring competency is to ensure critical information is relayed to the relevant and respective party in a timely manner.	1. Perform liaison with stakeholders.	1.1 Communications plan obtained from FM manager. 1.2 Communications plan interpreted according to organisation structure. 1.3 All team members and stakeholders communicated of the communications flow requirements. 1.4 Cooperation among team members and stakeholders established.
		2. Conduct work meeting.	2.1 Meeting documentation determined and prepared according to organisation format. 2.2 Meeting participant informed to determined meeting venue, date and time. 2.3 Section meeting handled based on determined agenda. 2.4 Meeting discussion and agreement recorded according to determined format.
		3. Prepare operational summary report.	3.1 Type and frequency of report generation identified according to work schedule. 3.2 All work and operational report compiled according to work progress. 3.3 Operational summary report prepared according to determined format. 3.4 Operational summary report submitted to FM manager.
5. Human Resource Management	Human Resource Management is essentially employees resource or human capital management. It is a management of a company	1. Implement Human Resource Plan (HRP).	1.1 HRP document obtained from FM manager. 1.2 HRP criteria implemented according to work schedule.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
NOSS-CU05	workforce which includes training and performance assessment of employees. It is also involves implementing human resource plan to ensure the company's leadership and culture is in compliance with the employment and labour laws. The person who is competent shall be able to implement human resource plan, manage staff training programmes and prepare staff performance report. The outcome of this competency is to ensure that human resource, as the most important asset of any organizations managed, trained and motivated at the highest level of employee's expectation and satisfaction.		1.3 HRP monitored according to work progress. 1.4 HRP implementation report submitted to FM manager.
		2. Manage staff training programmes.	2.1 Staff training needs identified based on Performance Management System (PMS). 2.2 Staff selection, training programme & training monitoring coordinated as per training requirements. 2.3 Training assessment result reviewed as to confirm effectiveness of training. 2.4 Training gap analysis conducted as per training evaluation. 2.5 Post Training Evaluation (PTE) conducted as to measure training effectiveness & staff performance.
		3. Prepare staff performance report.	3.1 Staff Key Performance Indicators (KPI) established as per company's requirements 3.2 Staff performance review performed with all subordinates. 3.3 Staff appraisal conducted according to HR procedure. 3.4 Staff achievement evaluated based on KPI.
6. Contract Administration NOSS-CU06	Contract Administration is about administration of contract related works such as contract costing, change order activity,	1. Prepare contract costing estimations.	1.1 Costing data and elements identified as per contract document. 1.2 Costing data updated and reviewed based on contract requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	performance level, procurement process and compliance to legislation. It is crucial to administer the contract in order to protect the interest of every parties involved in the contract. The person who is competent shall be able to prepare contract costing estimations, administer change orders activity, administer procurement procedures and administer contract compliance and performance level. The outcome of this competency is to ensure that contracts are administer to the interest of every parties involved within the contract.		1.3 Cost estimation format established based on organisation format. 1.4 Cost estimation prepared according to contract requirements. 1.5 Cost estimation reviewed and submitted to FM Manager for approval.
		2. Administer change orders activity.	2.1 Change orders activity identified based on change order request. 2.2 Change orders financial implication and validity escalated to FM Manager. 2.3 Change order inputs compiled for FM Manager evaluation and verification 2.4 Change orders activity implemented according to approved change order request. 2.5 Approved Change order implementation report prepared and submitted to FM Manager.
		3. Administer procurement procedures.	3.1 Procurement requirements identified based on operational activity. 3.2 Procurement process implemented based on approved procurement method 3.3 Tender/quotation evaluation and recommendations process performed according to procurement requirements. 3.4 Evaluation report prepared and submitted to FM Manager for approval
		4. Administer contract compliance and performance level.	4.1 Project deliverables activities implemented based on contract requirements.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.2 Service performance level monitored as per contract requirements.
			4.3 Service performance report prepared and submitted to FM Manager.
7. Quality Control and Legislation Coordination NOSS-CU07	Quality Control and Legislation is the coordination works for the activities that relates to the quality services delivery, customer satisfaction and quality improvement plan implementation in any FM projects.	1. Prepare Quality Management documentation.	1.1 QMP document obtained from FM manager. 1.2 SOP and supporting document prepared based on QMP requirements. 1.3 Documents revision and version updated as per organisation standards. 1.4 Documents complied and submitted for FM manager approval.
	The person who is competent shall be able to prepare Quality Management documentation, coordinate quality audit and compliance activity, coordinate Customer Satisfaction Survey activity and implement quality improvement plan.	2. Coordinate quality audit and compliance activity.	2.1 Quality audit requirements identified contract documents. 2.2 Quality audit plan and schedule prepared according to work progress. 2.3 Quality audit performed according to schedule. 2.4 Audit report prepared based on quality audit requirements. 2.5 Quality audit review meeting conducted to determine contract compliance.
	The outcome of this competency is to embed a culture of quality in the delivery of facilities management services.	3. Coordinate Customer Satisfaction Survey (CSS) activity.	3.1 CSS requirements identified based on organisation CSS method. 3.2 Prepare CSS according to selected method. 3.3 CSS exercise performed for end user feedback compilation. 3.4 CSS report prepared and submitted to FM manager.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		4. Implement quality improvement plan.	4.1 Quality Improvement Plan (QIP) document obtained from FM manager. 4.2 Quality Improvement implemented according to SOP. 4.3 Quality Improvement plan activity monitored based on quality improvement plan (QIP). 4.4 Quality Improvement completion report submitted to FM manager.
8. Project Management NOSS-CU08	Project Management is the key element for managing any FM related projects such as project delivery, adherence to PMP and managing project team members. The person who is competent shall be able to manage project service delivery, manage Project Implementation Plan, manage and project team members The outcome of this competency is to ensure a successful delivery of FM projects according to the specifications and contract.	1. Manage project service delivery.	1.1 Service delivery coordinated based on work schedule. 1.2 Service delivery implementation monitored according to scope of services. 1.3 Service delivery report prepared and submitted to FM Manager.
		2. Manage Project Management Plan (PMP) implementation.	2.1 PMP document obtained from FM Manager 2.2 PMP compliance monitored based on contract requirements. 2.3 PMP progress and achievement report prepared and submitted to FM Manager.
		3. Manage project team members.	3.1 Project team member coordinated based project scope of services. 3.2 Project team member task delivery monitored based on project scope of services. 3.3 Project team member performance prepared and submitted to FM Manager.

