

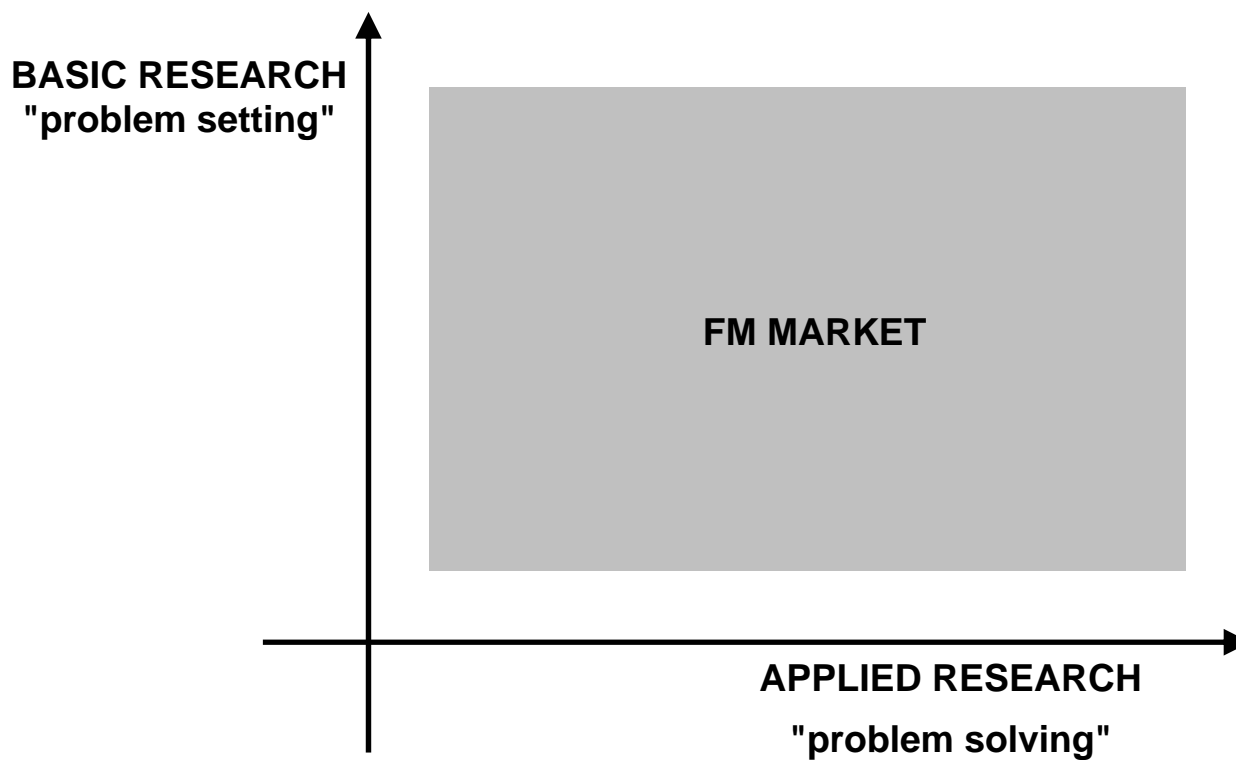
Terotec

"Laboratory for the Innovation of Urban and Real Estate Patrimony Maintenance and Management"

terotec

what is Terotec?:	an Italian technological-scientific "association-laboratory" of national importance founded in 2002	
its institutional aim:	the promotion, development and propagation of innovation in the field of the maintenance and management of urban and real estate patrimonies	
activities:	<ul style="list-style-type: none"> - research - technological innovation - experimentation - training 	<ul style="list-style-type: none"> - study of new standards - advice - information - promotion
users of activities:	all public and private organisations operating and/or involved in the sector of the maintenance and management of urban and real estate patrimonies	
network of competences involved:	<ul style="list-style-type: none"> - universities - scientific research bodies - public and private grantors - services companies & associations 	<ul style="list-style-type: none"> - standardization bodies - specialist professions
promoting partners:	the top associations and companies of the sector in Italy	

The need to develop FM research in Europe



Macro-areas of development for FM research in Europe

BASIC RESEARCH focused on "problem setting"

AREAS:

- study of the FM market
- education
- knowledge and information
- terminology and information
- transfer of know-how and best practice
- ...

APPLIED RESEARCH focused on "problem solving"

FIELDS OF APPLICATION:

- healthcare
- space management
- urban FM
- PPP
- ...

