LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Hotel Safety, Security and Facilities

LAPT — London Academy of Professional Training

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4	102	618	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Workplace Safety and First Aid

38 chapters · 186 classes **100 marks**

- **1 Health and Safety Regulations** — 6 classes
  - 1.1 Understanding Occupational Health Standards
  - 1.2 Legal Framework for Safety Compliance
  - 1.3 Roles of Safety Officers
  - 1.4 Reporting and Documentation Requirements
  - 1.5 Employee Rights and Responsibilities
  - 1.6 Safety Training and Awareness Programs
- **2 Risk Assessment Procedures** — 6 classes
  - 2.1 Identifying Hazards in the Workplace
  - 2.2 Evaluating Risk Levels
  - 2.3 Implementing Control Measures
  - 2.4 Monitoring and Reviewing Risks
  - 2.5 Developing Risk Management Plans
  - 2.6 Communicating Risks to Employees
- **3 Fire Safety Protocols** — 6 classes
  - 3.1 Understanding Fire Safety Codes
  - 3.2 Fire Prevention Strategies
  - 3.3 Fire Extinguisher Use and Maintenance
  - 3.4 Evacuation Procedures and Drills
  - 3.5 Fire Safety Equipment Inspection
  - 3.6 Creating a Fire Safety Plan
- **4 Emergency Response Planning** — 6 classes
  - 4.1 Developing Emergency Response Plans
  - 4.2 Roles During Emergencies
  - 4.3 Communication During Emergencies
  - 4.4 First Aid and Medical Response
  - 4.5 Post-Emergency Review Processes
  - 4.6 Training for Emergency Situations
- **5 Creating a Safe Work Environment** — 6 classes
  - 5.1 Designing Ergonomic Workspaces
  - 5.2 Promoting Mental Health at Work
  - 5.3 Implementing Safety Signage
  - 5.4 Conducting Safety Audits
  - 5.5 Encouraging Reporting of Unsafe Conditions
  - 5.6 Fostering a Culture of Safety
- **1 Understanding Health and Safety Regulations** — 6 classes
  - 1.1 Introduction to Health and Safety Regulations in Housekeeping
  - 1.2 Identifying Key Health and Safety Legislation for Housekeepers
  - 1.3 Understanding Risk Assessments in Housekeeping Practices
  - 1.4 Implementing Safe Work Procedures in Housekeeping Tasks
  - 1.5 Emergency Procedures and First Aid in Housekeeping
  - 1.6 Continuous Improvement: Monitoring and Reviewing Health and Safety Practices
- **2 Risk Assessment in Housekeeping** — 6 classes
  - 2.1 Understanding Risk Assessment: The Basics of Housekeeping Safety
  - 2.2 Identifying Hazards in Housekeeping: A Hands-On Approach
  - 2.3 Evaluating Risks: Prioritizing Safety in Housekeeping Tasks
  - 2.4 Implementing Control Measures: Practical Solutions for Housekeeping Risks
  - 2.5 Reporting and Monitoring Risks: Keeping a Safe Housekeeping Environment
  - 2.6 Reviewing and Updating Risk Assessments: Ensuring Ongoing Safety in Housekeeping
- **3 Safe Use of Cleaning Chemicals** — 6 classes
  - 3.1 Understanding Cleaning Chemicals: Safety Data Sheets and Labels
  - 3.2 Personal Protective Equipment (PPE) for Chemical Handling
  - 3.3 Proper Storage and Disposal of Cleaning Chemicals
  - 3.4 Identifying Hazardous Chemicals in Housekeeping
  - 3.5 Safe Mixing and Dilution of Cleaning Solutions
  - 3.6 Responding to Chemical Spills and Emergencies
- **4 Ergonomics and Manual Handling Techniques** — 6 classes
  - 4.1 Understanding Ergonomics: The Science of Comfort
  - 4.2 The Importance of Proper Posture in Housekeeping
  - 4.3 Manual Handling Basics: Lifting Techniques for Safety
  - 4.4 Risk Assessment: Identifying Hazards in Housekeeping Tasks