CURRICULUM OF COMPETENCY UNIT

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

FACILITIES MANAGEMENT MONITORING

LEVEL 4

15. Curriculum of Competency Unit

    15.1.   Operation and Maintenance Coordination

SECTION	Administrative and Support Services Activities (N)	
GROUP	Services to Building and Landscape Activities (81)	
AREA	Facilities Management	
NOSS TITLE	Facilities Management Monitoring	
COMPETENCY UNIT TITLE	Operation and Maintenance (O&M) Coordination	
LEARNING OUTCOME	The outcome of this competency is to ensure that all the operation and maintenance activities are effectively conducted and supported in a timely manner. Upon completion of this competency unit, trainees shall be able to:- 1. Prepare O&M work plan. 2. Coordinate safety, health and security procedures. 3. Coordinate O&M work order implementation. 4. Manage facilities, tools, equipment and materials (TEM) inventory and spare parts. 5. Manage O&M technical data. 6. Coordinate operation improvement solutions. 7. Monitor asset warranty. 8. Coordinate Business Continuity Plan (BCP) activity.	
TRAINING PRE-REQUISITE		
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare O&M work plan.	1.1 FM O&M general policies 1.2 FM O&M list of activities 1.3 Type of asset related O&M services	1.1 Interpret O&M policies and guidelines. 1.2 Identify O&M activities. 1.3 Prepare O&M plan. 1.4 Prepare O&M works schedule.	ATTITUDE • Demonstrate consistency and self-discipline in planning preparation SAFETY	1.1 O&M policies and guidelines interpreted. 1.2 O&M activities described and confirmed. 1.3 O&M plan preparation demonstrated. 1.4 O&M work schedule preparation demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.4 Asset technical specification 1.5 Statutory Regulation 1.6 Asset lifecycle period 1.7 Asset warranty period 1.8 Asset O&M manual 1.9 Manufacturer's recommendation maintenance frequency 1.10 Work scheduling technique 1.11 Service Level Agreement (SLA) 1.12 Organisational Structure	1.5 Submit O&M plan to FM manager	• Comply with safety standard ENVIRONMENT • N/A	1.5 Complete O&M plan submission to FM manager demonstrated
2. Coordinate safety, health and security procedures.	2.1 Inspection criteria • Tools • Equipment • Machineries 2.2 Type of: • Safety equipment • PPE • Maintenance and inspection tools & equipment accessories 2.3 Safety authority	2.1 Verified annual inspection and maintenance on tools, equipment and machineries. 2.2 Acquire and allocate list of safety equipment, PPE, maintenance and inspection tools & equipment.	ATTITUDE • Meticulous when carrying out TEM verification • Compliant and attention to details when delivering safety briefing SAFETY • Comply with safety standard	2.1 Annual inspection and maintenance on TEM confirmed. 2.2 TEM listed and explained. 2.3 TEM list distribution demonstrated. 2.4 Safety briefing, training, fire drill and first aid kit training demonstrated