MODELS AND INSTRUMENTS:

- normative instruments
- instruments for quality definition and control (SLA, KPI, performance specifications, ...)
- instruments and data for the market (benchmarking, ...)
- ...

Macro-areas of development for FM research in Europe:

Projects realised by Terotec

BASIC RESEARCH

focused on "problem setting"

AREAS:

- study of the FM market

- education

"Censiform"

- knowledge
and information

"CenTer"

- terminology
and information

"Facility Management
Lexicon"

- transfer of know-how and best practice

- ...

APPLIED RESEARCH

focused on "problem solving"

FIELDS OF APPLICATION:

- healthcare

- space management

- urban FM

- PPP

- ...

MODELS AND INSTRUMENTS:

- normative instruments

Italian standard
on "Global Service"

- instruments for quality definition and control
(SLA, KPI, performance specifications, ...)

- instruments and data for the market
(benchmarking, ...)

- ...

Abstract on research projects realised by Terotec:

"CENSIFORM"

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context of reference:	the problem of the training of specific figures and technical and professional competences dedicated to the management of the technical-running services of real estates and urban patrimonies, today represents a vital aspect for the FM market in Europe
subject:	is the first census on the FM education offer in Italy and Europe
aims:	to give an overview of the Italian education offer, with regard to real estate management and maintenance (with particular reference to Facility Management)
results:	<ul style="list-style-type: none"> - in terms of knowledge and information: a census of the education initiatives in the sector promoted at a university level and at an extra-university level (professional training institutes, etc.) - in analytical and interpretative terms: the qualitative-quantitative characteristics and the evolution of the national offer in the sector resulting from the census
organisation:	<ol style="list-style-type: none"> 1. Education offer: an illustration of the overall picture, the characteristics of the education offer of the sector and its geographic distribution 2. List of courses: a synthetic presentation of the different courses in the census 3. List of syllabuses: detailed information relative to the syllabuses, the contents and the criteria for the structure of each education offer presented in the census
prospects:	Censiform constitutes the start of an innovative project for education in the FM sector that Terotec intends to promote over a medium term with the support of the "network of competences" linked to it

For further details, see the Terotec handouts

CENSIFORM 2004

1st Census on the FM education offer in Italy

INDEX:

PRESENTATION

Paolo Novi, Silvano Curcio

INTRODUCTION

New courses and models for education in the field of the maintenance of real estate and urban patrimonies

Claudio Molinari

PART I - THE EDUCATION OFFER

1. THE OVERALL FRAMEWORK
2. THE CHARACTERISTICS OF THE EDUCATION OFFER

PART II - LIST OF COURSES

1. UNIVERSITY COURSES
 - 1.1 Workshops & Refresher courses
 - 1.2 Module in Degree course
 - 1.3 Basic Degree course
 - 1.4 Specialist Degree course
 - 1.5 Specialisation course
 - 1.6 Ph.D
 - 1.7 Module in Master course
 - 1.8 1st level Master
 - 1.9 2nd level Master
2. EXTRA-UNIVERSITY COURSES
 - 2.1 Workshops & Refresher courses
 - 2.2 Masters

PART III - SYLLABUSES

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Repertorio dei corsi di formazione

SCHEDA ANAGRAFICA

WEBLAB - SCHEDA DOCUMENTO N° 94

PROGRAMMA CORSO DI FORMAZIONE

Tipologia Corso:	Corso universitario
Tipo di Corso:	Master di 2° livello
Titolo:	Gestione immobiliare integrata - Global Service
Sottotitolo:	Management dei Patrimoni Immobiliari
Enti organizzatori:	Università degli Studi di Roma "La Sapienza" - Facoltà di Architettura "Valle Giulia"
Enti di supporto:	ANCE; CONSIP; FISE; Terotec; + numerose aziende di settore
Luogo di svolgimento:	Roma
Sede di svolgimento:	Iri Management
Anno/periodo di svolgimento:	03/2003-03/2004
Durata:	12 mesi
Crediti formativi:	60
N. posti disponibili:	30
Titolo di accesso:	Laurea vecchio ordinamento o Laurea specialistica indicate nel bando
Costo:	€ 5400
Finanziamento:	-
Parole chiave:	manutenzione programmata, patrimoni immobiliari, global service, gestione

