

FORM FOR SCORING OF TRAINING RESOURCE TO FULFILL FEDERAL BUILDING PERSONNEL TRAINING ACT (FBPTA) CORE COMPETENCIES

The FBPTA requires Federal building personnel to demonstrate compliance with a set of Core Competencies. The General Services Administration (GSA) accepts submissions for courses, certificates, certifications, accreditations, registrations, licenses, and other qualifications that demonstrate alignment with the FBPTA Core Competencies. GSA will post resources that sufficiently map to FBPTA Core Competency requirements on the FMI webpage (www.fmi.gov) and may incorporate them into the Core Competency Web Tool. The Web Tool allows Federal buildings personnel to immediately claim credit for competencies met by completing approved training. FMI and the Core Competency Web Tool help Federal employees identify appropriate training, and allow Federal agencies to share information on training sources. To qualify for consideration, submitters complete this form describing how a specific training resource, certification / accreditation, license or other resource aligns with FBPTA core competencies through AskFMI@gsa.gov.

Initial Review Conducted By: Maria Fara

Initial Review Submission Completion Date: August 30, 2013

Technical Review Conducted By: Doug Yon

Technical Review Submission Completion Date: January 10, 2014

Alignment of Competency with Functional Roles

- Often Aligned with Facility Management roles (24/43 Core Competencies)
- Often Aligned with Building Operations Professional roles (6/43 Core Competencies)
- Often Aligned with Energy Management Role (7/43 Core Competencies)
- Often Aligned with more than one role (6/43 Core Competencies)

1. Please complete the following for each training course submitted for consideration:

Training provider: BOMI International

Provider address information (primary physical location, including address, city, state, zip code): One Park Place Suite 475, Annapolis, MD 21401

Provider's primary point of contact for this learning resource (name, primary physical location (if different from provider address information), phone, and email): Ron Bishop, (410) 974-1410 x1259, rbishop@bomi.org

Title of this training resource: Fundamentals of Real Property Administration

Type of training course: Property Management

Does this course provide CEUs (Continuing Education Units) and if so, how many and for what occupation or field? Yes, 2 ACE semester hours.

Learning objective(s) associated with this training course: Make critical personnel and purchasing decisions with confidence, Organize an office to effectively manage your personnel and the property, Employ marketing and leasing techniques that will encourage clients but ensure minimum risk, Understand how to create comprehensive service contracts.

Delivery method and learning methods (delivery methods may include online instruction, classroom instruction, or other means, and learning methods could include lecture, group work, essay work, quizzes, or other learning activities): Instructor Led Online, Self-Study, Live Classroom/Accelerated Review. Learning Methods, lecture, group work, quizzes, practice exam, 3rd Party proctored final exam.

Length of training (in hours): 30 Hours

URL link to information about the training course, content, and/or syllabus: <http://www.bomi.org/Courses/Fundamentals-of-Real-Property-Administration/>

2. Review the course objective(s) that have been submitted as being aligned with required FBPTA performance criteria. Review the learning methods in the course that will support that learning objective(s).

FBPTA Core Competency Area	FBPTA Core Competency	Required FBPTA performance criteria	Based on technical review of learning objectives and skills, does this resource map to the performance criteria?	Initial Review: Are all submission requirements included?	Initial Review: Are descriptions clear and logical?	Initial Review: Are all materials referenced included with the	Technical Review: Learning Objectives Reviewed	Technical Review: Skills Reviewed	Technical Review: Are there any clarifications requested?	If clarification requested, note here	Clarification Response From Provider	Technical Review: Identify other materials submitted	Technical Review: Other Materials Reviewed
	ms	1.1.7.Demonstrate ability to manage corrective, preventive and predictive maintenance.	No, The learning objective and skills focus on identifying maintenance issues and not managing maintenance processes. Therefore, this course does not map to demonstrating the ability to manage corrective, preventive, and predictive maintenance performance criteria.	Yes	Yes	Yes	Yes	Yes	No		Content related to maintenance is focused on management of routine and preventive maintenance using computerized systems. In BOMI courses, predictive maintenance practices are considered as part of comprehensive preventive maintenance.	Course description from provided link	Yes

