

2025 Calendar incl. virtual and face to face delivery



## Upskilling Workplace & FM

### Your Career, Our Courses

CPD Training & Qualifications

Learning & Development Consultancy

Professional Qualifications [inc. IWFM]

Corporate Annual Training Pass

New courses: AI; Contract Mobilisation; IOSH Wellbeing



This course programme includes IWFM Qualifications plus a range of other professional body accreditations

[www.quadrilect.com](http://www.quadrilect.com)



“

“Our mission is to help Workplace & FM professionals to deliver and develop optimum work environments to support core business through sharing best practice, tools and techniques for senior management and operational teams.”

”

Rachel Hiscox, Managing Director, Quadrilect Ltd

**SEE P9 FOR CORPORATE  
ANNUAL TRAINING PASS**

## Our Services

Our learning and development services have grown significantly over the past four decades reflecting the changing shape and role of the Facilities Manager, as working practices and business models evolve with new technologies and approaches to markets.

### Continuing Professional Development Training\*

Vocational training for practising Workplace & FM professionals

### FM Qualifications: online and blended delivery

Formally assessed learning which is nationally recognised

### Online learning

We offer a range of live virtual training programs alongside accessible and flexible online content programs

### Corporate Solutions

In-house training, L&D consultancy and bespoke solutions

#### \*Continuing Professional Development

Quadrilect will ensure we keep a record of all learning undertaken with us and you will receive a Quadrilect certificate of attendance for your records.

## Understand & Support your Team



## Why training should be at the core of every business

- Credibility and recognition for the individual and the organisation
- Creating career opportunities which support business growth, job satisfaction and staff retention
- Developing the skills to align Workplace & FM with business goals and put it on the strategic agenda

Quadrilect Ltd  
PO Box 1433, Enfield EN1 9LU [correspondence]  
Geary Partnership, 159a Chase Side,  
Enfield EN2 0PW [Registered]

07483 348 224 or  
07483 348 760


www.quadrilect.com

info@quadrilect.co.uk

linkedin.com/company/quadrilect

twitter.com/quadrilect

# CONTENTS

Accredited programmes and courses that can lead to formal qualifications, including IWFM qualification units, are indicated with this icon 

## FM Career Pathway

4

- 01 Understanding FM FOUNDATION 
- 02 FM – Operational Management INTERMEDIATE 
- 03 The Professional FM – Business & People INTERMEDIATE 
- 04 Future Trends & Innovation in FM EXECUTIVE 
- 05 The FM Business School ADVANCED 



## Leadership & Management of People

5

- 06 Team Leading ILM LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS 
- 07 High Performing FMs
- 08 Maximise the Customer Experience 
- 09 Managing Hybrid & Remote Working Teams NEW 
- 10 Career Development within FM NEW 

## Commercial & Financial Management

6

- 11 Delivering Cost-effective FM Services
- 12 Financial Management 1 
- 13 Financial Management 2 



## Project Management

6

- 14 Project Management 

## Property & Premises Management

7

- 15 Smart Buildings & Artificial Intelligence NEW 
- 16 Property, Building Services & Maintenance 
- 17 How to Manage Facilities Data

## Regulatory Update & FM Compliance

8

- 18 Overview of FM Compliance and Standards
- 19 Fire Safety Compliance

## Risk Management

8

- 20 Business Risk Management & Recovery 




## Sustainability

8

- 21 Net Zero for FMs
- 22 Sustainable Development
- 23 Environmental, Social, Governance Performance

## Contracting

9

- 24 The Tender Process 
- 25 Contract & SLA Management 
- 26 Mobilisation Mastery NEW 






## Space & Relocation

10

- 27 Effective Space Planning 
- 28 Managing Relocation, Fit Out and Move

## Health & Safety

10-11

- 29 IOSH Occupational Health & Wellbeing  NEW 
- 30 Understanding CDM Regulations
- 31 IOSH Managing Safely 
- 32 IOSH Managing Safely Refresher
- 33 Legionella Awareness Responsibilities & Compliance 
- 34 Assessing Display Screen Equipment 

## Corporate Annual Training Pass

9

## Corporate Solutions: In House Training, L&D Consultancy & Bespoke Programs

12-13

## FM Qualifications

14-17

## Online: Getting Started in FM

17

## Course dates

18

## Course fees and how to book with us

19

You will receive a CPD certificate for all programmes. A number of the courses, can be used to attain formal qualification\*. If you require more information on any of these courses regarding learning outcomes, total qualification time (where applicable), accreditation options please call on 07483 348 224 or 07483 348 760

*\*Please note for qualifications additional fees will apply*

## Understanding FM

### Course 01

“  
Course 10/10 Engaging,  
interesting and relevant.  
Extremely motivational for  
myself who has only been in FM  
for a short period of time, and  
the course made me realise what  
an exciting career it is to be in.  
Trainers 10/10 All enthusiastic,  
helpful, knowledgeable and  
people to look up to who have  
had a fantastic career in FM.

”

Site and Facilities  
Apprentice , BAE Systems

## 01 Understanding FM (Foundation)

3 DAYS

### An introduction to the FM profession

Our popular flagship course, is suitable for newly appointed staff and those with less than two to three years' operational experience looking to broaden their range of responsibilities and skills.

- What is FM? Definitions & descriptions
- Property management
- Customer-centric FM
- Maintenance management
- Sustainability and management of energy to minimise costs
- The role that FM plays in corporate success
- An introduction to buildings & services
- Space planning & relocation management
- Commissioning & managing contract services
- Measuring & valuing the FM service
- Health & safety in the workplace



This course provides tuition for IWFM Level 3 qualifications in FM. Additional fees apply.

## 02 FM – Operational Management (Intermediate Module)

3 DAYS

### Stepping up to a senior management role in FM

Recommended for FMs with more than two years' operational experience this course aims to develop managerial abilities for those on the path to a more senior FM position. Explores the scope, extent and diversity of the FM function, and examines techniques that will add value to the FM operation and align it to organisational objectives.

- Understanding FM service in its market sector
- Developing FM service within its business context
- Designing operational FM structures
- FM support service operations
- Health, safety & service delivery
- Financial management & budgeting
- Property occupancy & operating costs
- Planning & managing a relocation project
- Buildings aspects of workplace productivity
- Energy, environment & sustainability
- Business continuity planning



This course provides tuition for IWFM Level 4 qualifications in FM. Additional fees apply.

## 03 The Professional FM – Business & People (Intermediate Module)

3 DAYS

### Building commercial awareness & team resilience

This course links the key aspects of what makes a FM successful. It focuses on the importance of linking strategy and the commercials with the way you develop high performing teams. Clarity in vision, measures for success and enabling people management skills will be covered in this three-day programme. It is intended for FMs with a minimum of two years' managerial experience in the field.

- Business & FM strategy alignment
- Techniques for performance management from organisational to individual level
- Risk profile and impact
- FM procurement & the supply chain
- FM team recruitment, selection and retention
- FM team development
- Managing wellbeing at work



This course provides tuition for IWFM Level 4 & 5 qualifications in FM. Additional fees apply.

## 04 Future Trends and Innovation in FM (Executive)

1 DAY

### Developing a business case & innovation plan

Take time out from day today operations and explore how to take your service to a new level. We review models of FM innovation, what they've delivered and how they may apply to your organisation and offer a mix of theory and practical exercises focused on developing improvements and introducing innovation methods in your organisation.

- Understand the importance of embedding FM innovation Critically review the strategic & operational aspects of service innovation
- Use a business case framework to develop a service model to add value to your organisation
- Critically review the latest innovations, tools and techniques for use in FM
- Select and experiment with one new development, tool or technique and analyse the success or failure of the experiment



This course provides tuition for IWFM Level 6 qualifications in FM. Additional fees apply.