Abstract: E' il primo Master universitario di 2° livello in "Gestione Immobiliare Integrata - Global Service" promosso e organizzato dalla Facoltà di Architettura "Valle Giulia" dell'Università La Sapienza di Roma, in partnership tecnico-scientifica con Terotec, ANCE, FISE e CONSIP e con la sponsorizzazione ed il supporto tecnico di un nutrito team di importanti aziende operanti nel settore. Il Master, attraverso un approccio specialistico multidisciplinare ed il coinvolgimento di un qualificato team di docenti universitari e di esperti operanti nel mondo della committenza e delle imprese pubbliche e private, intende rispondere alla sempre più crescente domanda di formazione di nuove specifiche figure professionali per il management dei servizi di Gestione Integrata dei patrimoni immobiliari, a fronte di un mercato che, nel solo settore pubblico, ha già superato in Italia la soglia dei sei miliardi di euro e tenderà largamente a triplicarsi entro il prossimo quinquennio.

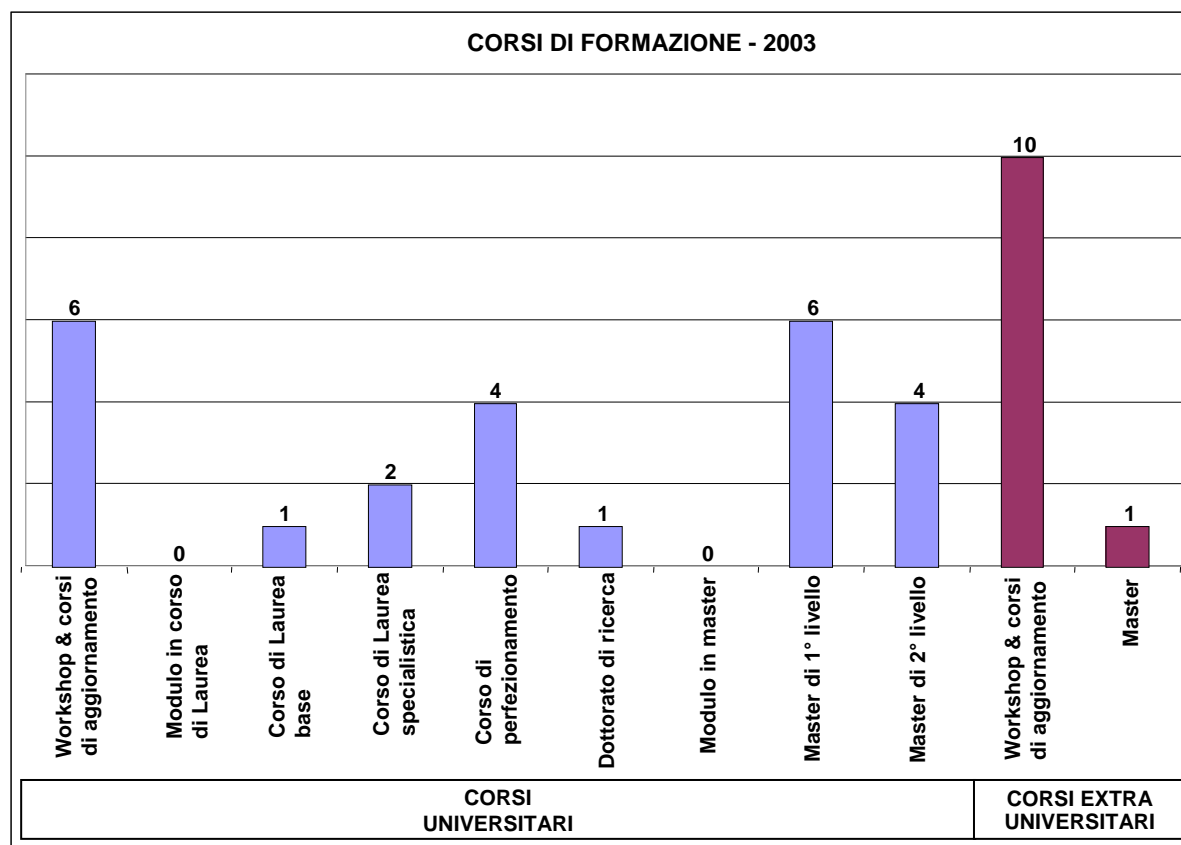
Allegato: → 94documento.pdf

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L'Offerta formativa

2. Corsi di formazione per tipo di corso

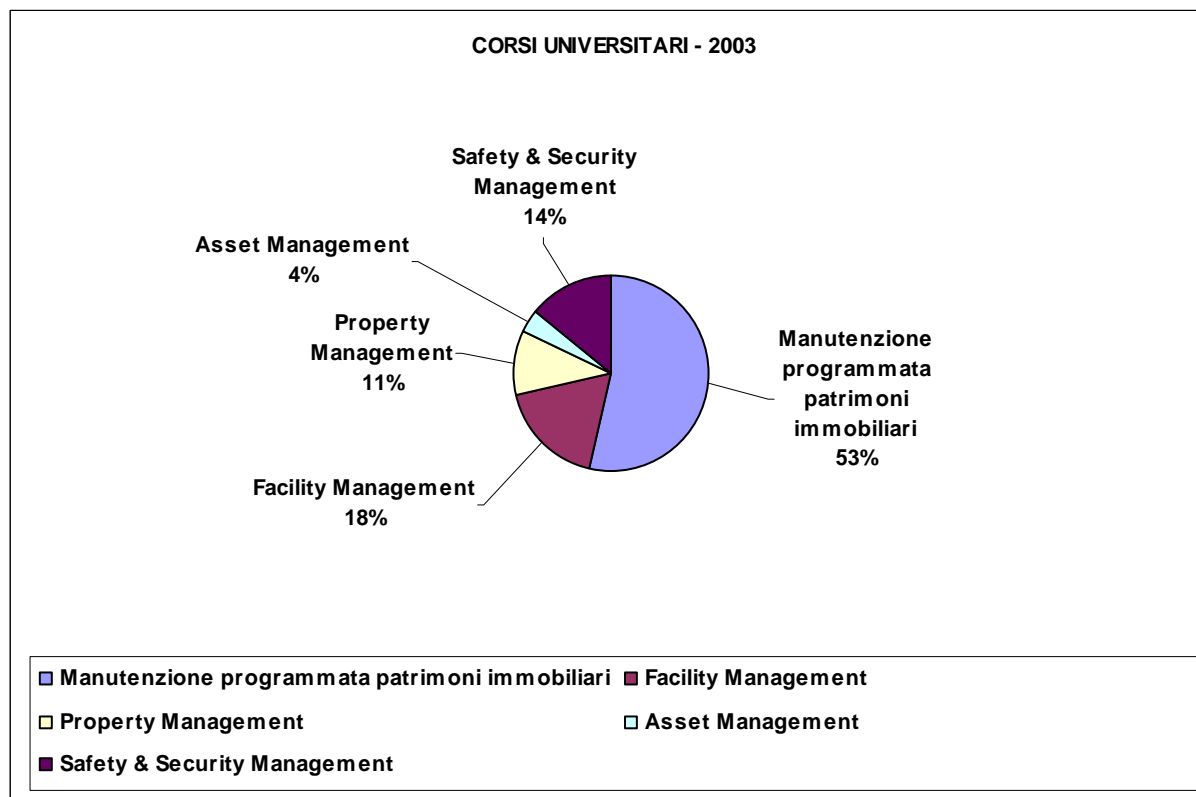


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L'Offerta formativa

9. Corsi di formazione universitari per competenze professionali da formare

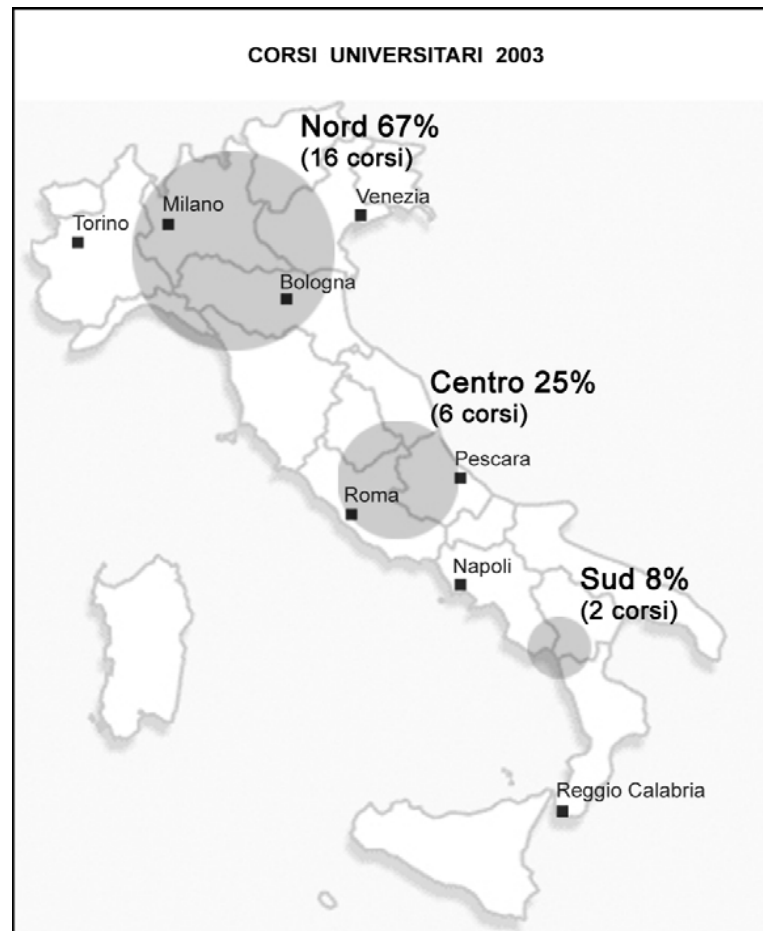


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1st Census on the FM education offer in Italy

L'Offerta formativa