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	• DOSH • NIOSH • BOMBA 2.4 Emergency kits requirement, such as: • Fire extinguisher • First aid kit • Emergency triangle • List of emergency phone numbers • Tools set	2.3 Arranged safety briefing, safety training, fire drill and first aid training.	ENVIRONMENT • N/A	
3. Coordinate O&M work order implementation	3.1 Work order content: • Time • Date • Location • Work instruction 3.2 Work progress check 3.3 Resources availability 3.4 Work order process flow 3.5 Work progress report format	3.1 Distribute work order. 3.2 Carry out work coordination meeting. 3.3 Monitor and control work progress and work outputs. 3.4 Verify work progress and work outputs. 3.5 Submit progress report and work outputs report.	ATTITUDE • Timely in conducting meeting • Meticulous in verifying work progress SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.1 Work order timely distributed. 3.2 Work coordination meeting demonstrated. 3.3 Work progress and output confirmed. 3.4 Progress report submission demonstrated.
4. Manage facilities tools, equipment and materials	4.1 TEM & spare parts familiarisation • Function • Names of tools	4.1 Identify facilities tools, equipment and materials and spare part.	ATTITUDE • Meticulous in identifying TEM.	4.1 Facilities tools, equipment, materials and spare parts listed and explained.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
(TEM) inventory.	• Types 4.2 Fast moving items/spare parts. 4.3 Frequency of replacement 4.4 Auditing procedures 4.5 Stock acquisition SOP	4.2 Prepare inventory management plan. 4.3 Conduct stock and spare part audit. 4.4 Prepare stock inventories and spare part list report.	• Attention to details when preparing inventory SAFETY • Comply with safety standard ENVIRONMENT • N/A	4.2 Inventory management plan preparation demonstrated. 4.3 Stock and spare part audit explained and demonstrated.
5. Manage O&M technical data.	5.1 Types of O&M data • Specifications • Lifecycle • Warranty 5.2 Analysis technique 5.3 Reporting technique	5.1 Obtain O&M technical data 5.2 Check technical data. 5.3 Analyse technical data. 5.4 Communicate technical data information.	ATTITUDE • Meticulous in checking technical data. • Analytical when analysing data SAFETY • Comply with safety standards ENVIRONMENT • N/A	5.1 O&M technical data acquired. 5.2 O&M technical data checked and confirmed. 5.3 O&M technical data reviewed and explained. 5.4 O&M technical data distribution demonstrated.
6. Coordinate operation improvement solutions.	6.1 Operational process and systems 6.2 Types of repeated operational problems such as: • Lift Breakdown • Air Conditioning not cool enough	6.1 Analyse operational problems. 6.2 Propose improvement options and 6.3 Implement approved improvement options and solutions.	ATTITUDE • Meticulous in checking technical data. • Resourceful when preparing proposal SAFETY • Comply with safety standards	6.1 Operational problems listed and described. 6.2 Improvement options listed and explained. 6.3 Approved improvement options and solutions implementation demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	6.3 Types of potential improvement solution	6.4 Submit complete improvement work report.	ENVIRONMENT • N/A	6.4 Complete improvement work report submission demonstrated.
7. Monitor asset warranty.	7.1 Types of asset defects such as • leakage • cracks • vibration 7.2 Warranty • Type of warranty • Period • Manufacturer information	7.1 Obtained defect asset report. 7.2 Obtain asset warranty document. 7.3 Monitor defect asset rectification works. 7.4 Prepare and submit completed asset rectification works report.	ATTITUDE • Sense of belonging. • Systematic in completing documentations SAFETY • Comply with safety standards ENVIRONMENT • N/A	7.1 Defect asset report determined. 7.2 Asset warranty document interpreted. 7.3 Asset rectification works completion confirmed. 7.4 Asset completion rectification works report preparation and submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
8. Coordinate Business Continuity Plan (BCP) activity.	8.1 Business planning 8.2 Performance measurement 8.3 BCP information • Business impact analysis • Threat and risk analysis • Impact scenarios • Recovery equipment • Procedures 8.4 Type of emergencies • Epidemic • Earthquake • Fire • Flood • Power outage • Water outage • Theft	8.1 Obtain approved BCP. 8.2 Receive change of BCP mode instruction. 8.3 Execute BCP mode status. 8.4 Prepare BCP progress and achievements report.	ATTITUDE • Sense of belonging. • Systematic in completing documentations SAFETY • Comply with safety standards. ENVIRONMENT • N/A	8.1 Approved BCP determined. 8.2 Change of BCP mode confirmed.