  - 4.5 Practical Application: Safe Lifting and Carrying Exercises
- **2 Advanced Hazard Identification and Risk Management** — 4 classes
  - 2.1 Recognising Advanced Kitchen Hazards
  - 2.2 Analyzing Risk Factors in Kitchen Environments
  - 2.3 Developing Effective Risk Management Strategies
  - 2.4 Applying Safety Protocols to Minimise Risks
- **3 Implementing Sanitation Standards in Food Preparation** — 4 classes
  - 3.1 Understanding Sanitation Standards in Food Preparation
  - 3.2 Identifying Common Contaminants in the Kitchen
  - 3.3 Practicing Proper Hand Hygiene Techniques
  - 3.4 Implementing Sanitization Protocols in Food Handling
- **1 Understanding Hazards in the Kitchen Environment** — 4 classes
  - 1.1 Identifying Common Kitchen Hazards
  - 1.2 Understanding the Impact of Kitchen Hazards
  - 1.3 Performing a Basic Kitchen Risk Assessment
  - 1.4 Implementing Hazard Control Measures in the Kitchen
- **2 Conducting Effective Risk Assessments** — 4 classes
  - 2.1 Understanding Risk Assessment Principles
  - 2.2 Identifying Hazards in a Kitchen Environment
  - 2.3 Analyzing and Prioritizing Kitchen Risks
  - 2.4 Developing Mitigation Strategies for Kitchen Safety
- **3 Implementing Control Measures and Monitoring** — 4 classes
  - 3.1 Understanding Control Measures in Kitchens
  - 3.2 Identifying Key Hazards and Appropriate Controls
  - 3.3 Implementing Effective Monitoring Techniques
  - 3.4 Evaluating and Adjusting Control Measures
- **1 Understanding UK Health and Safety Regulations in Housekeeping** — 4 classes
  - 1.1 Exploring UK Health and Safety Laws in Housekeeping
  - 1.2 Identifying Key Safety Hazards in Guest Rooms
  - 1.3 Implementing Safety Protocols in Housekeeping
  - 1.4 Evaluating Compliance with Health and Safety Standards
- **2 Implementing Safety Protocols in Cleaning and Guest Room Care** — 4 classes
  - 2.1 Understanding Safety Protocols: An Introduction to Health and Safety Regulations
  - 2.2 Identifying Hazards: Assessing Risks in Guest Room Cleaning
  - 2.3 Applying Correct Procedures: Safe Practices for Cleaning and Room Care
  - 2.4 Evaluating Compliance: Monitoring and Improving Safety Standards
- **3 Risk Assessment and Management in Housekeeping** — 4 classes
  - 3.1 Identifying Hazards in Housekeeping Environments
  - 3.2 Evaluating Risks and Understanding Their Impact
  - 3.3 Implementing Safety Measures to Mitigate Risks
  - 3.4 Monitoring and Reviewing Housekeeping Risk Management
- **1 Understanding Workplace Health and Safety Regulations** — 5 classes
  - 1.1 Identify Key Health and Safety Regulations in Housekeeping
  - 1.2 Analyse Common Hazards in the Housekeeping Environment
  - 1.3 Implement Effective Risk Assessment Strategies
  - 1.4 Explore Personal Protective Equipment (PPE) Requirements
  - 1.5 Develop an Emergency Response Plan for Housekeeping Staff
- **2 Identifying and Managing Workplace Hazards** — 5 classes
  - 2.1 Identify Common Workplace Hazards in Housekeeping
  - 2.2 Assess Risk Levels Associated with Identified Hazards
  - 2.3 Implement Control Measures for Workplace Hazards
  - 2.4 Report and Document Hazards Effectively
  - 2.5 Evaluate the Effectiveness of Hazard Management Strategies
- **3 Personal Protective Equipment (PPE) and Safe Practices** — 5 classes
  - 3.1 Identify Essential Personal Protective Equipment (PPE) for Housekeeping
  - 3.2 Demonstrate Proper Techniques for Donning and Doffing PPE
  - 3.3 Assess Workplace Hazards and Determine Appropriate PPE

