

Facility Management

Courses for exchange students

This document contains information about the courses that the Facility Management programme offers to exchange students. All courses offered seek a balance between theoretical and practical knowledge and are fully taught in English in a multi-cultural setting.

Have a look at the International Facility Management course in the [ECTS Course Catalogue](#).

Year 1:

Semester 1: Service Design and Exploration (AS)

You do research into a simple facilities issue. You discover where the bottlenecks are in the service provision and how its users experience the service provided. Based on the outcomes you apply certain techniques from Service Design, such as the Service Blueprint, to come to a new design with special attention on hospitality and sustainability.

Semester 2: Vital Buildings and Users (SS)

This semester focuses on housing and how housing could facilitate work processes. Also how it can improve the health of employees and how it can contribute to realizing the aims of the organization. Firstly, you will learn to analyse the current housing situation. Then define the needs of the user. Subsequently translate these into a program of requirements leading to a functional and special housing design.

Year 2:

Semester 1: Buying into service innovation: challenge using Design Thinking (AS)

Purchasing 2.0 meets designing for users. In this semester you first write a functional request for proposal for a sustainable service as a group based on a challenge given to you by a commissioner. After this you also become part of a team of designers and you develop a sustainable service for another group's request for proposal. SCRUM and Design Thinking are the iterative methods used.

Semester 2: Creating optimal (work) spaces (SS)

This semester deals with space and/or housing issues for organisations at a more strategic level. Executing a feasibility study and determining a suitable strategy inclusive of a long term

sustainable maintenance plan are some of the activities carried out. This results in plan of approach how to re-shape the spaces and/ or housing of the organisation. Finally, you measure the (building) performance; for instance the occupancy rate and indoor climate.

Year 4:

Year 4: Experience (AS)

The student creates a new or improved experience by (re)designing a product, service or event for the stakeholders of a real client, such as a hospital Martini here in Groningen or the Refugee center. This design should align with the organisational strategy and Sustainable Development Goals. How do you help the organisation achieve their goals?

Of course, you need to make sure that over the years quality and success of the improved experienced are measured, to make sure that the client is on its way to achieve the strategic goal. Thus these are important aspects to be considered.

Design thinking is the method used for all this and interaction with stakeholders is crucial to create the best design. This design is worked out in a prototype. The final design/ prototype is to be presented to the client.

You do need a theoretical base in order to bring this project to a successful end. Therefore we have the Suitcase of Knowledge. In these practical lessons you apply all the principles needed for this project. Concepts practiced are, amongst others, worldbuilding and backcasting.

You work in a so-called community of learners with guidance of a lecturer. You give and receive feedback on each others plans, ideas and performance, which makes it feel like you are working with real colleagues!

Application and starting dates

International students can apply by sending in an application form and supporting documents to our [International Office](#). Enrolment will not be final until all requirements - as specified in the letter of acceptance - are met. Therefore, always consult the letter of acceptance. Hanze University of Applied Sciences Groningen reserves the right to check, both in the Netherlands and abroad, the authenticity of all documents submitted in support of applications.

Deadlines for submitting an application

- To join the first semester (September - February): 1 June
- To join the second semester (February - July): 1 November

Start date each year

- First week of September
- Second week of February

For general questions about applying to the programme, tuition fees, visas and accommodation, please contact the International Service Desk via exchange@org.hanze.nl or **+3150 595 7800**.