## 05 The FM Business School (Advanced)

3 DAYS

### A strategic perspective on FM

A case study driven course aimed at FMs with over 3 years' managerial experience. It will give you a strategic understanding of FM, enabling you to communicate more effectively with senior management. Demonstrate the relationship between your FM operations and changing corporate objectives so that the vital role of a professional FM service is given recognition as a key contributor to business success.

- A strategic vision of FM
- The future workplace
- Property strategies
- Contracting - latest developments
- Corporate Responsibility
- Managing people through change
- Preparing and presenting a business case for FM at board level



This course provides tuition for IWFM Level 5 & 6 qualifications in FM. Additional fees apply.

## FM Business School

### Course 05

“

Course: 10/10 A varied interesting and deep dive into the history of Facilities Management and current developments in the industry. The course is structured well to fit around a final exercise that makes use of the skills and knowledge you have learnt across the course. I really enjoyed the pace of learning. Trainers: 10/10 Excellent engaging trainers throughout the FM Business School Course. The trainers were all subject matter experts that were able to translate the course content across different industries for the attendees. I felt thoroughly engaged in all sessions.

”

Facilities Manager, Jewish Care



## 06 Team Leading (ILM Level 2 Qualification)

3 DAYS

### Getting the best out of your FM team

This qualification is designed to give aspiring and practicing team leaders a solid foundation in their development as leader. With top down and bottom up pressures it is difficult to migrate into a team leader's role without some professional training support. This course gives you a range of tools & insights to self manage and successfully lead others.

- Exploring the supervisory role and responsibilities
- How to establish and position yourself as a team leader
- Planning your personal and professional development
- Setting personal objectives and team goals
- Giving and seeking feedback
- Controlling people, processes and productivity
- Effective time management
- How to manage difficult conversations
- Understanding stress, its effects and ways of managing it
- Communicating effectively with your team
- Planning and delivering team briefings
- Reporting briefing outcomes

**ilm** This course is accredited by the ILM and is delivered through their approved provider Radius 360. The ILM Level 2 Award in Leadership and Team Skills and can be attained upon successful completion of structured answer questions and one work-based assignment

## 07 High Performing FMs

2 DAYS

### Elevate your leadership and communication skills

An interactive course designed to equip FMs with essential people skills, effective communication and hands-off management techniques. Empowering you to drive organisational goals, optimise resources, and lead high-performing teams. You will master: verbal, non-verbal, and written communication, monitoring performance effectively, aligning your facilities management goals with organisational objectives and focus on your leadership style to build a positive team culture.

By the end of this course you will

- Develop and implement effective communication strategies
- Be able to apply strategic management practices to enhance facilities operations
- Utilise hands-off management techniques to empower your team
- Drive innovation and overcome challenges in your facilities management role

## 08 Maximise the Customer Experience

1 DAY

### Creating one team service excellence

The FM's role is to deliver service excellence and a working environment that bolsters productivity whilst meeting both budgetary and legal requirements and responding to changing business imperatives. Learn how a customer-centric FM service can be achieved with a 'one team' approach that includes suppliers and in-house staff, and how measuring and publishing your results will demonstrate the value of modern FM to customers at every level.

- Defining today's service culture
- How to deliver a customer-centric culture
- Alignment of service to business requirement
- Defining what excellent customer service means to your organisation
- Measuring service excellence
- Service level agreements & key performance indicators
- Customer experience, relationships & perception



This course provides tuition for IWFM Level 4 qualification unit FM4.15. Additional fees apply.

## 09 Managing Hybrid & Remote Working Teams

NEW  
1 DAY

### Getting the best from your hybrid and remote workers

The introduction of the new Flexible Working Act 2023, means it is paramount for managers to be equipped to manage the additional challenges of hybrid and remote working teams.

There is so much more complexity to take into consideration when we don't meet people face to face on a regular basis, however when managed well, it can create infinite opportunities for growth.

At the end of this workshop, delegates will feel confident in carrying out the following aspects of their role online:

- create environments with their team to build trust and collaboration
- use practical tools and techniques to encourage engagement
- Facilitate discussions that take into consideration all attendees enabling everyone to have a voice
- Manage performance through two way one to ones
- Build in the ethics of the culture so that everyone is focused on a common goal
- Hold sensitive discussions that may often be avoided in an online world
- Understand how and when to support each individual in a way that suits them rather than using a 'one style fits all' approach

## 10 Successful Career Development within FM

NEW  
1 DAY

### Create an action plan for your future

When working operationally in FM, it can be hard to take the time to plan out your future career and to develop yourself in order to achieve the right pathway for you. This course starts with an understanding of careers within FM and then moves to the development of personal assessments and action plans.

During the one-day course, the focus on skills, blockers and how to fill gaps will result in a personal career plan. By the end of the programme, you will be able to:

- Understand career paths within FM
- Assess leadership skills
- Identify blockers to the next move
- Understand personal brand within a career
- See how to set attainable goals

## LEADERSHIP & MANAGEMENT OF PEOPLE

### Team Leading Course 06

“

*10/10 This course was very helpful and educational to me. It will definitely help me in my career path towards leadership and management. The trainer: Adrian was very helpful, knowledgeable and friendly. He made me feel very comfortable whilst on the course, I felt like no question or answer was stupid and validated.*

”

**Estates & Facilities Helpdesk  
Assistant, Merseycare NHS  
Foundation Trust**

## COMMERCIAL & FINANCIAL MANAGEMENT

## PROJECT MANAGEMENT

### 11 Delivering Cost-effective FM Services

1 DAY

#### How to get value for money from your FM services

FM costs vary by organisation but often make up at least 10% of an organisation's total revenue spend. In many organisations this percentage can be much higher. FMs have to be able to justify spend & demonstrate the added value that this expenditure brings to their organisations core business. This one day course explores key areas to help with this key management challenge.

- Understanding how the specification affects costs
- How to determine what is truly important to your organisation
- Control specification creep whilst dealing with competing user demands
- Confidently manage service delivery & control costs
- Key cost drivers
- How to justify or reduce costs
- Develop cost plans which are both realistic & sustainable

#### Financial Management 1 Course 12

“

*It was pitched at all of us as we all had different levels of knowledge of the subject but was put in a way I could understand as I had little experience of budgeting etc.*

”

Audit Officer, NHS

### 12 Financial Management 1

1 DAY

#### Finding your feet in finance

This one day course is aimed at FMs with little or no financial background and introduces the key principles of finance, accounting and budgets. No matter what your career aspirations, an understanding of financial management and accounting will play an important role in your work as your career advances – be it for a job application, monitoring of suppliers/customers, or writing budgets. So spend the day with us and we'll show you that you don't need to be intimidated by numbers.

- Financial terminology explained – don't let people intimidate or bluff you!
- Preparing and reading accounts
- Financial proposals
- Accounts, balance sheets & cash flow statements
- Preparing & managing cash budgets
- Checking the accounts of customers & suppliers
- VAT & tax implications on FM activities
- Budget templates in excel format provided for course exercises & office use



This course provides tuition for IWFm Level 3 qualification unit FM3.07 and IWFm Level 4 qualification unit FM4.07. Additional fees apply

### 13 Financial Management 2

1 DAY

#### Building on your financial knowledge

Intended for FMs who already have a grasp of the basics, this course provides a refresher on the key accounting principles before exploring the practical application of financial skills. Do you have to understand and compare company accounts? Do you need to understand how cash flow can go down, even as a business expands? Are your departmental overheads too high?