2

Hospitality Law and Compliance

32 chapters · 192 classes **100 marks**

- **1 Identifying Operational Risks** — 6 classes
  - 1.1 Understanding Risk Types
  - 1.2 Recognizing Vulnerabilities
  - 1.3 Analyzing Operational Processes
  - 1.4 Identifying External Threats
  - 1.5 Evaluating Internal Controls
  - 1.6 Documenting Risk Findings
- **2 Risk Assessment Techniques** — 6 classes
  - 2.1 Qualitative Risk Assessment
  - 2.2 Quantitative Risk Analysis
  - 2.3 SWOT Analysis for Risks
  - 2.4 Risk Matrix Development
  - 2.5 Scenario Analysis Methods
  - 2.6 Prioritizing Risks Effectively
- **3 Developing Risk Mitigation Plans** — 6 classes
  - 3.1 Strategies for Risk Mitigation
  - 3.2 Creating Effective Mitigation Plans
  - 3.3 Role of Communication in Mitigation
  - 3.4 Implementing Mitigation Strategies
  - 3.5 Evaluating Mitigation Plan Effectiveness
  - 3.6 Adjusting Plans Based on Feedback
- **4 Crisis Management in Hospitality** — 6 classes
  - 4.1 Understanding Crisis Management
  - 4.2 Crisis Communication Strategies
  - 4.3 Developing Crisis Response Plans
  - 4.4 Training Staff for Crisis Situations
  - 4.5 Post-Crisis Evaluation and Learning
  - 4.6 Case Studies in Crisis Management
- **5 Monitoring and Reviewing Risks** — 6 classes
  - 5.1 Establishing Monitoring Systems
  - 5.2 Conducting Regular Risk Reviews
  - 5.3 Using Technology for Monitoring
  - 5.4 Adjusting Risk Strategies
  - 5.5 Reporting Risk Findings
  - 5.6 Continuous Improvement Practices
- **2 Developing Risk Mitigation Strategies** — 6 classes
  - 2.1 Risk Reduction Techniques
  - 2.2 Implementing Safety Protocols
  - 2.3 Creating Contingency Plans
  - 2.4 Training Staff on Risks
  - 2.5 Evaluating Mitigation Effectiveness
  - 2.6 Adjusting Strategies Based on Feedback
- **3 Crisis Management Planning** — 6 classes
  - 3.1 Understanding Crisis Phases
  - 3.2 Developing Crisis Response Teams
  - 3.3 Establishing Communication Channels
  - 3.4 Role of Leadership in Crises
  - 3.5 Simulating Crisis Scenarios
  - 3.6 Evaluating Crisis Management Plans
- **5 Stakeholder Communication During Risks** — 6 classes
  - 5.1 Identifying Key Stakeholders
  - 5.2 Crafting Effective Messages
  - 5.3 Utilizing Multiple Communication Channels
  - 5.4 Managing Stakeholder Expectations
  - 5.5 Feedback Mechanisms for Stakeholders
  - 5.6 Crisis Communication Best Practices
- **1 Understanding Crisis Scenarios in Front Office Operations** — 6 classes
  - 1.1 Identifying Crisis Scenarios in Front Office Operations
  - 1.2 Analyzing the Impact of Crises on Guest Experience
  - 1.3 Implementing Communication Strategies During a Crisis
  - 1.4 Developing Effective Response Plans for Front Office
  - 1.5 Ensuring Compliance with Crisis Management Protocols
  - 1.6 Evaluating and Improving Crisis Management Outcomes
- **2 Compliance Standards and Regulations** — 6 classes
- **4 Identifying and Managing Risks in Housekeeping Operations** — 6 classes
  - 4.1 Understanding Risk Factors in Housekeeping
  - 4.2 Identifying Potential Hazards in Laundry Operations
  - 4.3 Assessing Risk Levels in Daily Housekeeping Tasks
  - 4.4 Developing Risk Management Strategies for Housekeeping
  - 4.5 Implementing Quality Assurance in Laundry Services
  - 4.6 Evaluating the Effectiveness of Risk Management Plans
- **5 Continuous Improvement and Customer Feedback Integration** — 6 classes
  - 5.1 Understanding Continuous Improvement
  - 5.2 Identifying Opportunities for Improvement
  - 5.3 Gathering and Analyzing Customer Feedback
  - 5.4 Implementing Feedback into Practice
  - 5.5 Measuring the Impact of Improvements
  - 5.6 Sustaining a Culture of Continuous Improvement
- **3 Mitigation Strategies for Risks** — 6 classes
  - 3.1 Developing Risk Mitigation Plans
  - 3.2 Implementing Control Measures
  - 3.3 Training Staff on Risk Management
  - 3.4 Monitoring Risk Mitigation Efforts
  - 3.5 Adjusting Strategies Based on Feedback
  - 3.6 Evaluating Mitigation Effectiveness
- **4 Crisis Management in Beverage Operations** — 6 classes
  - 4.1 Crisis Preparedness Planning
  - 4.2 Establishing Crisis Response Teams
  - 4.3 Communication During Crises
  - 4.4 Post-Crisis Evaluation Techniques
  - 4.5 Restoring Operations After a Crisis
  - 4.6 Learning from Crisis Experiences
- **2 Risk Mitigation Strategies** — 6 classes
  - 2.1 Creating a Risk Mitigation Plan
  - 2.2 Implementing Preventive Measures
  - 2.3 Monitoring Risk Mitigation Efforts
  - 2.4 Cost-Benefit Analysis of Strategies
  - 2.5 Engaging Stakeholders in Mitigation
  - 2.6 Evaluating Mitigation Effectiveness
- **4 Insurance and Liability Considerations** — 6 classes
  - 4.1 Understanding Event Insurance Types
  - 4.2 Liability Issues in Events
  - 4.3 Evaluating Insurance Needs
  - 4.4 Working with Insurance Providers
  - 4.5 Claim Process for Events
  - 4.6 Legal Considerations in Insurance
- **5 Continuous Risk Assessment** — 6 classes
  - 5.1 Establishing Risk Assessment Protocols
  - 5.2 Utilizing Technology for Assessment
  - 5.3 Regular Review of Risks
  - 5.4 Feedback Mechanisms for Improvement
  - 5.5 Integrating Assessment into Planning
  - 5.6 Reporting and Documentation Standards
- **1 Identifying Potential Issues** — 6 classes
  - 1.1 Recognizing Early Warning Signs
  - 1.2 Conducting Risk Assessments
  - 1.3 Analyzing Historical Data
  - 1.4 Stakeholder Feedback Mechanisms
  - 1.5 Scenario Planning Techniques
  - 1.6 Monitoring Event Progress
- **2 Developing Contingency Plans** — 6 classes
  - 2.1 Creating Backup Strategies
  - 2.2 Resource Allocation for Emergencies
  - 2.3 Establishing Crisis Management Teams
  - 2.4 Testing Contingency Plans
  - 2.5 Documenting Procedures Clearly
  - 2.6 Updating Plans Regularly