13. Corsi universitari per distribuzione geografica percentuale e per localizzazione geografica



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1st Census on the FM education offer in Italy

The education offer

PROBLEMS ARISING:

- ❑ With regard to the recent increase in demand, there corresponds a still limited offer and a heterogeneity in the possible courses which, due to the lack of a precise reference subject framework, a suitable experimentation process and successive organisational consolidation, these tend to **passively "favour" market tendencies** without however channelling this growth in a "qualitative" way by means of projects and planned, calibrated contributions
- ❑ The organisational heterogeneity in the structure of the offer, which has grown inarticulately, would suggest the need for **inter-university/inter-faculty coordination** in order to structure and integrate the education offer
- ❑ The heterogeneity of "language" used in the presentation and description of the courses directly refers back to the problem of the propagation and **sharing of a common "sectorial language"** to support the structure of a homogeneously articulated offer
- ❑ The education offer, having to deal with an ever increasing demand, has brought about rapid **conversions of traditional courses** into specific training courses, without the necessary modulation of the syllabus
- ❑ The growing **involvement of firms**, associations and public bodies in the education offer is a positive sign, but still needs a real definite objective

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1st Census on the FM education offer in Italy

Job prospects

1. The monitoring of the potential education **DEMAND**, articulated into its most significant parts: from public bodies to associations working in the sector, from the specific grantors to the companies specialised in the supply of services. The purpose of this is to define a somewhat more updated and ad hoc picture of the hypotheses about the most general professional figures to be created.
2. The consequent and coherent construction of a **NATIONAL "MAP" OF COMPETENCES** that can be included in the strategic "*list*" to be used in the drawing up of syllabuses that are compatible with the demand to come, gradually defining its objectives and specific details.
3. A consideration of the characteristics, prerogatives, logistics and the instruments of the *organisational structure* that will have the job of managing the relationship between the "*list*" of competences and their geographical "*positions*", on the one hand, and the education demand on the other, translating it into **AD HOC EDUCATION PROJECTS** and suitable distribution modalities.

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1st Census on the FM education offer in Italy

Work prospects

FUNDAMENTAL NEED:

- ❑ THE EDUCATION MODEL HAS TO BE ABLE TO ADAPT ITSELF TO THE VARIABILITY OF THE DEMAND AND TO THE MARKET VARIATIONS

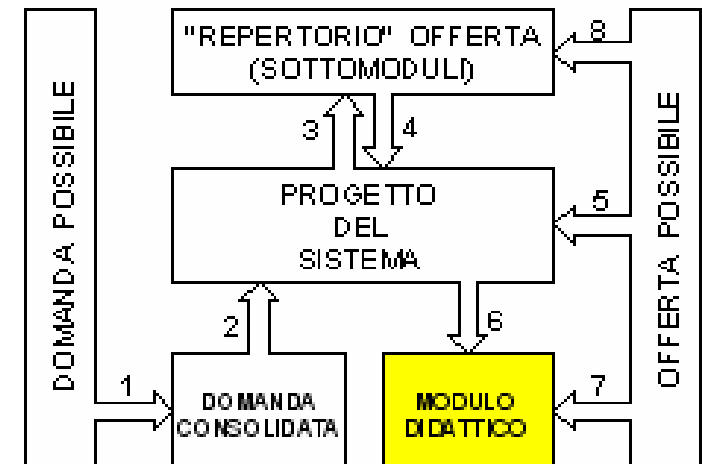
EDUCATION REFERENCE MODEL:

- ❑ MODULAR SYSTEM OF EDUCATION "BY CATALOGUE"