- More financial terminology explained
- Role of the auditor
- Discounted cash flow methods
- Capital budgeting, investment appraisal and ethical accounting
- Budget templates in excel format provided for course exercises & office use
- Determining financial performance with key ratios
- Analysing management accounts & problem solving
- Analysing the ways overheads can be allocated
- Budgeting, capital management & adding value
- Presenting a financial case to senior management



This course provides tuition for IWFm Level 5 qualification unit FM5.05. Additional fees apply.

### 14 Project Management

2 DAYS

#### A step-by-step guide to delivering FM projects

FM projects have their special challenges. With their high visibility and many stakeholders; often with differing requirements, they can be difficult to deliver successfully. With a structured, relevant case study and step-by-step approach, this course explains the fundamentals of project management and provides the knowledge, tools and techniques required to plan, monitor and control your projects effectively. It enables you to define and deliver a project with far greater chance of success, enhancing both your capabilities and your reputation.

- Fundamental concepts & jargon busting
- Key roles and responsibilities
- Defining the project
- Developing project scope
- Sound estimating techniques
- Networking techniques
- Critical Path Analysis
- Managing project risks
- Scheduling work & resolving resource issues
- Monitoring, reporting and controlling the project
- Effective handover and closure



This course provides tuition for IWFm Level 4 qualification unit FM4.12 and IWFm Level 5 qualification unit FM5.11. Additional fees apply.

#### Project Management Course 14

“

*The interaction with the other members of the group, the method of presentation and interaction with the trainer. Derek was wonderful, his encouragement to have all engage in the session was positive. The approach and presentation of the training was ideal for my method of learning and I felt I got a lot out of the sessions.*

”

Regional Facilities Contract Manager, FCDO

15

## Smart Buildings & Artificial Intelligence in FM

NEW

1 DAY

### Recognising the opportunities for FM

A comprehensive review of new and emerging technologies that will impact work and the workplace, with visions of the future and case studies from innovative workplaces. This course will allow FMs to understand the key trends and adopt technology that can lead to FM innovation.

- Emerging Technologies
- New ways of working and the workplace of the future
- Smart Buildings and Digital Twin
- What are the benefits?
- Changing role of FM
- What kind of buildings do we need?
- Sustainability impact
- Data Analytics and monitoring
- Case studies

## Property, Building Services & Maintenance Course 16

“

*Overall 10/10. Very interactive and engaging. 10/10 excellent trainer with well of experience, very engaging, easy to follow.*

”

Facilities Manager, House of Lords

16

## Property, Building Services & Maintenance

2 DAYS

### Managing your building with an effective maintenance programme

It is essential that the maintenance of building fabrics and building services is undertaken efficiently with a long-term strategy and a shorter term established management structure.

This course will provide you with a sound basic understanding of how buildings and maintenance should work, how to cost effectively manage them and how to work confidently and effectively with contractors and technical support staff.

- Property Strategy, Building Types and Building Uses
- The fundamentals of building services
- Why do maintenance?
- Risks associated with Building Services & Maintenance
- Annual and life cycle maintenance programs
- Monitor operating costs and environmental impacts
- Typical problems and how to avoid them
- How services can affect the well-being of the occupants
- Fundamental requirements for maintenance specifications
- Importance of energy efficiency and carbon management
- Apply techniques that optimise cost and value
- Principles of Building Management Systems (BMS)



**iwfm**  
RECOGNISED CENTRE

This course provides tuition for IWFM Level 4 qualification unit FM4.17. Additional fees apply

17

## How to Manage Facilities Data

1 DAY

### Effectively generating business benefits

Facilities managers require a wide range of data but it is easy for organisations to have too much or too little and not know what to do with it when they have got it. Without the right data you can't demonstrate that you are meeting your objectives, managing your suppliers effectively or optimising expenditure. This course provides an understanding of what data is needed, how it is collected and how it is used and maintained in a way that is both secure and delivers quality and value

- An understanding of what facilities data is needed and how to get it
- How the right facilities data can support operational efficiency
- Using facilities data effectively to generate business benefits
- Managing and maintaining facilities data including using CAFM systems
- How facilities data can support ISO 41001 compliance
- Using facilities data to deliver value

## PROPERTY & PREMISES MANAGEMENT

### Smart Buildings & Artificial Intelligence in FM

Course 15

“

*Course: 10/10 Great introduction to AI systems Trainers: 10/10 Excellent trainers, knowledgeable, a fun and enjoyable session.*

”

Facilities & Estates Manager  
Stevenage Bioscience Catalyst

## REGULATORY UPDATE & FM COMPLIANCE

## RISK MANAGEMENT

## SUSTAINABILITY

### FM Compliance & Standards Course 18

“

10/10 Brilliant! Focused to what we needed, provided lots of really useful links and theory was backed up with real-life examples which aids practical understanding massively. The trainer: Very knowledgeable, allowed plenty time for questions. Kept the pace snappy, but also provided time for regular breaks. Encouraged an approachable environment where no question was deemed silly or irrelevant and listened to delegates accurately to give appropriate answers.

”

Regional Facilities Compliance  
Manager, National Highways

## 18 Overview of FM Compliance & Standards

2 DAYS

### Key legislation areas for any operational FM

Regardless of the size of the building or the FM team, understanding and complying with legislation and standards is an essential requirement for FMs. Facilities Managers don't just need to understand what they have to do to keep their buildings safe, but also the required frequency of maintenance, inspection and record keeping. This practical two day course provides FMs with an introduction of key compliance management requirements and the knowledge to develop their own compliance checklist.

Our trainer reviews the legislation and management impact, areas will include:

- Fire; Asbestos
- Lifting Equipment
- COSHH
- Electricity & Water Management
- Air Conditioning
- Pressure Vessels
- Noise
- Gas
- Working at Height
- Overview of Managing Contractors

## 19 Fire Safety Compliance

1 DAY

### Ensure you are legally compliant and know the fire risk assessment process

Significant fines and imprisonment are being imposed on businesses (including managers & directors) for breaches of legislation, even where no fire has taken place. The Regulatory Reform (Fire Safety) Order 2005 makes all organisations responsible for their own legislation compliance and fire safety regime. This course is an excellent foundation for those with basic fire safety responsibilities as well as an update for those who have some knowledge of the subject.

- Enforcement procedures
- Fire risk assessment process
- Equipment, lighting and signs
- Emergency plans, travel distances
- Fire Safety (England) Regulations 2022
- 'Responsible', 'Competent' and 'Relevant' Persons
- How fire spreads and behaviour of people in fires
- Detection, early warning and means of escape

## 20 Business Risk Management & Recovery

2 DAYS

### Key requirements for effective risk management, contingency planning and disaster recovery

Unforeseen incidents can develop into disasters and severely disrupt business activities. Terrorist attacks are well publicised but floods, fires, computer & power failures and other incidents affecting both physical assets and workforces are surprisingly common. No organisation is immune and no responsible manager can afford to ignore the danger to employees, the loss of essential assets and the overall financial impact.

- What is risk & the main types
- Key legal obligations
- Principles of risk management
- Determining risk and what really matters
- Carrying out a risk assessment
- Developing a risk aware culture
- The importance of managing reputational risk
- Managing financial, delivery and supplier risk
- How to develop and implement BCP & DR plans



**iwfm**  
RECOGNISED CENTRE

This course provides tuition for IWFM Level 4 qualification unit FM4.06 and IWFM Level 5 qualification unit FM5.04. Additional fees apply

## 21 Net Zero for FMs

1 DAY

### Understand the key concepts to develop a target and roadmap to achieve net zero

Stating a Net Zero target is becoming a pre-requisite to work for many larger and public sector organisations but alongside the target must be a plan to achieve this that goes beyond offsetting. Greater scrutiny on the depth and robustness of these targets and plans are highlighting what good practice looks like and also where organisations are greenwashing.