1. Management of Facilities O&M	1.1 Management of Building Systems	1.1.8.Demonstrate ability to work with Facilities Team to develop emergency procedures for building systems.	Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should include the ability to work with Facilities Team to develop emergency procedures for building systems as performance criteria	Yes	Yes	Yes	Yes	Yes	No			Course description from provided link	Yes	
		1.1.9.Demonstrate knowledge of how to implement disaster recovery plans for building systems as required.	No, Based on the review of the learning objectives and the skills/materials covered, this course does not demonstrate the knowledge of how to implement a disaster recovery plan and instead describes plan components as would be required in performance criteria 1.1.8.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Based on the review of the learning objectives and the skills/materials covered, this course does not appear to the knowledge of how to implement a disaster recovery plan and instead describes plan components. Request clarification and course content relevant to these specific performance criteria.	Request partial credit for this criteria. Implementing a disaster recovery plan is most thoroughly taught in Environmental Health and Safety Issues.	Course description from provided link	Yes
	1.3 Management of Building Exterior	1.3.1.Demonstrate familiarity with managing grounds and exteriors, parking structures, site utilities, landscaping and grounds, exterior envelope (roof, brick, masonry, etc.).	No, based on the review of the learning objectives and the skills/materials covered, this course does not address familiarity with managing grounds and exteriors, parking structures, site utilities, landscaping and grounds, exterior envelope. The course is limited to familiarity with the listed features, but does not address core competency of exterior feature management and, therefore, does not clearly map to the performance criteria.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Based on the review of the learning objectives and the skills/materials covered, this course appears to be limited to the familiarity versus management of routine maintenance for building envelope, roads and road maintenance equipment, landscaping and parking operations. Is knowledge of managing maintenance processes addressed and are parking structures and site utilities included as required by the performance criteria?	Management skills, including contracting for services, are addressed separately from knowledge of routine maintenance of specific systems. This course is broader in scope and therefor not able to drill down into details. Request partial credit.	Course description from provided link	Yes
		1.3.5.Demonstrate ability to manage the maintenance and custodial needs of grounds and exterior elements.	No, based on the review of learning objectives and the skills/material covered, this course does not address managing general maintenance and custodial needs of grounds and exterior elements.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	It is not clear that identifying management roles and routine management responsibilities addresses the maintenance and custodial needs of grounds and exterior elements. Request clarification and course content relevant to these specific performance criteria	The maintenance and custodial needs of grounds and exterior elements is addressed within the context of reporting and control systems.	Course description from provided link	Yes
	1.4. Management of Other Facility Systems	1.4.2.Demonstrate ability to work with Security Personnel as required.	Partial. This course received partial credit because the course materials address working with Security Personnel on ingress/egress and controlled access systems, but does not cover back-up power or emergency lighting.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	It's not clear from learning objectives and skills that the course fully meets the performance criteria. There is no reference to backup power requirements or emergency lighting. Request clarification on the learning objectives, skills, and material content.	Request partial credit for this criteria.	Course description from provided link	Yes
		3.1. Technology Solutions	3.1.2.Demonstrate ability to identify and interface with internal and external accountable resources (e.g., external vendors, internal or external IT systems owners).	No, based on the learning objectives, skills, and material covered the course does not cover the ability to identify and interface with internal and external accountable resources related to technology solutions.	Yes	Yes	Yes	Yes	Yes	No		Request partial credit. The skills taught in this course related to contracting for services and management essentials should be transferable to working with technology solutions providers.	Course description from provided link	Yes