FASE 1



FASE 2

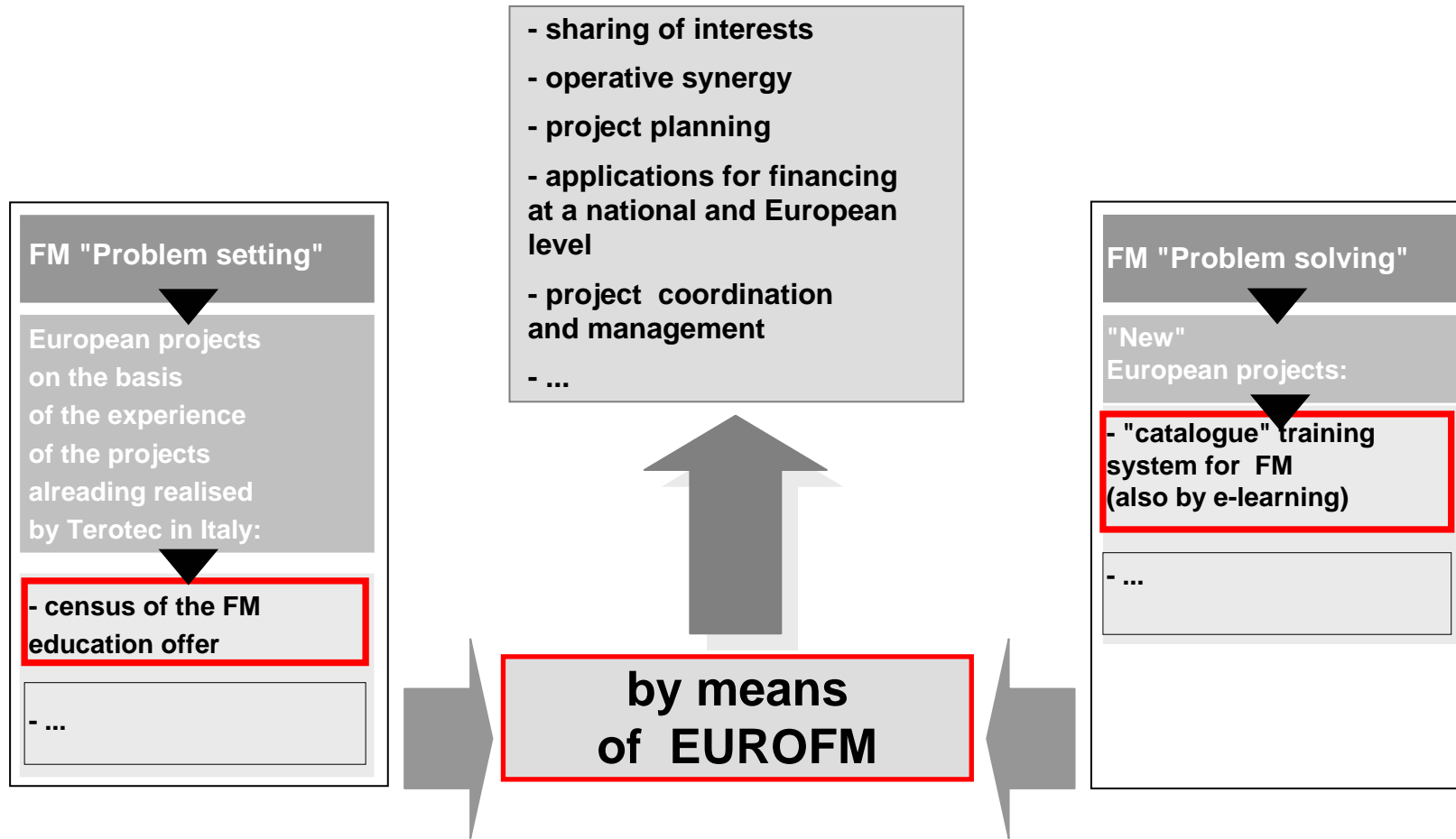


Schema operativo di un sistema "modulare" per la formazione

Conclusions

Development prospects: possible "European" projects 1

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Conclusions

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Development prospects: possible "European" projects 2

...

and in conclusion



**a first contribution
by all of you
for "Censiform 2005"**



**the programmes of your courses
(in english language)
to be inserted
in a first list
of the FM education courses in Europe**

...

**The programmes have to be transmitted via e-mail to:
manuele.balducci@terotec.it
before the next 15th February 2005**