This course covers the development of the greenhouse gas emissions inventory for an organisation, together with the development of a target and a roadmap to achieve net zero. It follows the new Standard for GHG reporting for FM services.

- Understanding terminology and key concepts surrounding net zero
- Government targets, public sector tender requirements and expectations
- Providing a methodology to build a net zero roadmap
- Running through a worked example
- Provision of the SFMI GHG Emissions Standard for FMs
- Overview of renewable purchasing and offsetting and how to use them appropriately

## 22 Sustainable Development

2 DAYS

### Compliance, best practice & practical tools for environment, waste & energy

From climate change to social value and single use plastics, sustainability issues are now a cornerstone for the FM. Changing legislative requirements and meeting external certification or stakeholder requirements requires new skills to implement effectively. Discover practical and cost effective ways to tackle rising energy costs and generate a revenue stream from waste.

- The business case for sustainability
- Energy, waste and social regulation
- Energy management & efficiency
- Employee engagement and behavioural change
- No-cost & low-cost measures for buildings and implementing energy saving measures
- Determining risk and what really matters
- Understand best practice and its applications
- Environmental Management Systems and ISO 14001
- How to implement key sustainability initiatives and best practice within the workplace

**iwfm**  
RECOGNISED CENTRE

This course provides tuition for IWFM Level 4 qualification unit FM4.19 and FM4.20 and IWFM Level 5 qualification unit FM5.19 and FM5.20. Additional fees apply

## 23 ESG for Senior Managers in FM

1 DAY

### Environmental, Social & Governance Performance in FM

ESG performance is becoming critical for the FM sector. It requires a strategic approach that encompasses culture as well as systems and processes, often referred to as Responsible Business.

This course covers the fundamentals of ESG from a strategic perspective, beginning with mandatory reporting and legal obligations and going on to explore elective standards, prominent reporting frameworks and the key elements that underpin an effective ESG strategy.

- Understanding terminology and key concepts surrounding ESG
- ESG legislation and policy trends
- Elective reporting frameworks and standards
- Responsible Business principles as a basis for ESG strategy
- Responsible Business self-assessment – how does your organisation perform?
- Values, purpose and the role of culture in Responsible Business
- How FM strategy can support enhanced ESG performance



## 24 The Tender Process

1 DAY

### Setting up a successful value-for-money contract

Too many contracts fail to meet customer expectations due to poor specification and inadequate pre-qualification and tendering procedures. This course will provide you with an effective, systematic and professional approach to tendering the appointment of contractors through the use of good specification and process management.

- Difference in public and private sector processes
- Identifying & agreeing contract objectives
- Identifying potential suppliers & managing the tender process
- Developing an effective specification of requirements
- Invitation to tender (ITT) & instructions to tenderers
- Pre-qualification process
- References, interviews and negotiation
- Evaluating bids for value-for-money
- Shortlisting, post-tender clarification & negotiation
- Contract award, handover & mobilisation



This course combined with Contract & SLA Management provides tuition for IWFM Level 4 qualification unit FM4.21. Additional fees apply

## CORPORATE ANNUAL TRAINING PASS

### Building a comprehensive training plan for your team development

Making plans for 2024-2025 then talk to us about the co-ordinated annual plan you can set up for your teams to upskill and ensure a high standard of competence throughout the organisation.

There are a range of different level passes available depending on your need and budget so let us help you pick the right one for you.

These passes can be used exclusively for any mix of public or in house courses required.

To discuss your training requirement please call tel. 07483 348 224 / 760 or email us on [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)

### Corporate Training Pass Fee Table

BRONZE	SILVER	GOLD	PLATINUM
£5,967	£10,608	£17,160	£25,155
17 days	32 days	55 days	86 days
£351*	£332*	£312*	£293*

\*You will automatically qualify for member rate plus the calculated discounts above so these daily fees compare against the non member 1 day fee of £485 per day showing significant savings for your organisation and team.

Please note corporate passes are valid for 12 months and they exclude qualification application fees.

➤ For more on our corporate solutions see pages 12-13

## 25 Contract & SLA Management

1 DAY

### Successfully managing contracts and service levels

This course is designed to help you achieve the demanding performance requirements expected of your contracts and service level agreements. It will help you ensure that the objectives and targets set out will be met in practice, and within budget, so that promised customer benefits are delivered and service delivery improved.

- Understanding the legal framework of contracts
- Roles, responsibilities and relationships
- Measuring performance
- Why contracts fail
- Performance improvement programmes
- Dispute avoidance & resolution
- How to manage contract change & cost variation



This course combined with The Tender Process provides tuition for IWFM Level 4 qualification unit FM4.21. Additional fees apply.

### Contract & SLA Management Course 26

“10/10 All of it, it was all very informative and flowed nicely. Very well presented. Very approachable and knowledgeable Clear with instruction and explanations.”

Contract Support Office, Sussex Police

## 26 Mobilisation Mastery

2 DAYS

### Deliver Successful Contract Transitions in FM

A hands-on course designed specifically for FM professionals. Equip yourself with the tools, techniques, and strategies to seamlessly navigate all stages of the mobilisation process, from understanding the bid model to executing the transformation and effectively managing the stabilisation phase.

Gain a deeper understanding of the contract mobilisation process, enhance your project execution skills, and learn to proactively manage potential risks.

- Understanding the Mobilisation Process
- Pre-Mobilisation Phase
- Transformation Phase
- Stabilisation Phase
- Risk Management in Mobilisation
- Creating a Mobilisation Plan
- Review of Mobilisation Plans and Feedback



## CONTRACTING

## 27 Effective Space Planning

2 DAYS

**Getting the layout and office design right**

From full scale office relocations to the smallest workplace rearrangements, the design, allocation and utilisation of space determines occupancy costs, staff morale and productivity. The advent of hybrid working has changed the way we work, along with the increased focus on staff wellbeing it has made the design of our offices even more important. With detailed guidance, case studies and exercises on space planning practice, this course guides you through the whole process from establishing needs to creating effective work environments for the modern world, accommodating subsequent changes, and planning for the ever changing future.

- The impact of the workplace on wellbeing and productivity
- Planning strategies and workplace layouts
- Designing for hybrid and agile ways of working
- Space standards and the Law
- Open, enclosed workplaces, partitions, ceilings, lighting and flooring
- The space planning process
- How to gather and analyse workplace data
- How to interpret business needs for the use of space
- How to calculate floor areas and circulation space
- The use of 'stacking' diagrams and 'blocking' plans
- The importance of understanding corporate culture
- Change management: Managing the human impact of changes to work environments



This course provides tuition for IWFM Level 4 qualification unit FM4.18 and IWFM Level 5 qualification unit FM5.18. Additional fees apply

**Effective Space Planning Course 28**

“

*I thought the course was really informative. It gave me some good ideas to use over the next year with my move project and has helped me with some base plans to confirm we are looking at the right size for our needs.*

”

Facilities Team Lead, Xodus Group

## 28 Managing Relocation

2 DAYS

**Setting up the project and seeing it through to a successful conclusion**

This course will provide you with the knowledge and techniques to project manage relocations and refurbishments including fit-outs and moves whilst meeting deadlines and budgets as well as satisfying end-users. Through our interactive workshop approach, delegates are introduced to the techniques used in relocation project management and then gain confidence by using them.

The course has been designed so that anyone (including non-FM members of the organisation) who may be involved in the selection, design and relocation or refurbishment of premises will also benefit from attending.