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

References for Learning Material Development

1	Kathy O. Roper, Richard P. Payant. (2014) The Facility Management Handbook. Fourth Edition. American Management Association. ISBN-13: 978-0-8144-3215-0
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15.2.   Leadership and Strategy Implementation

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
COMPETENCY UNIT TITLE	Leadership and Strategy Implementation		
LEARNING OUTCOME	The outcome of this competency is to ensure the FM Executive is able to understand and able to implement strategic and tactical plan according to stakeholder requirements. Upon completion of this competency unit, trainees shall be able to:- 1. Implement FM strategic plan 2. Implement FM tactical plan 3. Monitor staff teamwork		
TRAINING PRE-REQUISITE			
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Implement FM strategic plan	1.1 Strategic, operational and tactical management 1.2 Resource management 1.3 Organisational structure 1.4 Reporting technique 1.5 Leadership	1.1 Obtain FM strategic plan. 1.2 Identify FM strategic plan element. 1.3 Prepare tactical plan. 1.4 Identify required resources and task. 1.5 Organise resources to task mapping.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY	1.1 FM strategic plan acquired. 1.2 FM strategic plan element determined. 1.3 Tactical plan preparation demonstrated. 1.4 Required resources and task determined. 1.5 Resources to task mapping arranged and demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			• Comply with safety standard ENVIRONMENT • N/A	
2. Implement FM tactical plan.	2.1 Tactical plan • Strategic Plan • Flexibility • Short-term plan • Goals and objective	2.1 Monitor tactical plan activity. 2.2 Prepare tactical plan progress report. 2.3 Submit FM Tactical Plan progress report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Tactical plan activity listed and explained. 2.2 Tactical plan progress report preparation demonstrated. 2.3 Tactical plan progress report submission demonstrated.
3. Monitor staff teamwork.	3.1 Motivation methods 3.2 Coaching methods 3.3 Time management 3.4 Communication such as • Personal skills • Interpersonal skills • Presentation skills	3.1 Identify business objective and operation performance gap. 3.2 Analyse business objective and operation performance gap. 3.3 Perform teamwork coaching and motivation session.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging.	3.1 Work order timely distributed. 3.2 Work coordination meeting demonstrated. 3.3 Work progress and output confirmed. 3.4 Progress report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.5 Performance Measurement	3.4 Monitor teamwork performance	• Effective communications when performs coaching. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

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15.3. Finance Administration Control

SECTION	Administrative and Support Services Activities (N)
GROUP	Services to Building and Landscape Activities (81)
AREA	Facilities Management
NOSS TITLE	Facilities Management Monitoring
COMPETENCY UNIT TITLE	Finance Administration
LEARNING OUTCOME	The outcome of this competency is to ensure that all the FM activities are effective in ensuring short, medium and long term sustainability of the company. Upon completion of this competency unit, trainees shall be able to:- 1. Monitor financial management plan (FMP) implementation 2. Compile budget input 3. Prepare progress claim schedule and procedures 4. Monitor supply chain management
TRAINING PRE-REQUISITE	
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Monitor financial management plan (FMP) implementation	1.1 Financial Analysis 1.2 Accounting principle 1.3 Cash flow 1.4 Organisational structure 1.5 Business acumen 1.6 Reporting technique 1.7 Type of contracts	1.1 Obtain approved FMP. 1.2 Monitor FMP progress. 1.3 Prepare and submit FMP progress and achievement report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. SAFETY • Comply with safety standard	1.1 Approved FMP acquired in a timely manner. 1.2 FMP progress listed and explained. 1.3 FMP progress and achievement preparation and submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			ENVIRONMENT • N/A	
2. Compile budget input	2.1 Understanding of FM activities 2.2 Availability of resources 2.3 Prioritization of FM activities	2.1 Compile budget input data. 2.2 Analyse and classify budget input data. 2.3 Prepare and submit analysed budget input data report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Budget input data listed and explained. 2.2 Budget input data checked and classification listed. 2.3 Analysed budget input data report preparation and submission demonstrated

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Prepare progress claim schedule	3.1 Project milestone 3.2 Type of progress claim 3.3 Progress claim procedures 3.4 Progress claim process flow 3.5 Progress claim report format	3.1 Identify progress claim criteria. 3.2 Establish progress claim procedures. 3.3 Prepare progress claim schedule. 3.4 Submit proposed progress claim schedule.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.1 Progress claim criteria determined. 3.2 Progress claim procedures listed and described. 3.3 Progress claim schedule preparation demonstrated. 3.4 Proposed progress claim schedule submission demonstrated.
4. Monitor supply chain management	4.1 Type of products 4.2 Type of vendor 4.3 Delivery timeframe 4.4 Cost	4.1 Identify list of vendors and suppliers. 4.2 Obtain vendors and suppliers scope of works information. 4.3 Monitor vendors and supplier performance works. 4.4 Prepare and submit vendors and suppliers	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation	4.1 List of vendors and suppliers listed and explained 4.2 Vendors and suppliers scope of works information acquired. 4.3 Vendors and supplier performance works checked and described. 4.4 Vendors and suppliers work performance report preparation and submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		work performance report.	SAFETY • Comply with safety standard ENVIRONMENT • N/A	

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

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15.4. Communication Coordination Implementation