3

Security and Loss Prevention

12 chapters · 120 classes **100 marks**

- **1 Role of Security in Hospitality Operations** — 10 classes
  - 1.1 Why Security Matters in Hotels and Restaurants
  - 1.2 Duties of a Hospitality Security Officer
  - 1.3 Security Department Structure and Reporting
  - 1.4 Balancing Guest Comfort and Safety
  - 1.5 Professional Appearance and Conduct
  - 1.6 Understanding Guest Privacy Rights
  - 1.7 Types of Threats Facing Hospitality Venues
  - 1.8 Security Awareness for All Staff
  - 1.9 Working With Other Departments
  - 1.10 Security Role Orientation Exercise
- **2 Legal Powers, Rights and Responsibilities of Security Staff** — 10 classes
  - 2.1 Basic Legal Terms Used in Security
  - 2.2 Limits of a Security Officer's Authority
  - 2.3 Lawful Use of Reasonable Force
  - 2.4 Search and Detention Rules
  - 2.5 Guest Rights and Property Rights
  - 2.6 Trespass and Refusal of Entry
  - 2.7 Reporting Crimes to the Police
  - 2.8 Preserving Evidence at an Incident Scene
  - 2.9 Data Protection and Confidentiality
  - 2.10 Legal Scenario Discussion Practice
- **3 Access Control and Key Management** — 10 classes
  - 3.1 Controlling Entry to the Property
  - 3.2 Staff and Visitor Identification Passes
  - 3.3 Visitor Registers and Escort Rules
  - 3.4 Electronic Key Card Systems
  - 3.5 Mechanical Key Issue and Return Logs
  - 3.6 Master Key Control Procedures
  - 3.7 Dealing With Lost Keys and Cards
  - 3.8 Restricted Areas and Back of House Access
  - 3.9 Delivery Dock and Service Entrance Control
  - 3.10 Access Control Audit Exercise
- **4 Surveillance Systems and Control Room Duties** — 10 classes
  - 4.1 Purpose of Surveillance Systems
  - 4.2 Camera Types and Coverage Areas
  - 4.3 Control Room Layout and Etiquette
  - 4.4 Monitoring Live Pictures Effectively
  - 4.5 Recording Storage and Retention Periods
  - 4.6 Reviewing Footage After an Incident
  - 4.7 Alarm Systems and Panels
  - 4.8 Responding to an Alarm Activation
  - 4.9 Fault Reporting and Equipment Checks
  - 4.10 Control Room Log Keeping Practice
- **5 Patrols, Observation and Public Area Security** — 10 classes
  - 5.1 Planning Patrol Routes
  - 5.2 Day and Night Patrol Techniques
  - 5.3 Observing Suspicious Behaviour
  - 5.4 Checking Doors Windows and Lighting
  - 5.5 Car Park and Perimeter Security
  - 5.6 Pool Gym and Recreation Area Checks
  - 5.7 Using Torches Radios and Logs
  - 5.8 Patrol Safety and Lone Working
  - 5.9 Reporting Hazards Found on Patrol
  - 5.10 Mock Patrol Practical
- **6 Theft, Fraud and Loss Prevention** — 10 classes
  - 6.1 Understanding Types of Loss in Hospitality
  - 6.2 Guest Property Theft Prevention
  - 6.3 Staff Theft and Warning Signs
  - 6.4 Stock Control and Storeroom Security
  - 6.5 Cash Handling and Till Security
  - 6.6 Credit Card and Payment Fraud Awareness
  - 6.7 Fake Booking and Identity Fraud
  - 6.8 Lost and Found Property Procedure