- Defining the project scope & objectives
- Developing the project plan
- Mobilising internal teams
- Sourcing professional expertise
- Programme and budget control
- Planning and designing space
- The impact of hybrid working
- Sourcing and leasing space
- Checking suitability of the new building
- Communicating with staff
- Preparing, organising and managing the move
- Post-move issues



## 29 IOSH Managing Occupational Health and Wellbeing

1 DAY

**IOSH accredited step-by-step practical guide to health and wellbeing within your organisation**

This course aims to help you support your organisation's most important asset – its people. The program will provide delegates with the tools to conduct a health risk assessment considering work related hazards that can impact an individual's mental and physical health. It also covers common non-work related physical and mental health conditions describing how they impact fitness for work.

Key elements of the course are:

- A healthy company and why it makes good business sense to manage workplace health and wellbeing
- Health risk management
- Fitness for work and the importance of managing the fluctuations in people's health
- How the promotion of a wellbeing programme can influence and add value to an organisation



Accredited by IOSH, the world's leading professional body for health and safety practitioners and delivered by System Concepts Ltd, an IOSH approved course provider. A certificate will be awarded on successful completion of a written assessment (based on multiple-choice questions) at the end of the course and a work-based risk assessment post course.

## 30 Understanding the Construction (Design &amp; Management) Regulations

1 DAY

**Managing a successful construction project in compliance with the 2015 Regulations**

Everyone controlling site work on their premises has health and safety responsibilities – you need to check that working conditions are adequate before work begins, and ensure that the proposed work is not going to put others at risk. This course explains the key aspects of the CDM regulations, ensuring that delegates are well equipped to make the necessary changes to their operating procedures to ensure compliance with the CDM 2015 Regulations and to follow best practice in the field. The 2015 Regulations are based on the EU Temporary Working Directive and make a number of changes to previous CDM Regulations, such as the removal and replacement of the CDM Coordinator role, replacement of the ACoP, expansion of the CDM remit and changes to the competence requirements.

- CDM Regulations: overview, definitions & principles
- When do the CDM Regulations apply?
- Competence, co-operation & co-ordination
- Duties of clients
- All construction projects: responsibilities of clients, designers & contractors
- Notifiable projects: responsibilities of clients, designers, CDM co-ordinators, principal contractors & contractors
- The Health & Safety File

## 31 IOSH Managing Safely

3 DAYS

### A nationally recognised IOSH Managing Safely certificate for Facilities Managers

This course introduces practical controls to enable best practice in H&S for your organisation. Managing common hazards will help you to reduce sickness and absenteeism; improve the quality and productivity of your workforce and reduce costs such as healthcare, insurance premiums and compensation claims. Accredited by the Institution of Occupational Health & Safety, the world's leading professional body for H&S practitioners.

- The H&S responsibilities of managers
- Assessing & controlling risks
- Identifying & managing common hazards
- Checking performance & learning from losses



The IOSH Managing Safely certificate is awarded to delegates upon successful completion of a written assessment (based on multi-format questions) and a work-based project after the course. Delivered by FMHS Consulting, an IOSH approved course provider.



This course provides tuition for IWFM Level 4 qualification unit FM4.05 and IWFM Level 5 qualification unit FM5.07. Additional fees apply

### IOSH Managing Safely Course 32

“

*10/10 Incredibly informative, helpful and engaging. Trainer: 10/10 Beth is amazing! She not only made sure that all participants learnt and could relate to the subject matter regardless of their industries, but she did the unthinkable - she made a subject I have always found tedious, relevant, engaging and actually imbued me with enthusiasm for health and safety!*

”

Head of Operations, Holocaust Educational Trust

### Legionella Awareness Course 34

“

*10/10 Really good course. Excellent trainer.*

”

Workplace Co-ordinator, Arcadis

## 32 IOSH Managing Safely Refresher

1 DAY

### A best practice refresher enabling you to continue meeting your statutory obligations

It is best practice to refresh your IOSH Managing Certificate every three years. This course provides you with continued support in managing health and safety issues in your workplace, helping you to revise key management responsibilities and updating you on the relevant changes in good practice, legislation and standards.

- Revisit the benefits of managing health and safety
- Review the risk assessment process
- Review how to choose the best method to control risks
- Revise and update the legal requirements of managers
- A fresh look at how to investigate accidents and incidents
- Review and measure performance for continual improvement



Accredited by IOSH, the world's leading professional body for health and safety practitioners and delivered by System Concepts Ltd, an IOSH approved course provider.

A new certificate will be awarded on successful completion of a written assessment based on multiple-choice questions at the end of the course.

## 33 Legionella Awareness, Responsibilities and Compliance

1 DAY

### Responsibilities to oversee and/or undertake water hygiene works on buildings

This course provides you with key information in order to ensure that water systems for which you are responsible are being managed and maintained effectively and in accordance with the relevant statutes and guidance. Our risk assessors will explain safe maintenance, operation, control measures and monitoring practices.

- A brief history of Legionnaires' disease
- Medical aspects of Legionnaires' disease
- Legal perspective
- Choosing a specialist sub-contractor
- Cleaning and disinfection of water systems
- Competency, responsibilities and definitions
- What is a sufficient and suitable risk assessment
- Implementing and managing control regimes/measures
- Where and when water sampling should be carried out
- Record keeping and the management of site records

TEAMWORK & CASE STUDIES



A City & Guilds accredited certificate will be awarded following successful completion of the course verification test.



Delivered by Evolution Water Services Ltd, a City & Guilds Accredited Centre.

## 34 Assessing Display Screen Equipment

1 DAY

### Chartered Institute of Ergonomics and Human Factors Certification

Display Screen Equipment (DSE) assessments can deliver more than legal compliance. Improvements in performance, quality, comfort and satisfaction are all possible when assessments are performed by assessors who understand not only the legal requirements but also how to make practical improvements. This course provides a grounding in the legislation, supporting standards and best practice. It also gives tips on practical ways to conduct assessments, rectify areas of concern and how to carry out the essential Workstation Assessments.

- The Display Screen Equipment Regulations 1992 (Amended)
- The scientific principles behind the regulations
- An introduction to ergonomics
- Virtual issues & display screen work
- Posture & musculoskeletal issues
- Environmental & organisational issues
- How to conduct assessments & use checklists
- Practical assessment exercises
- Implementing an effective action plan



Accredited by the CIEHF and presented by System Concepts Limited, a CIEHF Registered Consultancy.

HEALTH & SAFETY

## CORPORATE SOLUTIONS: IN-HOUSE, L&D & BESPOKE SOLUTIONS

### Corporate Solutions: in-house training, L&D consultancy & bespoke solutions Learn, Grow, Perform

#### Count on our commitment to quality, flexibility and choice

Choose from our highly-rated face-to-face learning or online programmes, and take advantage of leading-edge industry knowledge and in-depth practical experience through our extensive network of trainers and consultants. Together we can design the best solutions for all levels, from introductory to senior leaders.



We can work independently or in partnership with your operational teams, HR / training or other internal specialists to design, plan and implement solutions to complement existing corporate programmes. You can also benefit from the wider links to Quadrilect's public courses, professional qualifications, including IWFM, and other accredited courses in areas such as Health & Safety and Leadership and Management.

See more about our Corporate Annual Training Pass, p9.