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
COMPETENCY UNIT TITLE	Communication Monitoring		
LEARNING OUTCOME	The outcome of this competency is to ensure critical information is relayed to the relevant and respective party in a timely manner. Upon completion of this competency unit, trainees shall be able to:- 1. Perform liaison with stakeholders 2. Conduct work meeting 3. Prepare operational summary report		
TRAINING PRE-REQUISITE			
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Perform liaison with stakeholders	1.1 Principles of communications. 1.2 Effective communications skills.	1.1 Obtain communications plan. 1.2 Interpret communications plan 1.3 Information dissemination of communication flow. 1.4 Establish cooperation among team members.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY	1.1 Communications plan acquired in a timely manner. 1.2 Communications plan listed and explained. 1.3 Dissemination of communication flow demonstrated. 1.4 Cooperation among team members confirmed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			• Comply with safety standard ENVIRONMENT • N/A	
2. Conduct work meeting	2.1 Types of meeting, such as; • Project briefing • Safety briefing • Post mortem 2.2 Types of meeting setup • U-shape • Round table 2.3 Procedure to handle meeting 2.4 Procedure to prepare minute of meeting	2.1 Prepare meeting documentation 2.2 Inform meeting participants. 2.3 Chair/handle meeting. 2.4 Record meeting discussion.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Meeting documentation determined and prepared. 2.2 Meeting participant informed to determined meeting venue, date and time. 2.3 Section meeting handled based on determined agenda. 2.4 Meeting discussion and agreement recorded.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Prepare operational summary report	3.1 Type of reports 3.2 Frequency of reports 3.3 Format of reports	3.1 Identify type and frequency of report generation. 3.2 Compile all work and operational report. 3.3 Prepare operational summary report. 3.4 Submit operational summary report.	<u>ATTITUDE</u> • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation <u>SAFETY</u> • Comply with safety standard <u>ENVIRONMENT</u> • N/A	3.1 Type and frequency of report determined. 3.2 All work and operational report sorted accordingly. 3.3 Operational report preparation demonstrated. 3.4 Operational summary report submission demonstrated.

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

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15.5.　　　　Human Resource Administration

SECTION	Administrative and Support Services Activities (N)
GROUP	Services to Building and Landscape Activities (81)
AREA	Facilities Management
NOSS TITLE	Facilities Management Monitoring
COMPETENCY UNIT TITLE	Human Resource Management
LEARNING OUTCOME	The outcome of this competency is to ensure that human resource, as the most important asset of any organizations managed, trained and motivated at the highest level of employee's expectation and satisfaction. Upon completion of this competency unit, trainees shall be able to:- 1. Implement human resource plan 2. Manage staff training programmes 3. Prepare staff performance report
TRAINING PRE-REQUISITE	

CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Implement human resource plan	1.1 Related Act: • Employment Act 1.2 Human resource principles. 1.3 FM workforce competency: 1.4 Interview process	1.1 Obtain HRP document. 1.2 Implement HRP criteria. 1.3 Monitor HRP. 1.4 Submit HRP. implementation report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation.	1.1 HRP document acquired in timely manner. 1.2 HRP criteria determined and executed. 1.3 HRP implementation report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			SAFETY • Comply with safety standard ENVIRONMENT • N/A	
2. Manage staff training programmes	2.1 Training techniques such as : • on the job training • coaching • lectures 2.2 Training plan principles and process 2.3 Training assessment method and process 2.4 Training review and improvement process	2.1 Identify staff training needs. 2.2 Coordinate staff selection, training programmes. 2.3 Review training assessment result. 2.4 Conduct training gap analysis. 2.5 Conduct Post Training Evaluation (PTE).	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Staff training needs determined and listed. 2.2 Staff selection and training programmes checked and arranged. 2.3 Training assessment results confirmed. 2.4 Training gap analysis generated. 2.5 Post Training Evaluation (PTE) report generated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Prepare staff performance report	3.1 Job description and performance criteria 3.2 Performance appraisal method such as KPI, Balance Score Card 3.3 Performance appraisal process 3.4 Reward and penalty system	3.1 Establish staff Key Performance Index (KPI). 3.2 Perform staff performance review. 3.3 Conduct staff appraisal. 3.4 Evaluate staff achievement.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.1 Staff KPI listed and generated. 3.2 Staff performance review determined and demonstrated. 3.3 Staff appraisal demonstrated. 3.4 Staff achievement checked and confirmed.

