Micad Internet Property Register | Training

www.efmconsulting.co.uk

Micad IPR Software Training

Who Benefits from Training?

- All Micad software users from the novice to the seasoned Professional

- All Organisations which use the Micad IPR

Organisations use the Micad IPR software to record, manage and report on Estates and Facilities related information and data as well as providing information assurance, e-data collection and compliance.

Micad IPR Training courses and programs help organisations maximize their use of the range of Micad products from general overviews to bespoke, focused sessions.

The best training available delivered from a practical perspective

EFM Consulting are a Micad Implementation & Support Partner which means that we have demonstrated a high standard of both understanding and training on the core IPR and associated Modules. We offer first class training in global use of the Micad IPR. Training is delivered by a former NHS Estates Manager and IPR Administrator with a wealth of experience in all aspects of the software meaning that, following our sessions, delegates are equipped with the skills required to use the software as efficiently and effectively as possible.

"The Software is intuitive but after professional training I found that I could navigate much quicker and get more out of the system . . ."

Jamie Mitchell

Property Manager

NHS Property Services

"Marc has provided support and training for the implementation of MICAD IPR we purchased. He has extensive knowledge in this subject and provided a tailored program in training and set up of the IPR. Having worked with Marc, I can recommend his services and expert knowledge in his subject . . ."

Ajesh Vaghela

Estates & Facilities Manager

your healthcare

"Our courses have been designed to ensure that you or your delegates obtain the skills they need to get the very best from your Micad System. We provide a range of standard courses or can tailor to suit your individual requirements.

The specialist support services we offer are detailed on page 14. Please feel free to contact me to discuss any specific requirements you have.

We look forward to working with you in the future.

Marc Watson LL.B (Hons.) PgDip. Solicitor

EFM Consulting Ltd. | Managing Director

E F M
CONSULTING

Micad IPR Software Training

Stay ahead of the curve

As the need and appetite for organisations to possess accurate data continues to increase, Users can stay ahead of the curve and maintain organisational efficiency by taking advantage of high-level, extensive curriculum and affordable training packages.

From courses designed for Users just beginning their Micad experience to those seasoned Users who wish to enhance their knowledge, EFM Consulting offers the perfect training choices. Every organisation can ensure that their staff are fully prepared to use the IPR to realise your investment and enhance the Management and reporting functionality.

We offer structured courses ranging between:

- General Overview;

- Introductory Sessions;

- Focused Sessions; and

- Bespoke Sessions tailored to meet your organisational requirements.

- Attendance at all courses attracts a certificate of Attendance;
- Train either on your own site or within our training facilities around the country;
- Customize a course to suit your organisation's needs;
- Fixed Course fees for up to three Delegates or Group Sessions on a "per delegate" basis are available*.

Visit our website to find out more about the extensive range of Micad IPR and other services we offer at www.efmconsulting.co.uk.

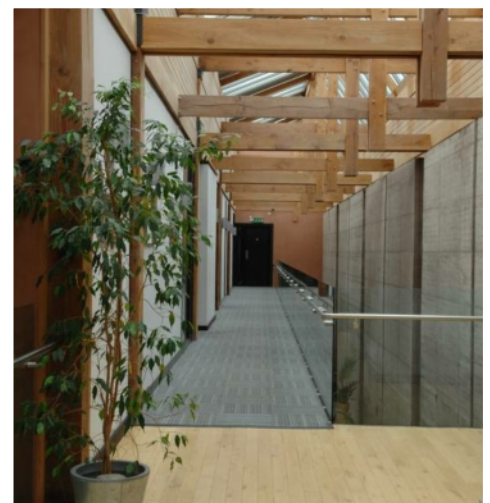*Minimum attendance 3 x Delegates

"Marc comes highly recommended.

He has an extensive, practical knowledge of the Micad Internet Property Register and relating to the Asbestos Management Module and its interdependencies and front line use.

His Training and Consultancy has assisted us greatly at Bradford Teaching Hospitals NHS Foundation Trust in achieving and maintaining compliance in this area . . . .

