

Implementation plan Finished

Study unit	Operating Facility Services (A0125), 10.0
Implementation	MFA1011: 1/2010-2011 (23.08.2010 - 17.12.2010)
Type	INITIATION OF PROFESSIONAL GROWTH (A021)
Groups	Primary: MFA10SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	24.05.2010 08:00 - 04.06.2010
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Pääskyvuori Marjo (Teacher in charge), Antinluoma Sirkka (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Other method of implementation, Project/venture/R&D, Web/virtual Language: English Virtuality: 1 cr Integration of R&D: 1 cr
Implementation class	
Focus areas	
Evaluation at the latest	17.01.2011 Storing of graded material ends.: 17.12.2011
Exam days	
Having completed the study unit the student is able to	• know the working practices and the concepts in the field of facility management • create personal contacts in working life and operate in professional networks • know the prerequisites for profitable and customer-oriented operations • analyse the value of support services for the core business • outline targets for their personal development and choose development objects
Previous studies	
Learning objectives	Students learn to identify the complex nature of facility services. They are able to evaluate their own competence and learning style orientation.
Contents	* facility services in public and private sectors* core business and support services* clients, customers and end users of facility services* service level agreement as a quality tool for added value (flexibility, quality, cost, carbon footprint, safety and security)* personal study and development plan (PSDP)
Evaluation criteria and methods	EXCELLENT, grade 5, Students are able to: • Apply professional concepts expertly. • Work independently and take initiatives in line with objectives. Operations are often flexible, systematic, development-oriented, creative and active. • Promote group activities. • Able to critically apply ethical principles in the subject field in one's conduct and tasks. GOOD, grade 3, Students are able to:

Implementation plan Finished

	• Apply professional concepts systematically. • Able to cope independently in different tasks in each operating environment. • Work in a group in line with objectives. • Justify their activities in accordance with ethical principles.. SATISFACTORY, grade 1; Students are able to: • Apply most important/individual and appropriate professional concepts, and indicate their familiarity with the knowledge base. • Act appropriately under guidance. • Act as group members. • Act in accordance with ethical principles.
Project (name)	* Students become familiar with service companies and their environment, issues related to services, work positions?? and competences * Students create personal contacts on working life

Learning events

Date	o'clock/at h	Subject	Content	Status	Teachers
03.09.2010	12		Introduction to course		Sirkka Antinluoma
08.09.2010	9.00 - 16		Orientation to FM 9.00-11.001) What is service?2) What is FM?* Facility services in public and private sectors* Core business and support services* Work positions and competences12-30-16.00Laurea's Quality Assurance System information and discussion* Clients, customers and end users of Facility Services		Sirkka Antinluoma, Marjo Pääskyvuori
15.09.2010	9.00 - 16.00		Services at the field of the Facility Management 1. FM project groupwork starts (everybody has to be at lessons)Student become familiar with companies and their environment, issues related to services, work position and competences. Student create contacts on working life.		Sirkka Antinluoma, Marjo Pääskyvuori
22.09.2010	9.00 - 16.00		Services at the field of Facility Management 9.00 - 11.30FM project groupwork. Students work byself on their own group.13.00 - 16.00 Hotel- and Restaurant museum visiting (Tallberginkatu 1f, 00180 Helsinki, p. 09 6859 3700; Tram 8)		Sirkka Antinluoma, Marjo Pääskyvuori
29.09.2010	9.00 - 16.00		Services at the field of facility Management 9.00 - 11.00 Project tutoring12.00- 16.00 Groupworking		Sirkka Antinluoma, Marjo Pääskyvuori
06.10.2010	9.00 - 16.00		Services at the field of Facility Management 9.00 - 15.00Presentations by Powerpoint (everybody has to be at lessons)15.00 - 16.00 Tutoring hour		Sirkka Antinluoma, Marjo Pääskyvuori
13.10.2010	9.00 - 16.00		FM Companies 8.45.00 - 11.00 Business park visiting / Sello; in front of Roberts CoffeeLunch break12.30 - 16.00 FM companies presentations at Laurea LeppävaaraJan		Sirkka Antinluoma, Marjo Pääskyvuori

**Implementation plan Finished**

				and Cristopher: project 1 presentation Phineese: orientation and project work 1 presentations Attention! Return You project 1 reports 15.10.2010 at 15.00 pm. to optima folder -> project work 1 -> student folder		
20.10.2010	9.00 - 16.00		Facility services and service agreements	Project work 2. Facility services and service agreements / project groupwork starts (everybody has to be at lessons)* Maintenance management / building management* User functions / user facilities		Sirkka Antinluoma, Marjo Pääskyvuori
27.10.2010	9.00 - 16.00		Facility services and service agreements	9.00 - 11.00 ms. Sini Setälä; Exchange information project tutoring 12.00 - 16.00 groupworking		Marjo Pääskyvuori
03.11.2010	9.00 - 16.00		Facility services and service agreements	9.00 -11.00 Project tutoring 12.00 - 16.00 Groupworking		Sirkka Antinluoma, Marjo Pääskyvuori
10.11.2010			Facility services and service agreements	9.00 -11.00 Project tutoring 12.00 - 16.00 Groupworking		Sirkka Antinluoma
17.11.2010	9.00 - 16.00		Facility services and service agreements	Presentations by Powerpoint / results of project work 2b (everybody has to be at lessons)		Sirkka Antinluoma, Marjo Pääskyvuori
24.11.2010	9.00-16.00		Tutoring	9.00 -10.00 Guidance for personal study plan 10.00 - 16.00 1) Student´s create a personal study and development plan 2) Tutorial discussions together with teacher		Sirkka Antinluoma, Marjo Pääskyvuori
01.12.2010	9.00 - 16.00		Tutoring	9.00 - 16.00 1) Student´s create a personal study and development plan Feedback collecting of the study unit / IT-classroom Sign up for next spring study units		Sirkka Antinluoma, Marjo Pääskyvuori
08.12.2010	9.00-16		Tutoring	Personal study plan and tutorial discussions together with teacher		Sirkka Antinluoma, Marjo Pääskyvuori
15.12.2010	9.00		Closure of the study unit	* Feedback of the study unit and outcomes of learning and learning process, discussion		Sirkka Antinluoma, Marjo Pääskyvuori