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

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15.6.   Contract Management Administration

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
COMPETENCY UNIT TITLE	Contract Administration		
LEARNING OUTCOME	The outcome of this competency is to ensure that contracts are administer to the interest of every parties involved within the contract. Upon completion of this competency unit, trainees shall be able to:- 1. Prepare contract costing estimations 2. Administer change order activities 3. Administer procurement procedures 4. Administer contract compliance and performance level		
TRAINING PRE-REQUISITE			
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare contract costing estimations	1.1 FM cost elements 1.2 Cost data compilation 1.3 Estimating principles, technique and process 1.4 Estimating format 1.5 Cost analysis	1.1 Identify costing data and element. 1.2 Update and review costing data. 1.3 Establish cost estimation format. 1.4 Prepare cost estimation. 1.5 Review and submit cost estimation.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation.	1.1 Costing data and element determined and listed. 1.2 Cost estimation format determined. 1.3 Costing data confirmed. 1.4 Cost estimation preparation demonstrated. 1.5 Cost estimation confirmed. 1.6 Cost estimation submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			SAFETY • Comply with safety standard ENVIRONMENT • N/A	
2. Manage change order activities	2.6 Type of Change orders request 2.7 Change orders form 2.8 Change orders activity.	2.1 Identify change orders activity. 2.2 Escalate change orders financial implication and validity. 2.3 Compile change orders inputs. 2.4 Implement change orders activity. 2.5 Prepare change orders report. 2.6 Submit change orders report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Change orders activity listed and determined. 2.2 Change orders financial implication escalated to manager. 2.3 Change orders input listed and explained. 2.4 Change orders activity demonstrated. 2.5 Change orders report preparation demonstrated. 2.6 Change orders report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Administer procurement procedures	3.1 Procurement requirement. 3.2 Procurement process. 3.3 Procurement evaluation technique	3.1 Identify procurement requirements. 3.2 Implement procurement process. 3.3 Perform tender evaluation and recommendations. 3.4 Prepare evaluation report. 3.5 Submit evaluation report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.6 Project deliverables activity executed. 3.7 Service performance level confirmed. 3.8 Service performance report generation demonstrated. 3.9 Service performance report submission demonstrated.
4. Administer contract compliance and performance level	4.1 Contract compliance matrix 4.2 Contractual provision review 4.3 Principles of performance management 4.4 Performance measurement methods and tools	4.1 Implement project deliverables activities. 4.2 Monitor service performance level. 4.3 Prepare service performance report. 4.4 Submit service performance report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation	4.1 Project deliverables activity executed. 4.2 Service performance level confirmed. 4.3 Service performance report generation demonstrated. 4.4 Service performance report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	4.5 Performance measurement process 4.6 Continuous improvement process		<u>SAFETY</u> • Comply with safety standard <u>ENVIRONMENT</u> • N/A	

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

References for Learning Material Development

1	Kathy O. Roper, Richard P. Payant. (2014) The Facility Management Handbook. Fourth Edition. American Management Association. ISBN-13: 978-0-8144-3215-0
2	Brian Atkin, Adrian Brooks (2015) Total Facility Management. Fourth Edition. John Wiley & Sons, Ltd. ISBN-13: 978-1-118-65538-2
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15.7.   Quality Control and Legislation Coordination

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
COMPETENCY UNIT TITLE	Quality Control and Legislation Coordination		
LEARNING OUTCOME	The outcome of this competency is to embed a culture of quality in the delivery of facilities management services. Upon completion of this competency unit, trainees shall be able to:- 1. Prepare Quality Management documentation 2. Coordinate quality audit and compliance activity 3. Coordinate Customer Satisfaction Survey (CSS) activity 4. Implement quality improvement plan		
TRAINING PRE-REQUISITE			
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare Quality Management documentation	1.1 Principle of quality management 1.2 Hierarchy & Type of QM documents 1.3 Quality Management process & procedure	1.1 Obtain QMP document. 1.2 Prepare SOP and supporting document. 1.3 Update document revision and version. 1.4 Compile document. 1.5 Submit document.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation.	1.1 QMP document acquired in timely manner. 1.2 SOP and supporting document generated. 1.3 Document revision and version checked and confirmed. 1.4 Document arranged and sorted. 1.5 Document submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			SAFETY • Comply with safety standard ENVIRONMENT • N/A	
2. Coordinate quality audit and compliance activity	2.1 Quality audit requirements 2.2 Audit plan and schedule 2.3 Quality audit process 2.4 Related act such as Akta Kilang & Jentera 2.5 Compliance matrix method	2.1 Identify quality audit requirements. 2.2 Prepare quality audit plan and schedule. 2.3 Perform quality audit. 2.4 Prepare audit report. 2.5 Review quality audit.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 Quality audit requirements listed and determined. 2.2 Quality audit plan and schedule generated. 2.3 Quality audit exercise executed. 2.4 Quality audit method confirmed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Coordinate Customer Satisfaction Survey (CSS) activity	3.1 Customer service principles 3.2 Principle and method customer survey 3.3 Analysis method such as qualitative and quantitative	3.1 Identify CSS requirements. 3.2 Prepare CSS plan. 3.3 Perform CSS exercise. 3.4 Prepare CSS report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.1 CSS requirements listed and determined. 3.2 CSS plan generated. 3.3 CSS exercise executed. 3.4 CSS report submission demonstrated.
4. Implement quality improvement plan	4.1 Quality improvement method. 4.2 Quality improvement process.	4.1 Obtain QIP document. 4.2 Implement QIP. 4.3 Monitor QIP activity. 4.4 Submit quality improvement completion report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation	4.1 QIP document identified and acquired. 4.2 QIP plan executed. 4.3 QIP activity checked and confirmed. 4.4 QIP completion report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			SAFETY • Comply with safety standard ENVIRONMENT • N/A	