  - 6.9 Investigating a Loss Report
  - 6.10 Loss Prevention Review Exercise
- **7 Guest Room, Safe and Valuables Security** — 10 classes
  - 7.1 Guest Room Door and Lock Safety
  - 7.2 In Room Safe Operation and Override
  - 7.3 Safe Deposit Box Procedures
  - 7.4 Handling Guest Valuables at Reception
  - 7.5 Room Entry Rules for Staff
  - 7.6 Handling Do Not Disturb Situations
  - 7.7 Dealing With Room Break Ins
  - 7.8 Securing Guest Luggage
  - 7.9 Reporting Missing Property Properly
  - 7.10 Guest Property Scenario Practice
- **8 Dealing With Aggression, Intoxication and Disturbances** — 10 classes
  - 8.1 Recognising Signs of Rising Tension
  - 8.2 Communication Skills That Calm People
  - 8.3 Body Language and Personal Space
  - 8.4 Dealing With Intoxicated Guests
  - 8.5 Managing Disturbances and Noise Complaints
  - 8.6 Removing Unwanted Persons Safely
  - 8.7 Working as a Team in Conflict
  - 8.8 Documenting a Confrontation
  - 8.9 Staff Occupational Health and Safety Duties
  - 8.10 Conflict Role Play Practice
- **9 Fire Safety, Evacuation and Emergency Response** — 10 classes
  - 9.1 Fire Triangle and Common Causes in Hotels
  - 9.2 Fire Detection and Alarm Systems
  - 9.3 Using Extinguishers Correctly
  - 9.4 Fire Wardens and Their Duties
  - 9.5 Evacuation Routes and Assembly Points
  - 9.6 Assisting Guests With Special Needs
  - 9.7 Bomb Threat and Suspicious Item Response
  - 9.8 Natural Disaster and Power Failure Response
  - 9.9 Incident Command and Communication
  - 9.10 Evacuation Drill Practical
- **10 Terrorism Awareness and Crowd Safety** — 10 classes
  - 10.1 Understanding Current Threat Levels
  - 10.2 Spotting Hostile Reconnaissance
  - 10.3 Suspicious Items and Vehicles
  - 10.4 Lockdown and Invacuation Procedures
  - 10.5 Screening Bags and Deliveries
  - 10.6 Working With Police and Emergency Services
  - 10.7 Crowd Control at Large Events
  - 10.8 Managing Entry Queues Safely
  - 10.9 Protecting Dignitaries and Event Guests
  - 10.10 Threat Response Table Top Exercise
- **11 Incident Reporting and Security Records** — 10 classes
  - 11.1 Types of Security Records
  - 11.2 Writing a Clear Incident Report
  - 11.3 Notebook Entries and Time Logs
  - 11.4 Taking Witness Statements
  - 11.5 Photographs and Evidence Handling
  - 11.6 Daily Occurrence Book Keeping
  - 11.7 Analysing Incident Trends
  - 11.8 Briefing Management on Incidents
  - 11.9 Confidential Handling of Records
  - 11.10 Report Writing Practice
- **12 Security Risk Assessment and Event Security Planning** — 10 classes
  - 12.1 Identifying Security Risks on a Property
  - 12.2 Rating Likelihood and Impact
  - 12.3 Writing a Simple Security Plan
  - 12.4 Security for Weddings and Banquets
  - 12.5 Security for Conferences and Concerts
  - 12.6 Working With Contracted Security Teams
  - 12.7 Briefing Staff Before an Event
  - 12.8 Post Event Review and Lessons
  - 12.9 Business Continuity Basics for Security