**To discuss the best L&D solutions for your organisation, including in-house qualifications at Levels 3 & 4, please call us on 07483 348 224 or 07483 348 760**

### IN-HOUSE COURSES - see page 13

All courses in the brochure can be delivered inhouse and we also have some programmes that we only offer for in-house delivery which include:

#### ISO Series for Workplace

- FM Operations Framework - ISO 41001
- FM Strategic Sourcing - ISO41012
- Implementing and Managing Effective Environmental Management Systems – ISO14001
- Occupational H&S Management Systems ISO 45001

#### People Skills

- Mental Health First Aiders

#### Contracting

- FM Contract Models

#### Building Maintenance

- Asbestos Management

#### Corporate Social Responsibility

- Social value: Management & Approach

#### Management Development

- ILM Level 3 Management Development
- Succession Planning **NEW**



## IH FM Contract Models

1 DAY

### Making sense of the variations and determining best fit

Bundled, TFM, managing contractor, best of breed – what are the choices when organising FM services? There are a variety of models available in the market place. This course defines and explains them, examines and discusses the pros and cons of each, and provides frameworks to support the decision making process.

The day includes workshop sessions and interactive exercises to put the ideas into practice.

## IH Succession Planning within FM

NEW

1 DAY

Continuity of talent is vital in every organisation. Within FM it is important to develop leaders who move from operational, to tactical then strategic thinking while understanding the scope of the FM industry. The focus of this programme is identifying gaps and developing a process to create talented teams.

## IH FM Strategic Sourcing - ISO41012

1 DAY

### International Standard on the FM procurement process

This course is designed to help you achieve an understanding of the new ISO standard 41012.

Covering the procurement process - both tactical and strategic perspectives.; considering the different approaches and options available in sourcing; looking at the options and different agreements available to the FM professional

## IH FM Operations Framework - ISO 41001

1 DAY

### Develop an effective FM Management System

In today's challenging world it is not enough for Facilities Management professionals just to do a good job they have to be able to demonstrate it and quantify it. ISO 41001:2018 provides a framework to allow them to do this in a way that is relevant irrespective of the sector in which their organisation operates or where in the world they are based.

This course will help develop a route map that will optimise facilities management operations in a way that aligns more closely with core organisational objectives

## IH ILM Level 3 Management Development

5 DAYS

An introduction to the skills, knowledge and understanding required by today's first line managers. The programme will strike the right balance between planning, organising, motivating and controlling, helping pressured FMs to manage with success and confidence. It is a highly participative and engaging course which offers the opportunity to reflect as well as practise new techniques in a safe environment.

## IH Social value: Management & Approach

1 DAY

### Building communities through corporate culture

This training provides an introduction to understanding Social Value and how it can benefit the public sector and your organisation. Showing you how to build social value into your procurement culture and build communities through the power of spending.

This will help deliver tangible social value benefits rather than a theoretical view from tenders.

We have a programme available for either private or public sector organisations. Addressing definitions, tenets and how practice can be applied & communicated effectively.

## IH Implementing and Managing Effective Environmental Management Systems – ISO14001

1 DAY

### Identify and plan actions to meet the standard and realise the benefits

Management Systems are a pre-requisite for FM teams to manage the complexity of reporting, compliance, strategy and risk. ISO 14001 provides a comprehensive set of tools available to companies to minimise harmful effects on the environment caused by its activities, and to achieve continual improvement of its environmental performance.

This course will help you understand how the standard operates and ensure the system is effective and benefits your business.

## IH Mental Health First Aider

NEW

1 DAY

### Ensure your organisation has the right support in place

This interactive 2 day program will provide the knowledge and skills to spot the signs of a person experiencing poor mental health, the confidence to start a conversation and the tools to signpost to appropriate support. It comes with a 3-year support package from MHFA England. This program is accredited by MHFA England and delivered through FMHS Consulting on behalf of Quadrilect

## IH Asbestos Management

1/2 DAY

### Legislation, compliance and practical management

There is a duty to manage Asbestos and the issues that surround it. This course will ensure you are up to date in terms of legislation, compliance and provide practical management methods to ensure the audit, survey, recording and planning processes are robust.

Overview of asbestos legislation (Health & Safety at Work Act 1974, Control of Asbestos Regulations 2012, Management of Health and Safety at Work Regulations 1999, Hazardous Waste Regulations 2005, The Construction (Design and Management) Regulations 2015), HSE Approved Codes of Practice and Guidance.

**CORPORATE SOLUTIONS:  
IN-HOUSE, L&D  
& BESPOKE SOLUTIONS**

To plan your program call  
**07483 348 224**  
or email [rachel@quadrilect.co.uk](mailto:rachel@quadrilect.co.uk)

## QUALIFICATIONS IN FACILITIES MANAGEMENT

### Qualifications in Facilities Management

Unlock your potential by gaining a formal qualification in FM. These are focussed on vocational skills and your learning can be applied directly to your work environment, so will be beneficial to both you and your employer. We can help you decide on what is the right level and size of qualification.

Above and beyond the face to face expert tuition we have a comprehensive online learning resource with guidance on how to tackle your assessments, learner forums and expert advice.

These are nationally recognised VRQ qualifications. VRQ stands for 'vocationally related qualification' and differs from the more work-based NVQs (National Vocational Qualification) which may be assessed in the workplace.

#### A centre you can count on

We deliver a comprehensive study plan to achieve your chosen facilities management qualification from a selection of highly regarded FM Training programmes.

- 1 Choose a level** to suit your experience:  
IWFM Level 3, IWFM Level 4, IWFM Level 5, IWFM Level 6.
- 2 Choose a size** to suit the time & commitment you want to put into your chosen level.  
**Award** – A succinct overview of the basic skills and knowledge needed  
**Certificate** – Provides a more comprehensive coverage of the subject.  
**Diploma** – The full package of skills, knowledge and understanding required.
- 3 Choose your units** – some qualifications offer the option to select from a range of optional units to match your development needs.

### Qualification Top Tips

Quadrilect have developed a virtual learning environment [VLE] to support our qualification learners. Everyone who registers on an IWFM qualification will be provided access to a wealth of top tips, check lists, resources and community forums to support them through their qualification journey.

#### Our 3 key tips to get you started:

- 1.** Make sure you fully complete the online induction course before embarking on your assessments. It is full of information to help you understand how the qualifications work and to help you tackle the assessments
- 2.** You will be expected to do further reading and research to prepare for your assessments as well as undertaking the training provided. ALWAYS ensure any material used to support your knowledge is properly acknowledged. It is much easier to do this if you make a note of the websites, books and articles etc as you are using them rather than trying to go back over your assessment at the end and recall the sources
- 3.** Break each assessment you are tackling into manageable sections and prepare a timetable to do the research, structure the response and then complete the section. This makes the tasks feel a lot less daunting when you are faced with multiple assessments.

There is more guidance and useful information to support you on the platform so please make sure you use the resource but we are always happy to speak to you if you prefer, to help point you in the right direction for your studies.

#### Our Delivery Model

We have put together specific packages for achieving the IWFM Award, Certificate and Diploma at a range of levels, as this is both the most cost and time effective way of achieving your chosen qualification with us.

For each unit required, tuition will be delivered through the face to face &/or online courses indicated. You will then need to complete a written assessment to be submitted post tuition.

Many of the qualifications are available for in-house groups, and we can tailor study programmes to fit your team's needs.

## IWFM Level 3 qualifications in Facilities Management

For anyone new to FM, with less than two to three years' experience in an FM role, or first line managers seeking an FM qualification, these will help learners to develop specific skills in facilities management alongside a wide range of leadership and management skills.

### Progressing from Level 3 to Level 4

If you wish to progress from level 3, you can carry forward up to 6 (IWFM) credits towards a IWFM level 4 Certificate or Diploma. NB. this will not exempt you from any mandatory units.

### \* In-House Delivery

We can deliver our programmes on-site for your organisation for groups of 6-15 learners.