I would recommend EFM for any training requirement…"

Jason Milner
Estates Risk Manager (Asbestos)

Bradford Teaching Hospitals **NHS**
NHS Foundation Trust

The Rivergreen Centre - Durham City

Contents

EFM
CONSULTING

An Introduction to our Training Courses

Overview Sessions

Geberal IPR Overview Sessions for small or large groups

This overview session allows small or large groups of delegates to gain an understanding of the IPR and its associated Modules to prior to their attendance on the Comprehensive Foundation training Session. This sessions is, in essence, a confidence builder and is meant as a pre-cursor to the next stage.

Who should attend?

New Starters, new Users, those team members who need only a very basic understanding of the IPR. Participants may have minimal computer skills.

Focused Sessions

Comprehensive Foundation Training

This hands-on course involves practical use of the IPR with session attendees having access to their own database to gain a thorough understanding of the structure and methodology behind the Micad IPR. The session provides participants with an understanding of the system and is intended to provide the basic skills required for every day use.

Who should attend?

New Starters, New Users, those who may have been using the system for some time but have never received formal training, those who need to use the system more frequently. Participants may have minimal computer skills and may be new to the field of digital property management.

Administrator Training

This course is designed for idelegates with strong computer skills, prior Micad IPR training and usually experience using the IPR. This course builds upon the skills covered in the Comprehensive Foundation Training course and enhances the Users' ability to work efficiently through configuration, administration and management of the software.

Who should attend?

System Administrators and those who wish to gain a broader understanding of the mechanics of the IPR. Participants should have attended at least a system overview session although this session can be delivered without such attendance.

Module Specific Training

Each of the additional Modules has its own training session to compliment its use:

1. Appraisal Module
2. Asbestos Module
3. Asset Module
4. Compliance Module
5. Help Desk Module   (Administrator)
6. Help Desk Module   (Trades / Contractors)
7. Lease & Licence / Terrier Module
8. Room Utilisation & Monitoring (RUM)
9. Waste Module

Who should attend?

Individuals with responsibility for each or any of the above detailed Modules.

We are also happy to design and deliver group sessions tailored to meet your specific requirements.

Who Benefits from Training?

- General Users
- Administrators
- Users with specific areas of responsibility
- Contract or Project Managers
- Contractors

Course Outlines - Overview

Training Options

On-Site Training

EFM Consulting will attend at your site to deliver sessions meaning that your delegates spend less time away from their offices and day jobs.

Small Group Sessions

We generally prefer to hold training sessions for up to three Delegates ensuring that each delegate gets the very best from the sessions with ample opportunity to ask questions.

Large Group Sessions

Large Group sessions are available for either Foundation or some Modules. We will advise where this option is available.

Bespoke Packages

To ensure that you get the best from your systems we are happy to discuss and tailor training packages to suit your specific needs.

The System Overview Session provides Users with a basic understanding of the system to allow basic tasks to be carried out. This Session is intended to be a pre-cursor to the Comprehensive Foundation Session.

IPR Overview

Adding Data to IPR

Reporting

Module Overview

Questions & Answers

Course Outlines - Foundation Training

Comprehensive Foundation Training on the IPR provides Users with both a comprehensive understanding of the mechanics of the system and the tools to make the most of the functionality. Our Foundation Session is tailored to the requirements of Delegates to ensure that the skills they learn are relevant to their own roles.

IPR Overview:

Overview of the System

Navigating around the system both the explorer and main screens

Brief explanation of the importance of drawings and the unique MICAD numbering system

Finding documents / drawings

Viewing drawings / documents

Help screens and FAQs

Adding Data to IPR:

Adding documents and publishing to IPR, including from the explorer view

Amending room information stored on IPR, via drawings, forms, custom reports, ERIC floor report, client query and spreadsheets

Reporting:

