

Implementation plan Finished

Study unit	Operating Facility Services (A0125), 10.0
Implementation	MFA1111: 1/2011-2012 (29.08.2011 - 19.12.2011)
Type	INITIATION OF PROFESSIONAL GROWTH (A021)
Groups	Primary: MFA11SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	23.05.2011 08:00 - 05.06.2011
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	Optima realization/student group, 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.

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	GOOD, grade 3, Students are able to: • 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
07.09.2011	9-16		Introduction to course	Who are you and where are you from? Introduce your country and culture. Making a poster.		Sirkka Antinluoma, Marjo Pääskyvuori
09.09.2011	8.00 - 17.00		DOD Degree orientation day at Porvoo city	9.9.2011 Friday Remember to sign up.		Sirkka Antinluoma, Marjo Pääskyvuori
14.09.2011	9.00 - 16		Orientation to FM	9.00-11.00 Introducing your country and culture. 1) What is service? (2) What is FM? >>>Later) * Facility services in public and private sectors * Core business and support services * Work positions and competences 12-30-16.00 * Clients, customers and end users of Facility Services 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
21.09.2011	9.00 - 16		Services at the field of the Facility Management	1. Presenting posters (Lohja) 2. Project work Student become familiar with companies and their environment, issues related to services, work position and competences. Student create contacts on working life. 3. at 13.30 International week at the Laurea Leppävaara (downstairs, near Business Lab classroom 013)		
23.09.2011	11.30 - 16		Introduction your culture		Laurea Lohja Unit	

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28.09.2011	9.00 - 16.00		Services at the field of Facility Management	Tutoring. 2) What is FM? * Facility services in public and private sectors * Core business and support services * Work positions and competences * Clients, customers and end users of Facility Services 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
05.10.2011	9.00 - 16.00		Services at the field of facility Management	Groupworking Project tutoring		Sirkka Antinluoma, Marjo Pääskyvuori
12.10.2011	9.00 - 15.00		Services at the field of Facility Management	9.00 - 15.00 Cleanliness of service purchasing exposition at Helsinki messukeskus, Messuaukio Pasila, Helsinki Look at a assignment from optima platform and email. You can have a ticket from Lobby.		Sirkka Antinluoma, Marjo Pääskyvuori
19.10.2011	9.00 - 16.00		FM Companies	9.00 Presentations Lunch break Return You project 1 reports to optima folder -> project work 1 -> student folder		Sirkka Antinluoma, Marjo Pääskyvuori
26.10.2011	9.00 - 16.00		Facility services and service agreements	at 9.00 Presentations continue * Save ready reports to optima folder and paper version to Marjo's postbox 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
02.11.2011	9.00 - 16.00		Facility services and service agreements	9.00 - 11.00 project tutoring 12.00 - 16.00 groupworking		Sirkka Antinluoma, Marjo Pääskyvuori
09.11.2011	9.00 - 16.00		Facility services and service agreements	9.00 -11.00 Project tutoring 12.00 - 16.00 Groupworking		Marjo Pääskyvuori
16.11.2011			Facility services and service agreements	Presentations by Powerpoint / results of project work 2 (everybody has to be at lessons)		Sirkka Antinluoma, Marjo Pääskyvuori
23.11.2011	9.00-16.00		Personal study plan	Students create a personal study and development plan (students work independently) Save a PSP at optima folder at 23.11.2011. We will check and discuss about PSP 30.11.2011.		
30.11.2011	9.00 -		Tutoring	Tutorial discussions together with teacher		Sirkka

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	16.00			Feedback collecting of the study unit / IT-classroom Sign up for next spring study units		Antinluoma, Marjo Pääskyvuori
07.12.2011	9.00-16		Tutoring	Personal study plan and tutorial discussions together with teacher		Sirkka Antinluoma, Marjo Pääskyvuori
14.12.2011	9.00		Closure of the study unit	* Feedback of the study unit and outcomes of learning and learning process, discussion		Sirkka Antinluoma, Marjo Pääskyvuori