Business, Budget and Contracting													
9. Project Management	9.1. Initiate	9.1.3.If project will be completed by contractors, demonstrate the ability to provide technical support to the organization's procurement process.	No, based on the review of the learning objectives and the skills/materials covered, this course does not address the ability to provide technical support to the organization's procurement process.	Yes	Yes	Yes	Yes	Yes	Yes	It's not clear from learning objectives and skills that the course fully meets the performance criteria. The learning objectives focuses on service contracts to the exclusion of project plan & specification contracts.	Contract procurement, RFPs, various plans (site plans, floor plans, ACM notification, post orders, and others) and other knowledge provides ability to support procurement.	Course description from provided link	Yes
	9.2. Execute	9.2.1.Demonstrate ability to manage and coordinate project execution. http://www.wbdg.org/project/pm.php	Partial. This course received partial credit because the course provides for the general ability to manage and coordinate aspects of project execution. However, as the performance criteria makes specific reference to WBDG project management execution, the course does not sufficiently provide information about fulfilling WBDG specifics regarding Project Management Planning (PMP).	Yes	Yes	Yes	Yes	Yes	Yes	Request Clarification. It's not clear from learning objectives and skills that the course meets the performance criteria. The learning objectives notes identification of skills and not demonstrated ability to execute the specific tasks noted in the performance criteria. The material descriptions focus on service contracts to the exclusion of project plan & specification contracts. Request clarification on the learning objectives, skills, and material content.	Aspects of project management listed are addressed. This survey course serves as a great introduction to being a property professional, and it will provide knowledge of the project management skills listed. BOMI course Facilities Planning and Project Management provides a more rigorous treatment of pm.	Course description from provided link	Yes
		9.2.2.Demonstrate ability to manage and coordinate contractor performance.	Partial. This course received partial credit because the course materials address leasehold tenant improvements and are limited to change orders, maintenance contracts, warranties and staff training. service contract procurement process. Site reviews, issue resolution, and spare parts lists are not covered in this course.	Yes	Yes	Yes	Yes	Yes	Yes	The learning objectives, skills, and material descriptions are limited to over seeing tenant improvements which does not adequately cover the performance criteria requirements. Specifically lacking is: - Produce project change orders - Attend site reviews - Resolve project issues - Obtain maintenance contracts - Secure project warranties - Arrange staff training for new equipment - Develop spare parts lists Request clarification on the learning objectives, skills, and material content.	Change orders, maintenance contracts, warranties, staff training are skills taught. Site reviews, resolving issues, and spare parts lists are addressed on an awareness level. Refer to BOMI course Facilities Planning and Project Management for a more thorough treatment of all topics.	Course description from provided link	Yes
Business, Budget and Contracting	10.1. Total Cost of Ownership (TCO)	10.1.1.Demonstrate knowledge of the mission of the Facilities' Occupants and how the facilities enhance that mission.	Yes. Based on the review of the learning objectives and the skills/materials covered, the topics listed should include knowledge of the mission of the Facilities' occupants and how the facilities enhance that mission.	Yes	Yes	Yes	Yes	Yes	No			Course description from provided link	Yes
	10.4.1. Demonstrate ability to develop and manage a project/program budget.	10.4.1.Demonstrate ability to develop and manage a project/program budget.	No, Based on the review of the learning objectives and the skills/materials covered, this course is limited to familiarity with property management reports and controls; however, the performance criteria requires demonstrated ability to develop and manage budgets. Budget tools and reports are only helpful when the user has the skill-set to formulate and execute a budget.	Yes	Yes	Yes	Yes	Yes	Yes	The learning objectives alludes to familiarity with property management reports and controls; however, the performance criteria requires demonstrated ability to develop and manage budgets. Budget tools and reports are only helpful when the user has the skill-set to formulate and execute a budget. Request clarification on the learning objectives, skills, and material content.	This course addresses budget creation on a broad level. We go into detail on owner objectives, approaches to budgeting, and budgeting tools. For a more thorough treatment and application, refer to BOMI course Budgeting and Accounting.	Course description from provided link	Yes