Running standard reports

Exporting reports to excel

Creating custom reports

Creating and running graphical reports

Creating excel data sheets

Importing excel data sheets

Using the Advanced Query engine

Module Overview

Introduction to further modules (dependant upon those active within your IPR):
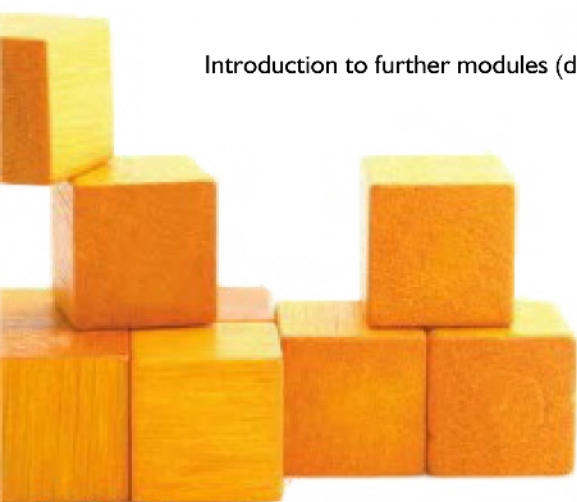
Leases & Licenses

Asbestos

Appraisal

Room Utilisation

Compliance

Project Data Warehouse

Costs

Questions & Answers

Foundation Training

Course Outlines - Administrator Training

Administrator Training

Administrator Training provides Users with an in depth understanding of the configuration and Administrative functions within the IPR from setting up Users to publishing updated drawings. Our Administrator Session is tailored to the requirements of Delegates to ensure that the skills they learn are relevant to their own roles.

IPR Configuration:

Configuring the Departmental Hierarchy

Adding , editing or removing Departments from the hierarchy

Associating Colours to Departments

Setting Up New Users (Core IPR and Modules)

Adding Locations to IPR:

Adding, Removing or Editing Locations within the IPR

Adding Data to IPR:

Adding, removing or editing Folders

Editing document or Folder Properties

Setting up Property Groups

Collecting Data using various methods

Uploading amended Drawings to the IPR

Managing Drawings

Reporting:

Publishing reports to the IPR from the Reports Server

Amending Report User Rights

Running standard reports

Exporting reports to excel

Creating custom reports

Creating and running graphical reports

Creating excel data sheets

Importing excel data sheets

Using the Advanced Query engine

Questions & Answers

Course Outlines - Asbestos Module Training

The Micad Asbestos Management Module is truly the industry leading asbestos management tool. This client focused product is utilised by a range of organisations from both moderate property portfolios to those with a responsibility for managing over 2000 buildings nationwide.

Compliance Module Training

Introduction

. The Micad System and Navigation
. Running Reports at Different Locations .
Risk Schedule
. Event Schedule
. IPR Dashboard Compare Tool
. Bird's Eye View (BEV) Reporting

Creating Space records in the IPR

. Regions, Sites, Buildings, Floors, Spaces
. Publishing Folders and Documents
. Preparing and Publishing AutoCAD Drawings (optional if CAD used to drive the system)

Adding Asbestos Sample Data to the Asbestos Module

. Survey Sheets
. Creating a Survey Item
. Completing the Risk Assessment
. Adding Re-inspection & Remediation Events
. Adding Photographs & Documents to ACM Locations .
Copying ACMS to Other Locations
. Entering and Flood Filling NSMI
. Entering Plan for Inspection Status
. Entering and Flood Filling Areas of No Access
. Removing Asbestos Items
. Assessment Profiling
. Re-inspecting ACMs & Flood Fill Re-inspection Tool

Quality Assurance Tool

Questions & Answers

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WARNING CONTAINS ASBESTOS

Breathing asbestos dust is dangerous to health

Follow safety instructions

Asbestos Module

Course Outlines - Property Appraisal Module

Appraisal Module

This course is designed for Users of the IPR who have responsibility for Estate Appraisals or the resolution of defects identified during ay such appraisal. This module allows comprehensive recording of appraisal data through exported data collection tools and multi faceted reporting using the in-built reporting functionality.