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
- Interpersonal skills
- Multitasking and prioritizing
- Self-discipline
- Teamwork
- Learning skills
- Leadership

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15.8.   Project Management Coordination

SECTION	Administrative and Support Services Activities (N)		
GROUP	Services to Building and Landscape Activities (81)		
AREA	Facilities Management		
NOSS TITLE	Facilities Management Monitoring		
COMPETENCY UNIT TITLE	Project Management		
LEARNING OUTCOME	The outcome of this competency is to ensure a successful delivery of FM projects according to the specifications and contract. Upon completion of this competency unit, trainees shall be able to:- 1. Manage project service delivery 2. Manage Project Management Plan (PMP) implementation 3. Manage project team members		
TRAINING PRE-REQUISITE			
CU CODE		NOSS LEVEL	Four (4)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Manage project service delivery	1.4 Principle of quality management 1.5 Hierarchy & Type of QM documents 1.6 Quality Management process & procedure	1.6 Obtain QMP document. 1.7 Prepare SOP and supporting document. 1.8 Update document revision and version. 1.9 Compile document. 1.10 Submit document.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY	1.6 QMP document acquired in timely manner. 1.7 SOP and supporting document generated. 1.8 Document revision and version checked and confirmed. 1.9 Document arranged and sorted. 1.10 Document submission demonstrated.

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WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			• Comply with safety standard ENVIRONMENT • N/A	
2. Manage Project Management Plan (PMP) implementation	2.1 Management principles and theory 2.2 Project definition, scope and features 2.3 Project management knowledge area 2.4 Project planning techniques and tools.	2.1 Obtain PMP document. 2.2 Monitor PMP compliance. 2.3 Prepare PMP progress and achievement report. 2.4 Submit PMP report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation. SAFETY • Comply with safety standard ENVIRONMENT • N/A	2.1 PMP document identified and acquired. 2.2 PMP compliance checked and confirmed. 2.3 PMP progress and achievement report generated. 2.4 PMP report submission demonstrated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Manage project team members	3.1 Competencies in project management 3.2 Organisation chart types and application	3.1 Coordinate project team members. 3.2 Monitor project team members task delivery. 3.3 Prepare project team members performance report. 3.4 Submit performance report.	ATTITUDE • Resourceful in gathering information. • Time conscious in arranging activity. • Comprehensive in completing task. • Sense of belonging. • Demonstrate consistency and self-discipline in planning preparation SAFETY • Comply with safety standard ENVIRONMENT • N/A	3.1 Project team members listed and arranged. 3.2 Project team members task delivery checked and confirmed. 3.3 Project team member performance report generated. 3.4 Performance report submission demonstrated.

Employability Skills

Core Abilities
- Effective Communication Collaboration
- Organization Behaviour Awareness
- Etiquette Practices
- Health, Safety and Environment Cognition
- Information Technology Application
- Relationship Management Capability
- Change Management Awareness
- Strategic Thinking Skill

Social Values & Social skills
- Communication skills
- Conceptual skills
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16. Delivery Mode

The following are the **recommended** training delivery modes:-

KNOWLEDGE	SKILL
- Lecture - Group discussion - E-learning, self-paced - E-learning, facilitate - Case study or Problem based learning (PBL) - Self-paced learning, non-electronic - One-on-one tutorial - Shop talk - Seminar	- Demonstration - Simulation - Project - Scenario based training (SBT) - Role play - Coaching - Observation - Mentoring

17. Tools, Equipment and Materials (TEM)

FACILITIES MANAGEMENT MONITORING

LEVEL 4

CU No.	CU CODE	COMPETENCY UNIT TITLE
CU1	NOSS-CU01	Operation and Maintenance (O&M) Coordination
CU2	NOSS-CU02	Leadership and Strategy Implementation
CU3	NOSS-CU03	Finance Administration
CU4	NOSS-CU04	Communication Monitoring
CU5	NOSS-CU05	Human Resource Management
CU6	NOSS-CU06	Contract Administration
CU7	NOSS-CU07	Quality Control and Legislation Coordination
CU8	NOSS-CU08	Project Management

* Items listed refer to TEM's **minimum requirement** for skills delivery only.

