

# Building Managers Course

This course has been designed to equip **Building Managers** and **Property Managers** with the knowledge and tools to effectively run residential, commercial and retail properties.

# Introduction

The purpose of this course is to provide building and property managers, within the property industry, with the relevant knowledge and tools to effectively coordinate and oversee regular building maintenance and repairs, as well as manage and direct cleaning and security staff and activities. The course also includes how to prepare and carry out emergency protocols and procedures in order to maintain a safe environment for building occupants and visitors.

## Formative assessment

Various activities will be required to be completed by means of assessments after each unit.

## Summative assessment

Written assessment to be done at the end of the course. Learners must achieve a minimum of 65%.

## Course outline

**Unit 1** – Property Management and Property Maintenance

**Unit 2** – Leasing and Tenant Relations

**Unit 3** – Management

**Unit 4** – Customer Services and Ethics

**Unit 5** – Health & Safety

## Course information

**Course Price:** JPOMA Members R 3999 including VAT

**Non-Members:** R 5999 including VAT

**Course Duration:** 3 Months (2 Units per month)

**Skill Prerequisites:** Literacy and Computer Literacy

**Requirements:** Access to internet and computer

**Target Groups:** Building Managers • Department Heads • HSE Representatives, Committee Members and Chairpersons • Staff involved with day-to-day management of HSE programme.

# Course Breakdown

## **Unit 1: The Role of Building Management and Building Maintenance**

- Module 1 – What is building management and maintenance
- Module 2 – Reasons for building management and maintenance
- Module 3 – Buildings requiring management and maintenance
- Module 4 – Functions of building management and maintenance
- Module 5 – The management plan
- Module 6 – Profile of the building manager
- Module 7 – Growth of Professionalism

## **Unit 2: Leasing and Tenant Relations**

- Module 1 – Legal aspects of the lease agreement – rights and duties of the lessor and lessee
- Module 2 – Understanding your lease agreement
- Module 3 – How to reduce tenant turnover
- Module 4 – Tenant relations
- Module 5 – Rental Housing Act and the Unfair Practice Regulations

## **Unit 3: Management**

- Module 1 – Elements of management – planning, organizing, leading and controlling
- Module 2 – Importance of goal setting
- Module 3 – Managing filing and paperwork
- Module 4 – Managing meetings
- Module 5 – Managing stress
- Module 6 – Time management
- Module 7 – Managing contractors
- Module 8 – Development and implementations of a procurement strategy
- Module 9 – Managing performances and discipline

# Course Breakdown

## **Unit 4: Customer Services and Ethics**

- Module 1 – Understanding the fundamentals of customer services
- Module 2 – Delivering to promises relating to:
  - Advertisement
  - Communication
  - Agreed delivery/deadlines
  - Product or service offering
- Module 3 – Building Relationship
- Module 4 – Offering solutions to customers
- Module 5 – Consistent standards to customers
- Module 6 – Consistent standards of service
- Module 7 – Resolving complaints
- Module 8 – Principles of governance and ethics
- Module 9 – Gifts and kickbacks from suppliers and tenants
- Module 10 – Community building and Urban Management

## **Unit 5: Health and Safety**

- Module 1 – Introduction to the Occupational Health and Safety Act
- Module 2 – Legal liability
- Module 3 – Risk management
- Module 4 – Incident management
- Module 5 – Emergency management
- Module 6 – Housekeeping and Checklists

# Training Platforms

IHSS Group has various platforms that learners can choose from to complete the Building Managers course.



## Classroom Training

Traditional classroom training is designed to have the learners engaged with the curriculum with minimum distractions. This type of training forces learners to flex their focus and pay attention to the topic at hand without e-mails and coworkers distracting them.



## Live Stream Training

Live streaming is when the streamed video is sent over the Internet in real time, without first being recorded and stored. IHSS Online training portal has a built-in webinar platform that allows us to conduct live stream training effectively.



## Online Training Platform


IHSS Group has its own E-Campus online platform that allows for learners to complete their courses in their own time and from the comfort of their own home or office.



## Contact Us

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