4

Engineering and Facilities Maintenance

20 chapters · 120 classes **100 marks**

- **1 Understanding Aquatic Safety Regulations and Standards** — 6 classes
  - 1.1 Identify Key Aquatic Safety Regulations
  - 1.2 Understand the Role of Regulatory Bodies in Aquatic Safety
  - 1.3 Analyze Standard Operating Procedures for Aquatic Facilities
  - 1.4 Evaluate Risk Management Practices in Aquatic Environments
  - 1.5 Implement Safety Protocols for Emergency Situations
  - 1.6 Develop a Comprehensive Aquatic Safety Plan
- **2 Risk Assessment and Safety Protocol Development** — 6 classes
  - 2.1 Define Risk Assessment and Its Importance in Hospitality
  - 2.2 Identify Common Hazards in Estate Facilities
  - 2.3 Conduct a Basic Risk Assessment Using Standard Templates
  - 2.4 Analyze Potential Risks and Their Impact on Operations
  - 2.5 Develop Safety Protocols to Mitigate Identified Risks
  - 2.6 Implement and Review Safety Protocols for Continuous Improvement
- **3 Emergency Response Planning for Aquatic Facilities** — 6 classes
  - 3.1 Identify Key Emergency Risks in Aquatic Facilities
  - 3.2 Develop Effective Emergency Response Procedures
  - 3.3 Train Staff on Emergency Protocols and Responsibilities
  - 3.4 Conduct Emergency Drills for Aquatic Facility Operations
  - 3.5 Evaluate Emergency Response Plans for Continuous Improvement
  - 3.6 Implement Communication Strategies During an Emergency
- **4 Staff Training and Certification in Aquatic Safety** — 6 classes
  - 4.1 Understand the Importance of Aquatic Safety Training
  - 4.2 Identify Key Safety Protocols for Aquatic Environments
  - 4.3 Explore Certification Options for Aquatic Safety Personnel
  - 4.4 Develop Effective Training Programs for Staff Certification
  - 4.5 Implement Monitoring Techniques for Ongoing Staff Competency
  - 4.6 Review Case Studies of Successful Aquatic Safety Programs
- **5 Continuous Improvement and Case Studies in Aquatic Safety Management** — 6 classes
  - 5.1 Identify Key Components of Aquatic Safety Management
  - 5.2 Analyze Historical Case Studies in Aquatic Safety
  - 5.3 Evaluate Current Best Practices in Safety Protocols
  - 5.4 Develop Strategies for Continuous Improvement in Aquatic Safety
  - 5.5 Implement a Framework for Auditing Safety Measures
  - 5.6 Present Recommendations for Enhanced Aquatic Safety Management
- **1 Introduction to Building Maintenance** — 6 classes
  - 1.1 Overview of Building Maintenance
  - 1.2 Importance of Maintenance Management
  - 1.3 Types of Building Maintenance
  - 1.4 Roles of Maintenance Personnel
  - 1.5 Building Codes and Regulations
  - 1.6 Emerging Trends in Maintenance
- **2 Preventive Maintenance Strategies** — 6 classes
  - 2.1 Understanding Preventive Maintenance
  - 2.2 Developing a Preventive Plan
  - 2.3 Tools for Preventive Maintenance
  - 2.4 Impact of Preventive Maintenance
  - 2.5 Scheduling Preventive Tasks
  - 2.6 Evaluating Maintenance Effectiveness
- **3 Maintenance Scheduling and Planning** — 6 classes
  - 3.1 Creating a Maintenance Schedule
  - 3.2 Prioritizing Maintenance Tasks
  - 3.3 Utilizing Software for Scheduling
  - 3.4 Integrating Maintenance with Operations