Introduction
Start Page
Manage Appraisal Users
Initial setup / New User / Setting Appraisal Permissions
User Preferences

Manage Change
To access / Rankings / Category Visibility Box.
Sub Element Breakdown
Editing Data Cells
Risk, Priority, Potential Hazard, Population at Risk, Rank, Life Expectancy, Inspection Date Cost to B, Remedial Action, Defects
Attachments
Appraisal Data Wizard
Observation, Potential Hazard, Population at Risk, Life Expectancy, Inspection Date.
Risk,Priority, Condition Rank, Defects
Add a defect from existing list of effect types
Add a new defect type
Existing Defects
Residual Risk
Maintenance Costs
Survey Import/Export
Survey Export / Survey Import

Generate Report
Access via Appraisal Home page / Access via Survey page.
Query Designer
Remaining Life – Name of Surveyor
Surveys
Configure a New Survey – Design template and configure sub element level of survey
Setting up appraisal elements
Facets. Modifying Facets or adding a Category
Category. Modifying a Category or adding a Major Element
Major Elements. Modifying a Major Element or adding a Sub Element
Sub Element. Modifying a Sub Element or setting Visibility
Visibility. Set Visibility.
Delete Survey
Mass Updating of Cost Annually
Central Defect List

Setting up ranking score per facet
Configure priorities - Setting up priority values for survey
Setting up Risk Values

Resolved Defects
Remove Location from Survey

Questions & Answers

Course Outlines - Asset Module Training

The Asset Capture Module can be used to track and record the location of pretty much any asset. Importantly this information can be distributed across an organisation including to 3rd party contractors that are registered to view it. Once in the system Assets can be search by type and grouped. Additional information can be added to each asset such as hyperlinks to equipment manuals, photographs and GIS location details.

Asset Module

Course Outlines - Compliance Module

This course is designed for Users of the IPR who have responsibility for Compliance, be it as a Compliance manager or a Responsible or Authorised Person. The course is structured to equip delegates with the skills they require to manage the Module.

🔗 Asbestos Module Training

Compliance Module

INTRODUCTION

Compliancy Module / Navigation / User Help Symbols

COMPLIANCE ELEMENT SET UP

Risk Matrix – Set Up / Risk Elements - Set Up
Add New Risk Element
Add Sub Element to Risk Element
Edit Existing Risk Elements Delete
Existing Element

Assign Elements to Locations

Assign Risks to Elements

Set Up Users
Amending E-mail Address

Assign Users to Elements (Missing Documents)
All Users View
Assign User Responsibility

Publish Assurance Documentation
Publish Document IPR
Publish / Edit –for Compliancy

Complete Compliancy Document – Data
Submit Data & Document Status Summary

Publish Document to Other Locations

View Locations & Edit Compliance Data
Remove Compliance Documents
Edit Compliance Data
View Locations

VIEW DATA & VIEW COMPLIANCY

Risk Management Users Console
Element Expiry Planning.
Resetting the Expiry Date
Amending Document Edit Notes
Navigate via Risk Management Users Console

Reporting

Risk Element - Views

Questions & Answers

Course Outlines - Help Desk Module

The Micad Help Desk Module has been developed to allow "Real Time" workflow management from reporting and allocating Reactive Maintenance tasks and Soft Services requests to the robust management of Planned Maintenance and Stock.

Our range of Help Desk sessions are designed to allow all Users of the Help Desk to gain a practical understanding of the operation of the Module.

Session 1 - Configuration, Management & Maintenance

Configuration
System Amendments

Who Should Attend?
This session is designed for System Administrators

Session 2 - Logging & Allocating

Customer Portal
Management System
Allocation

Who Should Attend?
This session is designed for Help Desk Operators and Managers

Session 3 - Advanced

Customer Portal
Management System
Allocation
Planned Maintenance (PPM's) & Assets
Stock & Purchase Orders

Who Should Attend?
This session is designed for Supervisors / those with an interest in PPM's and Assets and Stores Operatives

Session 4 - Handheld Device Operation

Mobile Device / Application operation

Who Should Attend?
This session is designed for Trades Operatives who use Hand Held devices for the receipt and updating of task status.

Help Desk Module

Course Outlines - Lease & Licence Module

The Lease and Licence Module Training is tailored to those Users who have a responsibility for managing Occupancy Agreements across the Estate. At the end of the session, Delegates will have acquired the requisite skills to configure the Module as well as to add, edit, delete and manage occupancy Agreements.