No	ITEM*	RATIO (TEM : Trainees)	CU1	CU2	CU3	CU4	CU5	CU6	CU7	CU8
A. Tools			Tick (√) where relevant							
1	LCD Projector	1:25	√	√	√	√	√	√	√	√
2	Projector White Screen	1:25	√	√	√	√	√	√	√	√
3	White board (incl. marker, eraser etc)	1:25	√	√	√	√	√	√	√	√
4	IT Equipment (Printer/Copier)	1:25	√	√	√	√	√	√	√	√
5	Notebook Computer	1:25	√	√	√	√	√	√	√	√
6	Stationary (Pen)	1:25	√	√	√	√	√	√	√	√
B. Equipment			Tick (√) where relevant							
1	N/A									
C. Materials			Tick (√) where relevant							
1	Sample of O&M Policies and Guidelines	1:1	√							

No	ITEM*	RATIO (TEM : Trainees)	CU1	CU2	CU3	CU4	CU5	CU6	CU7	CU8
2	Sample of Work Schedule	1:1	√							
3	Sample of Safety Equipment List	1:1	√							
4	Sample of Work Order	1:1	√							
5	Sample of Tools, Equipment and Machineries (TEM) Inventory	1:1	√							
6	Sample of O&M Technical Data	1:1	√							
7	Sample of Equipment Warranty Certificate	1:1	√							
8	Sample of Business Continuity Plan (BCP)	1:1	√							
9	Sample of FM Strategic Plan	1:1		√						
10	Sample of FM Tactical Plan	1:1		√						
11	Sample of Financial Management Plan	1:1			√					
12	Sample of Progress Claim Schedule	1:1			√					
13	Sample of FM Communication Plan	1:1				√				
14	Sample of Official Meeting Minutes	1:1				√				
15	Sample of FM Operational Summary Report	1:1				√				
16	Sample of Human Resource Plan	1:1					√			
17	Sample of Key Performance Index (KPI)	1:1					√			
18	Sample of Change Order Form	1:1						√		
19	Sample of Service Performance Report	1:1						√		
20	Sample of Quality Management Plan (QMP)	1:1							√	
21	Sample of Customer Satisfaction Survey (CSS)	1:1							√	
22	Sample of Quality Improvement Plan (QIP)	1:1							√	
23	Sample of Project Management Plan (PMP)	1:1								√

18. Training Hour Summary

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysia Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System (SPKM).

FACILITIES MANAGEMENT MONITORING

LEVEL 4

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILL (HOURS)	TRAINING DURATION (HOURS)	SKILL CREDIT
NOSS-CU01	Operation and Maintenance Coordination	Prepare O&M work plan	20	40	295	29.5
		Coordinate safety, health and security procedures	15	30		
		Coordinate O&M work order implementation	10	20		
		Manage facilities tools, equipment and materials (TEM) inventory and spare parts	10	20		
		Manage O&M technical data	5	10		
		Coordinate operation improvement solutions	20	40		
		Monitor asset warranty	5	10		
		Coordinate Business Continuity Plan (BCP) activity	10	30		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILL (HOURS)	TRAINING DURATION (HOURS)	SKILL CREDIT
NOSS-CU02	Leadership and Strategy Implementation	Implement FM strategic plan	20	40	170	17
		Implement FM tactical plan	20	40		
		Monitor staff teamwork	20	30		
NOSS-CU03	Finance Administration	Monitor financial management plan (FMP) implementation	20	30	170	17
		Compile budget input	10	10		
		Prepare progress claim schedule	20	30		
		Monitor supply chain management	20	30		
NOSS-CU04	Communication Monitoring	Perform liaison with stakeholders	20	30	90	9
		Conduct work meeting	10	10		
		Prepare operational summary report	10	10		
NOSS-CU05	Human Resource Management	Implement human resource plan	10	10	60	6
		Manage staff training programmes	10	10		
		Prepare staff performance report	10	10		
NOSS-CU06	Contract Administration	Prepare contract costing estimation	20	40	190	19
		Administer change orders activity	20	30		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILL (HOURS)	TRAINING DURATION (HOURS)	SKILL CREDIT
		Administer procurement process	20	40		
		Administer contract compliance and performance level	10	10		
NOSS-CU07	Quality Control and Legal Coordination	Prepare Quality Management documentation	20	40	190	19
		Coordinate quality audit and compliance activity	20	30		
		Coordinate customer satisfaction survey activity	20	40		
		Implement quality improvement plan	10	10		
NOSS-CU08	Project Management Coordination	Manage project service delivery	10	20	90	9
		Manage Project Management Plan (PMP) implementation	10	20		
		Manage project team members	10	20		
TOTAL HOURS (CORE COMPETENCY)			490	820	1310	131
N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL HOURS (ELECTIVE COMPETENCY)			X	X	X	X