### Quadrilect Online Delivery

#### Award IWFM level 3 11 Credits

##### Quadrilect online level 3 course £410 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Customer and Stakeholder Relations in FM (FM3.03)

#### Certificate IWFM level 3 28 Credits

##### Quadrilect online level 3 course £550 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Environmental Social Governance & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)

Plus optional units to the value of 7 plus credits\*

#### Diploma IWFM level 3 48 Credits

##### Quadrilect online level 3 course £800 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Environmental Social Governance & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)
- Health & Safety Responsibilities (FM3.05)

Plus optional units to the value of 22 plus credits\*

\* For a full list of IWFM level 3 optional units please contact us

### Quadrilect Blended Delivery

#### Award IWFM level 3 11 Credits

##### Understanding FM

3 Days [public course] or 2 days [in-house\*] FROM £1,335 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Customer and Stakeholder Relations in FM (FM3.03)

#### Certificate IWFM level 3 28 Credits

##### Understanding FM

3 Days [public course] or 2 days [in-house\*] FROM £1,425 +VAT

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Environmental Social Governance & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)

Plus optional units to the value of 7 plus credits\*

#### Diploma IWFM level 3 48 Credits

##### Understanding FM

3 Days [public course] or 2 days [in-house\*] FROM £2,065 +VAT

##### Finance Management 1

1 Day

Followed by assessment units:

- Introduction to Facilities Management (FM3.01)
- Environmental Social Governance & Sustainability in FM (FM3.02)
- Customer and Stakeholder Relations in FM (FM3.03)
- Specification & Procurement of Facilities Supplies & Services (FM3.04)
- Health & Safety Responsibilities (FM3.05)

Plus optional units to the value of 22 plus credits\*

## QUALIFICATIONS IN FACILITIES MANAGEMENT LEVEL 3

## QUALIFICATIONS IN FACILITIES MANAGEMENT LEVELS 4 & 5

### Learner Advice [IWFM Level 4 Certificate]

“

Find out what sort of learner you are. I'm best in the morning. Tailor your study plan around that and allocate time for study and breaks.

”

### Course Experience [IWFM Level 4 Award]

“

The whole course was very good pitched just right. Enjoyed it all. Trainer was clearly very competent and engaging.

”

**Hazardous Works Delivery Manager, DSTL**

## IWFM level 4 & 5 qualifications in Facilities Management

### IWFM level 4 qualifications

For experienced operations managers who are responsible for a range of FM functions. They are also suitable for managers wishing to extend their operational activity. They provide a broad understanding of facilities management and equip learners to identify and use relevant understanding, methods and skills to address problems that are well-defined but complex and non routine.

### IWFM level 5 qualifications

For facilities managers at middle management level who have considerable experience and responsibility for more specialised and complex functions. They develop the ability to identify and use relevant understanding, methods and skills to address complex problems. They will support you in being able to take on the responsibility for planning and delivering solutions, exercising autonomy and judgement in your area, and will develop your specialised knowledge further so that you can approach your role with independent and critical thinking to deliver the best results.

### Progressing from Level 4 to Level 5

If you wish to progress from IWFM level 4, you can carry forward up to 6 credits towards a IWFM level 5 Certificate or Diploma. NB this will not exempt you from any mandatory units.

### Progressing from Level 5 to Level 6

The IWFM do not allow any credits from IWFM level 5 to be carried forward to IWFM level 6.

### Award IWFM level 4 12 Credits

#### FM – Operational Management

3 Days

FROM  
£1,445 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

### Certificate IWFM level 4 24 Credits

#### FM – Operational Management

3 Days

FROM  
£2,565 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

#### IOSH Managing Safely

3 Days

- Managing Health & Safety in own area of FM (FM4.05)

Plus optional unit(s) to the value of 6 plus credits\*

### Diploma IWFM level 4 48 Credits

#### FM – Operational Management

3 Days

FROM  
£5,100 +VAT

Followed by assessment units:

- Overview of FM (FM4.01)
- Understanding Support Services Operations (FM4.04)

#### IOSH Managing Safely

3 Days

- Managing Health & Safety in own area of FM (FM4.05)

#### The Professional FM – Business & People

3 Days

- Understanding FM Strategy (FM4.02)
- Understanding People Management (FM4.03)

Plus optional units to the value of 19 plus credits\*

The in-house study programme is structured differently - please call 07483 348 224 or 07483 348 760

### Award IWFM level 5 12 Credits

#### The FM Business School 3 Days

FROM  
£1,520 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)

### Certificate IWFM level 5 24 Credits

#### The FM Business School 3 Days

FROM  
£2,845 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)
- Implementing Change in an Organisation & Managing the Impact on FM (FM5.22)

#### The Professional FM – Business & People

3 Days

- Managing People in FM (FM5.03)

### Diploma IWFM level 5 48 Credits

#### The FM Business School 3 Days

FROM  
£5,515 +VAT

Followed by assessment units:

- Developments & Trends (FM5.01)
- Organisational & FM Strategy (FM5.02)

#### The Professional FM – Business & People

3 Days

- Managing People in FM (FM5.03)

#### Business Risk Management & Recovery 2 Days

- Risk Management in FM (FM5.04)

#### Financial Management 2 1 Day

- Financial Management in FM (FM5.05)

Plus optional units to the value of 16 plus credits\*

\* For a full list of IWFM level 4 & 5 optional units please contact us.



## IWFM level 6 qualification in Facilities Management

### IWFM level 6 qualification

Develop the strategic skills and knowledge for those facilities professionals working at or aspiring to senior positions, and reflect the ability to refine and use relevant understanding, methods and skills to address complex problems. It will help ensure that you are able to underpin substantial change or development, as well as exercising broad autonomy and judgement.

### Other Qualifications for FMs

#### Qualification/Accreditation

	Page
➤ ILM Level 2 Award in Leadership & Team Skills	5
➤ IOSH Managing Occupational Health & Wellbeing	11
➤ IOSH Managing Safely	11
➤ IOSH Managing Safely Refresher	11
➤ Legionella Awareness Responsibilities and Compliance City & Guilds Accredited	11
➤ Assessing Display Screen Equipment Accredited by Chartered Institute of Ergonomics & Human Factors	11
➤ ILM Level 3 Award in Leadership and Management <i>[in-house only option]</i>	12

### Award IWFM level 6

10 Credits

#### The FM Business School

3 Days

FROM  
£1,940 +VAT

#### Future Trends & Innovation in FM

1 Day

Followed by assessment unit:

- Strategic Facilities Management (FM6.01)

#### Future Trends and Innovation in FM - Developing a business case and innovation plan

Take time out from day-to-day operations and explore how to take your service to a new level. We review models of FM innovation, what they've delivered and how they may apply to your organisation and offer a mix of theory and practical exercises focused on developing improvements and introducing innovation methods in your organisation.

#### The FM Business School - A strategic perspective on FM

A case study driven course aimed at FMs with over 3 years' managerial experience. It will give you a strategic understanding of FM, enabling you to communicate more effectively with senior management. Demonstrate the relationship between your FM operations and changing corporate objectives so that the vital role of a professional FM service is given recognition as a key contributor to business success.

### ONLINE FLAGSHIP COURSE: GETTING STARTED IN FM

For many people, taking on responsibility for property and support services can seem daunting, but this course aims to help by offering a highly practical introduction to the essential areas and ways of dealing with day-to-day management issues. It also helps to explain the FM role and its importance to organisations.

The course is divided into 8 modules, each containing a lesson and a quiz and a comprehensive knowledge database.

