

Implementation plan Finished

Study unit	Operating Facility Services (A0125), 10.0
Implementation	MFA1211: 1/2012-2013 (03.09.2012 - 21.12.2012)
Type	INITIATION OF PROFESSIONAL GROWTH (A021)
Groups	Primary: MFA12SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	21.05.2012 08:00 - 03.06.2012
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)
Study material	Jensen, Per Anker.2008. Facilities management best practice in the Nordic countries : 36 cases. Centre for Facilities Management: Technical University of Denmark. Atkin, Brian. Total facilities management. Jensen, Per. A. Facilities Management Research in the Nordic Countries. Jensen, Per.A. Facilities management for students and practioners.
Evaluation criteria and methods	

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	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: • 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
Other arrangements	lessons will be at 9.00 - 16.00

Learning events

Date	o'clock/at h	Subject	Content	Status	Teachers
03.09.2012	9-16	Introduction to course	Orientation, goals, schedule, Optima and SoleOps Reporting and writing guidance Making working rules Visiting at Library Starting assignments		Sirkka Antinluoma, Marjo Pääskyvuori
07.09.2012		DOD Degree orientation day at Porvoo city	All Degree students visit at Porvoo		
10.09.2012	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
17.09.2012	9.00 - 16	Services at the field of the	1.Presenting posters (Lohja) 2. Project work Student become familiar with		

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			Facility Management	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)		
24.09.2012	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.		
01.10.2012	9.00 - 16.00		Services at the field of facility Management	Groupworking Project tutoring		Sirkka Antinluoma, Marjo Pääskyvuori
08.10.2012	9.00 - 16.00		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
15.10.2012	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
22.10.2012	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
29.10.2012	9.00 - 16.00		Facility services and service agreements	9.00 - 11.00 project tutoring 12.00 - 16.00 groupworking		Sirkka Antinluoma, Marjo Pääskyvuori
05.11.2012	9.00 - 16.00		Facility services and service agreements	9.00 -11.00 Project tutoring 12.00 - 16.00 Groupworking		Sirkka Antinluoma, Marjo Pääskyvuori
12.11.2012			Facility services and service	Presentations by Powerpoint / results of project work 2 (everybody has to be at lessons)		Sirkka Antinluoma, Marjo

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			agreements			Pääskyvuori
18.11.2012			Return Your PSP	Return Your PSP = Personal study plan (1-2 pages)		
19.11.2012	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.		Sirkka Antinluoma, Marjo Pääskyvuori
26.11.2012	9.00 - 16.00		Tutoring	Tutorial discussions together with teacher Feedback collecting of the study unit / IT-classroom Sign up for next spring study units		Sirkka Antinluoma, Marjo Pääskyvuori
03.12.2012	9.00-16		Tutoring	Personal study plan and tutorial discussions together with teacher		
10.12.2012	9.00		Closure of the study unit	* Feedback of the study unit and outcomes of learning and learning process, discussion		Sirkka Antinluoma, Marjo Pääskyvuori