10. Bus	10.4. Budget Form	10.4.12. Demonstrate ability to conduct periodic financial reviews and produce required reports.	No, Based on the review of the learning objectives and the skills/materials covered, this course is limited to operating reports with a general overview of facility management and does not go into specifics of financial reviews.	Yes	Yes	Yes	Yes	Yes	Yes	The course is limited to operating reports with a general overview of facility management and does not go into specifics of financial reviews (although it may cover it within the reporting topic). Request clarification on the learning objectives, skills, and material content.	The general overview does include aspects of financial reviews, but for a fuller treatment of topic, BOMI course Budgeting and Accounting is recommended.	Course description from provided link	Yes
11. Leadership and Innovation	11.1. Communication and Administration	11.1.1. Demonstrate ability to communicate clearly.	Partial. This course received credit because it covers the ability to communicate clearly: <ul style="list-style-type: none"> o Write clear, concise, and well organized documents o Speak in a clear, concise, and well organized manner (public and interpersonal) o Listen effectively and communicate understanding o Give direction o Actively clarify interpretations and confirm understanding o Use communication technologies o Conduct effective meetings The course does not cover: Make oral presentations <ul style="list-style-type: none"> o Present information visually o Comprehend written and graphic information o Comprehend financial and technical information o Negotiate for services, resources, information and commitments o Establish personal and professional networks 	Yes	Yes	Yes	Yes	Yes	Yes	It's not clear from learning objectives and skills that the course meets the performance criteria. The course description in provided link talks about an overview of FM responsibilities, although brings up the need to communicate with employees, tenants, and management. The learning objectives alludes to managing personnel. Request clarification on the learning objectives, skills, and material content.	The content supporting the learning objective includes strategies for both written and oral communication, active listening, providing feedback and clear direction, conducting meetings. Using financial and technical information, negotiating for services, and networking are addressed separately in this course. Although the content in this course is strong within the context of property management, BOMI course Managing the Organization is recommended if communication and administration skills are a top priority.	Course description from provided link	Yes
		11.1.2. Demonstrate ability to supervise personnel as required.	No, Based on the review of the learning objectives and the skills/materials covered, this course focuses on general management skills and not specific to the ability to exercise supervisory skills as required by the performance criteria	Yes	Yes	Yes	Yes	Yes	Yes	Based on the review of the learning objectives and the skills/materials covered, this course focuses on general management skills. Is the ability to exercise supervisory skills addressed as required by the performance criteria? Request clarification on the learning objectives, skills, and material content.	The criteria listed are addressed in this course. LO 6-2, "Explain the responsibilities and expectations of a manager", and LO 6-3, "The skills and qualities required to be a manager", as detailed in this course, include evaluating staffing needs, deciding between in-house and contract staff, need for personnel development and training, evaluating performance, and providing leadership.	Course description from provided link	Yes
	11.2. Personnel	11.2.1. Demonstrate knowledge and ability to ensure corporate, life safety, and regulatory compliance.	Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should include the knowledge and ability to ensure corporate, life safety, and regulatory compliance.	Yes	Yes	Yes	Yes	Yes	Yes	Course is limited general overview of facility management and does not appear to go into specifics of compliance with: <ul style="list-style-type: none"> - Organizational goals and objectives - Monitor changes in laws and regulations - Assure the facility and its operation complies with laws and regulations - Monitor and assure changes in the facility function and services - Monitor information and trends about human and environmental concerns - Conduct due diligence studies Request clarification on the learning objectives, skills, and material content.	These topics are addressed, as indicated by the following learning objectives and content: LO 6-2. Explain the responsibilities and expectations of a manager. LO 6-3. Identify the skills and qualities required to be a manager. LO 2-2. Identify the role, duties, and management goals of the property manager. LO 2-3. Identify work included in the routine management of a property. Manager provides direction and supervision to the building staff in the performance of their duties. Evaluates responsiveness and discusses with staff their performances, especially problems or weaknesses. Suggests special training if needed. Writes performance reviews for all personnel at least annually.	Course description from provided link	Yes

		11.2.2. Demonstrate knowledge and ability to develop, test and train personnel on emergency systems, plans and procedures.	Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should include the emergency related requirements noted in the performance criteria	Yes	Yes	Yes	Yes	Yes	No			Course description from provided link	Yes
	11.3. Innovation	11.3.1. Demonstrate knowledge and ability to investigate ways to improve facility services.	Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should include the knowledge and ability to investigate ways to improve facility services.	Yes	Yes	Yes	Yes	Yes	No			Course description from provided link	Yes
	11.4. Enterprise Knowledge and Strategic Decision Making	11.4.3. Demonstrate knowledge and ability to drive a "Change Management" process - a structured approach to shifting/transitioning individuals, teams, and organizations from a current state to a desired future state.	No, Based on the review of the learning objectives and the skills/materials covered, this course offers process explanations and toolsets. Competency is based on the ability of the leader to understand strategy and apply change management to align with strategy.	Yes	Yes	Yes	Yes	Yes	Yes	It is not clear that learning objectives and skill/materials fully address the ability to drive a "Change Management" process and, instead, offers process explanations and toolsets. Competency is based on the ability of the leader to understand strategy and apply change management to align with strategy, Request clarification and demonstration of course content that addresses these specific performance criteria	The course is limited to knowledge of the management skills and tools needed, and obstacles expected, to manage change. For a more thorough treatment of change management, BOMI's course Managing the Organization is an excellent course.	Course description from provided link	Yes