#### Module 1 – FM & The Organisation

#### Module 2 – Property & Asset Management

#### Module 3 – Managing Space

#### Module 4 – Planning FM Support Services

#### Module 5 – Delivering FM Support Services

#### Module 6 – Facilities Management Projects

#### Module 7 – Risk Management & Health & Safety

#### Module 8 – CSR & Sustainability

#### CPD Certification on completion

#### FEE

Professional Body Member\* £250 +VAT

Non Member £280 +VAT

**For more information or to register please call us on 07483 348 224 or 07483 348 760 or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)**

**We will send you a detailed programme outlining the modules and content on request**

**QUALIFICATION  
IN FACILITIES  
MANAGEMENT  
LEVEL 6**

**OTHER  
QUALIFICATIONS**

**ONLINE COURSE**

## COURSE DATES

All public face to face courses are held in central London.

We also offer live virtual programs throughout the year as well.

VT = Live on a Virtual Platform. Note some VT sessions are mornings only.\*

F2F = Face to Face Delivery

### Choose a date that suits you & your team

If you can't make any of the above dates on our public course program please note all these courses can be delivered as in house programs for groups of 6 or more.

Call us on **07483 348 224/760** and we can schedule a date to suit you and your team or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)

## Course dates

### 01 Understanding FM

3-5 June 2025 [F2F]  
9/16/23 September 2025 [VT]  
9-11 December 2025 [F2F]

### 02 FM - Operational Management

17-19 June 2025 [F2F]  
11/18/25 September 2025 [VT]  
2-4 December 2025 [F2F]

### 03 The Professional FM – Business & People

1/8/15 October 2025 [VT]

### 04 Future Trends and Innovation

5 November 2025 [VT]

### 05 The FM Business School

11-13 November 2025 [F2F]

### 06 Team Leading

01/08/15 October 2025 [VT]

### 07 High Performing FMs

21-23 October 2025 [VT]\*

### 08 Maximise your Customer Experience

04 June 2025 [F2F]  
15-16 September 2025 [VT]\*

### 09 Managing Hybrid & Remote Teams

2-3 July 2025 [VT]\*  
4-5 November 2025 [VT]\*

### 10 Career Development within FM

30 September 2025 [VT]

### 11 Cost-effective FM Services

22-23 October 2025 [VT]\*

### 12 Financial Management 1

03 June 2025 [F2F]  
30 September - 1 October 2025 [VT]\*  
09 December 2025 [F2F]

### 13 Financial Management 2

14-15 October 2025 [VT]\*

### 14 Project Management

14-15 July 2025 [F2F]  
10-12 November 2025 [VT]\*

### 15 Smart Buildings & Artificial Intelligence

05 November 2025 [F2F]

### 16 Property, Building Services & Maintenance

4-5 June 2025 [F2F]  
26-27 November 2025 [VT]

### 17 How to Manage Facs. Data

10 September 2025 [VT]

### 18 Overview of FM Compliance & Standards

11-12 June 2025 [F2F]  
4/5/11/12 December 2025 [VT]\*

### 19 FLA - Fire Safety Compliance

11-12 November 2025 [VT]\*

### 20 Business Risk Management & Recovery

18-19 November 2025 [VT]

### 21 Net Zero for FMs

2-3 December 2025 [VT]\*

### 22 Sustainable Development

4-6 November 2025 [VT]\*

### 23 ESG Performance

21-22 October 2025 [VT]\*

### 24 The Tender Process & Specification

8-9 October 2025 [VT]\*

### 25 Contract & SLA Management

15-16 October 2025 [VT]\*

### 26 Mobilisation Mastery

1-3 October 2025 [VT]\*

### 27 Effective Space Planning

4-5 November 2025 [F2F]

### 28 Managing Relocation, Fit Out and Move

12/19/26 November 2025 [VT]\*

### 29 IOSH Managing Occupational Health & Wellbeing

15-16 October 2025 [VT]\*

### 30 Understanding CDM

24 September 2025 [F2F]

### 31 IOSH Managing Safely Certificate

17-19 September 2025 [VT]  
25-27 November 2025 [F2F]

### 32 IOSH Managing Safely Refresher Day

18-19 November 2025 [VT]\*

### 33 Legionella Awareness, Responsibilities and Compliance

12-13 November 2025 [VT]\*

### 34 Assessing DSE

04 September 2025 [F2F]

## Course fees

Our highly-experienced team of expert trainers includes some of the most active and influential figures in the FM industry today. Offering practical learning that is immediately transferable to the workplace, course fees include a comprehensive course workbook and, for face-to-face delivery, refreshments and lunch at a quality venue.

Course duration	Professional body member*	Non member
1 day F2F or 2 half days VT	£390	£485
2 days or 3 half days VT	£700	£840
3 days Understanding FM [01] or Team Leading [06] - F2F/VT	£1,000	£1,200
3 day FM - Operational Management [02] or Business & People [03] [F2F/VT]	£1,195	£1,435
3 day FM Business School [05] [F2F]	£1,250	£1,500
3 day IOSH Managing Safely [33] [F2F/VT]	£630	£785

### Delivey Models

F2F\* = face to face delivery

VT\*= Live virtual delivery

Please note if you are attending the training course as part of an IWFM qualification in Facilities Management, additional application fees will apply. For further information please contact us on 07483 348 224 or 07483 348 760

### If you require accommodation

Subject to availability some of our course venues may be able to give our delegates a special discounted rate for accommodation, although it is your responsibility to liaise directly with the venue and organise this for yourself.

We suggest you use Venue Finders on tel 0844 875 1330 or email on [info@vhfinders.com](mailto:info@vhfinders.com). They offer a free service to help you search for accommodation

### \*Professional Body Discounted rate – who is eligible?

Members of IWFM, RICS, ILM, CIOB, CIBSE, IFMA

All prices shown are ex-vat.

**See page 9 for further information  
on our corporate training pass**

## How to book with us

### 1 Choose your course and select a date

### 2 Your course registration checklist

- Your membership status: professional body membership or non member
- Company postal address (please also supply invoice address if different)
- Email address for joining instructions and invoice
- Purchase order number (only if required by your company for invoicing purposes)
- Qualification option (where applicable)

### 3 Complete your registration on our website [www.quadrilect.com](http://www.quadrilect.com)

Or email us at [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) with the information from steps 1 & 2 above.

### 4 What will happen next?

#### Confirmation of your booking

When you register by email we will confirm the booking by reply. If you do not receive any acknowledgement of your registration please contact one of the team on 07483 348 224 or 07483 348 760 so that we may check your registration has been received.

#### Joining instructions and invoice

Course joining instructions and invoice will be emailed approximately 4-6 weeks prior to your start date. Please do not commit to any travel or accommodation costs prior to receiving your joining instructions confirming the course as we will not be able to refund these fees. Payment is required upfront before you attend the course.

#### Terms & conditions

If you cancel within 10 working days from the start of your course full fees apply but substitutes will be accepted. Cancellations must be made in writing. If you wish to transfer your booking to a future date we will ask you to settle your invoice in full and a further fee of £75+VAT per day will apply.

We reserve the right to change the venue and the right in its absolute discretion to cancel the event.

## COURSE FEES AND HOW TO BOOK WITH US

We hope you enjoy your Quadrilect experience and look forward to hearing your feedback.

Quadrilect LTD

## Team Leading

### Course 06

“

*10/10 I really enjoyed this course, I've learnt a lot and I'm looking forward to putting it all into practise. Thank you - all 3 units very interesting. Amazing delivery, really engaging and all done at a good pace. Thank you.*

”

**Facilities Coordinator, Kent Fire and Rescue Service**

## The Tender Process

### Course 24

“

*10/10 The topics, examples, explanations and group contribution have given me an invaluable understanding of The Tender Process. John is an excellent trainer. He is engaging, knowledgeable and entertaining and delivers the course in such a way that all the participants feel relaxed and comfortable.*

”

**Facilities & Office Manager, Edinburgh International Festival**