🔗 Terrier Module Training

Administration

Access Permissions
Category Access
Contact List Access

Configure & View Diary

To view events for a different date
Add a user event to the diary
Adjust your user settings
Adjust your user email settings
Transfer Diary Event Ownership

Module Population

Main page
Adding New Agreement detail
General
Agreement
Rental/Fee Payments
Contacts
Linking a Lease to a Property
Let External Spaces
Rent / Fee Reviews
Break Options
Service Charges
Maintenance & Repair Obligations
Alterations
Insurance

Contacts

Search Window

Rent & Service Charge Records

Configuring & Running Reports

Questions & Answers

Lease Module

Course Outlines - Terrier Module

This course is designed for Users of the IPR who have responsibility for the Estates Terrier Information. This Module allows comprehensive recording of a range of date sets and, through its in built reporting functionality allows the User to quickly access important information.

Introduction

Configuring the Module

Administration

Administering the Module
Setting Up Users & Configuring Access Permissions

Module Population

Building /Site information Population
Essential Data
Geographical Data
Car Parking & External Spaces
Capacity & Services
Services (Utilities)
Occupancy
Statutory Regulations
Additional Information
Construction Data
Legal Tenure
Charges & Values
Acquisitions & Disposals
Planning Constraints

Contacts

Reporting

Running Standard Reports

Questions & Answers
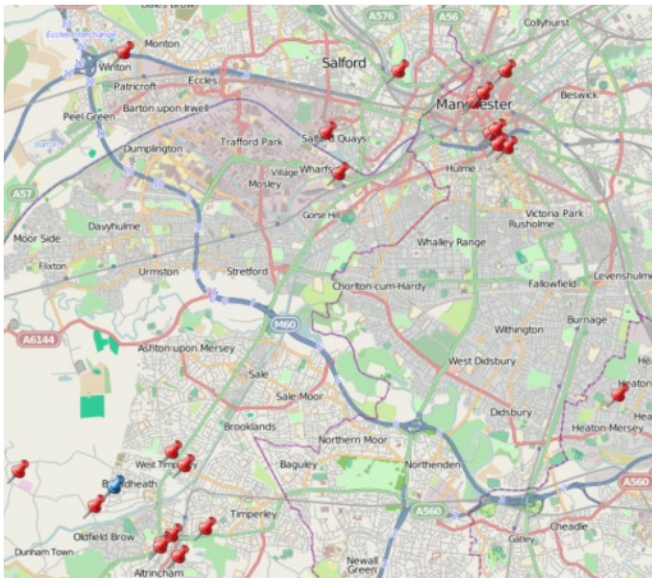
Terrier Module

Room Utilisation Module

Course Outlines - Room Utilisation & Monitoring Module

The Micad IPR dedicated Room Utilisation Module allows organisations to drive out organisational inefficiencies and robustly manage their use of space through accurate and transparent data. This course is designed for those individuals who have responsibility for either space booking or reporting on the use of space.

Introduction

About the Room Utilisation & Monitoring Module (RUM)
Benefits of running the RUM
Pre-Requisites to RUM Implementation

Access & Navigation

Entering the RUM
The Menu's associated within the RUM

Configuration & User Rights

Setting Room Availability
Room Notes
Charges
Clients (Users) & Sessions
Room Properties
Departmental Occupancy Data Input (Exclusive)
Setting Terms & Conditions / Cancellation Reasons / Booking Types
Feedback & Audit Questions
Setting User Rights & Permissions (Security)

Booking & Monitoring Space

Methods of locating & Booking Space
Room Manager Schedule

Managing and booking Resources

Reports

Questions & Answers

Course Outlines - Waste Module

This course is designed for Users of the IPR who have responsibility for waste within organisations. This Module allows comprehensive recording of a range of date sets and, through its in built reporting functionality allows the User to quickly access important information.

Introduction

Navigating around the Waste Monitoring Module

The Waste Monitoring Module

Configure Users

Configure Disposal Methods

Configure Waste Streams

Categories

Category Configuration

Configure Service Providers

Configuration - Assign Service Providers to Streams

Configure Projects

Data Entry

Data Entry/Appraisal

Performance at Building Level

Project Reports

Questions & Answers

Waste Module

Other services we offer

We offer a range of Support Services to assist you with your Estates and Facilities Management functions.

Built on our experience in Estates & Facilities Management, EFM Consulting Ltd is here to help you and your organisation by providing a range of support services.

