

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Kinnisvara hooldusjuht, tase 6

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Facility maintenance manager, level 6

⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

Servicing of facility (building and associated plot) is a part of the integral service of maintenance of facility. Servicing of the facility is a complex service with a main objective of preserving or restoring the condition at which the building and the associated plot preserves its performance and availability and is in accordance with the requirements established to meet the purpose of the designed building and the associated plot. Servicing of the facility is divided into two major divisions: technical servicing of the buildings and doing upkeeping works. The technical servicing of the buildings is divided into servicing of the structure of the building, servicing of buildings environment technique and servicing of buildings electrical installations and weak-current systems. Upkeeping works are divided into upkeeping and greenery planting works of the plot and inside cleaning and cleaning works of the building. The content and objective of the servicing work of facility are established more precisely in the Annex of definitions of the professional standard.

A facility maintenance manager works in the field of servicing of the building structures and/or technical systems and/or plot. A facility maintenance manager works mainly in a company dealing with the servicing of facility, but also in a company offering the complete servicing of facilities. The main work tasks are related to managing the maintenance of the building plot, building structures, technical systems and interior spaces.

A facility maintenance manager is guided in his activity by the legislation regulating the field, standards EVS 807:2010 „Kinnisvara korrashoid“ (Maintenance of facilities), EVS-EN 15311:2011 „Ehitiste hooldusteenuste kavandamise, korraldamise ja kontrollimise kriteeriumid“ (Criteria of designing, organizing and controlling the building maintenance services), EVS-EN 15221-2 „Kinnisvarakeskkonna juhtimine. Osa 2: Kinnisvarakeskkonna juhtimise lepingute ettevalmistamine“ (Facility Management - Part 2: Guidance on how to prepare Facility Management agreements) and EVS-EN 15221-3 „Kinnisvarakeskkonna juhtimine. Osa 3: Kinnisvarakeskkonna juhtimise kvaliteedijuhend“ (Facility Management - Part 3: Guidance on quality in Facility Management) and the good practice of the field of facility maintenance as well as the general guidelines of the field given by the awarding body and the public guidelines of the field (e.g. "Kinnisvarahooldaja käsiraamat" (The handbook of the facility serviceman) etc). The activities of the field of facility servicing are described with codes 8110, 8121 and 8130 of the EMTAK (NACE).

Facility maintenance manager, level 6 works as a leading and/or responsible specialist in a company dealing with servicing of facilities or in the structural unit dealing with facility management of an organization belonging to any economic sector. Facility maintenance manager is mainly engaged in the analysis of the effectiveness of facility management, develops strategies, grounds and innovative solutions for facility management processes and implements long-term facility management strategies for action, while being responsible for the activities of subordinate work groups.

^(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu/en/home>

The main work task of a facility maintenance manager of level 6 is to manage the maintenance process of buildings, technological systems and the plot, managing the entire maintenance work, instructing of facility servicemen and the high quality performance of the associated work tasks. The main content of the work is to ensure the servicing of building and associated plot in accordance with the organization's maintenance strategy and model, facility management service level agreements, maintenance plan, budget of maintenance works and instructions given by the employer.

A facility maintenance manager follows in his work professional ethics and good practice and proceeds from the principle of confidentiality while performing his work tasks. He/she copes with work tasks in usual or complicated situations. He/she is capable of working independently, but however, to work mostly in teams. The work presupposes communication with facility servicemen, colleagues and clients. A facility maintenance manager is responsible for the timely completion of his/her work and a high-quality result as well as the compliance of the work with the maintenance strategies and facility management service level agreements.

Mandatory competencies:

1. Facility maintenance process management and service organization

- Facility maintenance service management, preparation and implementation of maintenance strategies and quality systems of facilities.
- Development and implementation of the information system and customer service of a facility maintenance service.
- Economic and legal management of facility maintenance service.
- Technical management of facility maintenance service.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

Maintenance group manager, maintenance adviser, maintenance consultant.

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international)	Grading scale / Pass requirements
Estonian Qualification Framework level 6 European Qualification Framework level 6	passed/fail
Access to next level of education/training	International agreements
Legal basis	
Occupational Qualifications Act (RT I, 10.12.2010, 12; 01.01.2011)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

More information (including a description of the national qualifications system) available at:

www.kutsekoda.ee