  - 3.5 Monitoring Scheduled Activities
  - 3.6 Adjusting Plans as Needed
- **4 Quality Control in Maintenance** — 6 classes
  - 4.1 Defining Quality in Maintenance
  - 4.2 Quality Assurance Processes
  - 4.3 Measuring Maintenance Quality
  - 4.4 Implementing Quality Standards
  - 4.5 Continuous Improvement in Maintenance
  - 4.6 Feedback Mechanisms for Quality
- **1 Overview of Engineering Services** — 6 classes
  - 1.1 Introduction to Engineering Services
  - 1.2 Role of Engineering in Facilities
  - 1.3 Types of Engineering Services
  - 1.4 Key Engineering Principles
  - 1.5 Engineering Services Lifecycle
  - 1.6 Challenges in Engineering Services
- **2 Integration of Engineering Systems** — 6 classes
  - 2.1 Understanding System Integration
  - 2.2 Components of Integrated Systems
  - 2.3 Benefits of System Integration
  - 2.4 Challenges in System Integration
  - 2.5 Case Studies on Integration
  - 2.6 Future Trends in Integration
- **3 Energy Management Techniques** — 6 classes
  - 3.1 Basics of Energy Management
  - 3.2 Energy Auditing Processes
  - 3.3 Renewable Energy Solutions
  - 3.4 Energy Efficiency Strategies
  - 3.5 Monitoring Energy Consumption
  - 3.6 Regulatory Compliance in Energy
- **4 Utility Management Best Practices** — 6 classes
  - 4.1 Introduction to Utility Management
  - 4.2 Utility Cost Control Techniques
  - 4.3 Water Management Strategies
  - 4.4 Waste Management Practices
  - 4.5 Utility Service Quality Standards
  - 4.6 Emergency Utility Management
- **5 Evaluating Engineering Performance** — 6 classes
  - 5.1 Key Performance Indicators
  - 5.2 Performance Evaluation Techniques
  - 5.3 Benchmarking Engineering Services
  - 5.4 Continuous Improvement Processes
  - 5.5 Feedback Mechanisms in Engineering
  - 5.6 Reporting Engineering Performance
- **1 Understanding Facility Budgets** — 6 classes
  - 1.1 Introduction to Facility Budgets
  - 1.2 Components of a Facility Budget
  - 1.3 Types of Facility Budgets
  - 1.4 Importance of Budgeting in Facilities
  - 1.5 Stakeholder Involvement in Budgeting
  - 1.6 Common Budgeting Challenges
- **2 Budget Forecasting Techniques** — 6 classes
  - 2.1 Understanding Forecasting Methods
  - 2.2 Quantitative vs Qualitative Forecasting
  - 2.3 Using Historical Data for Forecasting
  - 2.4 Scenario Planning in Budgeting
  - 2.5 Adjusting Forecasts Based on Trends
  - 2.6 Tools for Budget Forecasting
- **3 Cost Control Measures** — 6 classes
  - 3.1 Identifying Cost Drivers
  - 3.2 Implementing Cost Reduction Strategies
  - 3.3 Monitoring Expenses Effectively
  - 3.4 Analyzing Variances in Costs
  - 3.5 Creating a Cost Control Plan
  - 3.6 Best Practices for Cost Management
- **4 Performance Metrics for Budgeting** — 6 classes
  - 4.1 Key Performance Indicators Overview
  - 4.2 Setting Budget Performance Targets
  - 4.3 Measuring Budget Efficiency
  - 4.4 Evaluating Cost-Effectiveness
  - 4.5 Reporting Performance Metrics
  - 4.6 Continuous Improvement in Budgeting
- **5 Reporting and Analyzing Budgets** — 6 classes

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UKPRN 10067351 • Company 4984798
Curriculum current at the date of issue.