From general Estates & Facilities Management Consultancy, Micad Support Services and Project Management – through to Specialist Micad Training, we can provide you with tailored solutions to achieve your objectives.

EFM Consulting offer a free no obligation consultation so we can get to understand your business, we will then suggest bespoke solutions to make a real difference.

- Aerial Photographic and Video Surveying
- Estates & Facilities Management Consultancy
- Micad Training
- Micad Implementation & Project Management
- Micad System Audit / Consultancy
- Micad Survey / Data Collection & Upload
- Micad Lease / Licence Data Extrapolation and Upload
- Bespoke Micad Manuals
- Legal / Occupancy Agreement Audit & Management
- Space Utilisation Studies
- Accommodation / Space Utilisation Policies
- Document & Drawing Scanning
- CAD Drawing Services

Contact us to discuss your requirements at training@efmconsulting.co.uk or by telephoning (0191) 383 7444.

Alternatively, you can visit our website at www.efmconsulting.co.uk for up-to-date details of the broad range of services we offer.

Other Support Services

A selection of recent Testimonials

After a training session or project is complete my clients are often kind enough to share some feedback on our working relationships. Below are a few appreciated remarks:

"*MARC WORKS TIRELESSLY TO ACHIEVE HIS CLIENTS' GOALS*"

Marc fitted seamlessly into our team immediately and works well with internal and external team members and customers, who find him professional, approachable, sensible and dependable. Due to his commitment and experience and the way that Marc works tirelessly to achieve his clients' goals I would not hesitate to recommend Marc either on a one off project or to provide assistance where there are workload or capacity issues.

Emma Bolton
Regional Head of Asset Management (North)

NHS
Property Services

"*EXCELLENT CUSTOMER SERVICE & TECHNICAL SKILL*"

Marc has provided our Trusts with expertise in setting up and using the MICAD system. He has demonstrated excellent customer service and technical skills when dealing with all levels of the organisations, his knowledge of how things work within the NHS allows him an insight into the issues, whilst his experience helps him suggest and implement solutions.

Nigel Myhill
Vice Chair of HefmA, Facilities Director

Northern Lincolnshire and Goole Hospitals **NHS**
NHS Foundation Trust

"*ABLE TO TAILOR HIS WORK TO EXACTLY MEET OUR NEEDS*"

Marc has exceptional knowledge and is very personable. He was able to tailor his work to exactly meet our needs. I would definitely use Marc again as required.

Andrew Dickinson
Head of Estates & Strategic Services

NHS
Berkshire Shared Services

Testimonials

☑ EXCELLENT
☐ GOOD
☐ AVERAGE
☐ POOR

EFM Consulting Ltd

Training Facilities

Although we prefer to deliver sessions at your site we do have facilities available around the country at the following locations:

- County Durham

- Derbyshire

- Leicester

- Tyne & Wear

For more information on any of our courses or programs, contact EFM Consulting at training@efmconsulting.co.uk or by telephoning 0191 383 7444 . Alternatively, you can visit our website at www.efmconsulting.co.uk for up-to-date details and a complete list of courses and other services we offer.

www.efmconsulting.co.uk

Our Customer Base

EFM Consulting Ltd's customers are organisations in a wide variety of industries, such as Education, Health, Local Authorities and Retail.

About EFM Consulting Ltd.

We are specialists in a number of areas pertinent to Estates and Facilities Management and the Built Environment.

We feel that we are well positioned to provide cost effective and focused advice and support in the following areas:

- All Micad IPR Services;
- Space Utilisation Studies;
- Occupancy Agreement Audits, Advice & Management;
- Occupancy Agreement Key Data Extraction and Input to either Micad or Spreadsheet; and
- General Estates & Facilities Management Consultancy.

The Managing Director of EFM Consulting is a former NHS Head of Strategic Estates and Solicitor, and as such brings with him a wealth of expertise in Strategic Estates and Facilities Management as well as the requisite legal knowledge to assist and support you in the formalisation and management of your legal estate.

Having worked also with the Commercial, Local Council and Academic Sector, EFM Consulting are also able to advise in relation to all of the above areas in these sectors also. We have also built up trusted relationships with other companies who specialise in specific areas and are more than happy to refer you to ensure that you get the service you need.

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