SCHOOL FACILITIES CERTIFICATION PROGRAM

The New Hampshire Association of School Business Officials (NHASBO) offers our School Facilities Certification Program through a partnership with the Texas Association of School Business Officials. This program expands our commitment to provide leadership professional development opportunities to school facility operations staff started by our annual Northern New England Facilities Masters Conference. This program targets New Hampshire, Maine, Vermont and Massachusetts school district staff.

The program offers two certifications for school facility operations professionals. The first level certification is the Certified School Facility Specialist (CSFS). This certification is ideal for facility maintenance staff, lead custodians, and those wishing to advance their career. The CSFS certification requires the completion of seven (7) online courses. The second level certification will be the Certified School Facility Manager (CSFM). This certification is ideal for facility directors and managers, and those wishing to advance into management positions. This certification will require completion of the CSFS certification plus an additional 7 online courses.

PROGRAM REQUIREMENTS

There is a $90.00 application fee in order to be accepted into our certification program.

Each online course costs $150.00 payable prior to taking the course. All courses are designed to take approximately six hours to complete.

Certified School Facility Specialist (CSFS)

Certification Requirements:

Certification will be awarded upon the completion of the following seven (7) required courses:

- Basic Systems Overview
- Introduction to Plant Maintenance and Operations
- Management of Maintenance Activities
- Custodial Staffing and Organization
- Understanding and Applying Building Energy Technology
- Environmental and Regulatory Compliance
- Business Ethics
Certification Renewal Requirements:
- Initial certification is valid for three (3) years
- Certification renewal fee is $50.00
- Thirty (30) hours of professional development during the three-year cycle, a minimum of fifteen (15) hours must be issued at NHASBO sponsored PD activities (e.g. Facilities Masters Conference, Tri-State ASBO Conference, Best Practices Conference for School Finance and Operations, and NH ASBO monthly meetings).
- All Professional Development hours must be entered into NHASBO’s membership portal to be considered for certification renewal.

Certified School Facility Manager (CSFM)

Certification Requirements:
- Minimum two (2) years’ experience in a supervisory position in facilities management or related field (at time of certification)
- Certification will be awarded upon completion of the CSFS program and the following seven (7) required courses:
  - Budget and Financial Planning for Maintenance & Operations
  - Planning & Administering School Construction Projects
  - Human Resource Management for Maintenance & Operations
  - Safety and Security Management of School Facilities
  - Approaches to Leadership & Management
  - Effective Communications

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- CSFM recertification Includes CSFS recertification
- All Professional Development hours must be entered into NHASBO’s membership portal to be considered for certification renewal.

PROGRAMS OF STUDY

The following course outlines may be adjusted slightly as these courses are modified for northern New England use. We expect at least one new course will become available each quarter until all courses have been modified for our program’s use.
CERTIFIED SCHOOL FACILITY SPECIALIST (CSFS) PROGRAM OF STUDY

**MAO 100: Basic Systems Overview (Available Now)**
A. Heating, ventilation & air conditioning  
B. Preventative maintenance  
C. Roofing systems  
D. Floor coverings  
E. Key lock systems  
F. Grounds - equipment and maintenance  
G. Kitchen facilities  
H. Fire alarm systems  
I. Intercom systems  
J. Paints  
K. Plumbing  
L. Electrical

**MAO 101: Introduction to Plant Maintenance and Operations (Available Now)**
A. The role of MAO in the education process  
B. Relationship with educational staff  
C. Custodial staffing  
D. Staff scheduling  
E. Methods of administrating supervisors  
F. Inspections and evaluations  
G. Budgeting  
H. Technology, equipment, materials, and supplies  
I. Inventory management of equipment and supplies  
J. Community use of facilities  
K. In-House vs. contract service

**MAO 103: Custodial Staffing and Organization (Available Now)**
A. How to assess the job  
B. Key elements in developing standards  
C. Work schedules/job assignments  
D. Methods for organizing custodial service  
E. The essential elements in training  
F. Managing and motivating  
G. Computer model(s) for staffing  
H. Contracting vs. in-house vs. combination
MAO 203: Understanding and Applying Building Energy Technology (Available Now)
A. Energy Management in Schools
B. Budgets, Billing, Analysis, & Procurement
C. Energy Audits
D. Energy Conservation Measures
E. Energy Efficient Design, Maintenance, & Operation
F. Funding Mechanisms
G. Stakeholder Engagement
H. Energy Management Plan

MAO 204: Environmental and Regulatory Compliance (Available Now)
A. HAZCOM and the Right to Know Law
B. Indoor Air Quality (IAQ)/Indoor Environments
C. Blood-borne pathogens
D. Integrated Pest Management
E. American with Disabilities Act (ADA)
F. Asbestos awareness training
G. Lead Regulations
H. National Fire Protection Association (NFPA)

MAO 304: Management of Maintenance Activities (Available Now)
A. Mission of the maintenance department
B. Organizational approaches
C. Staffing of maintenance functions
D. Maintenance policy
E. Repair of buildings and equipment
F. Vehicle requirements
G. Warehouse and tool cribs
H. Using a Computerized Maintenance Management Systems
I. Implementing a Maintenance Management System

MGT 307: Business Ethics (Available Now)
A. Definition of business ethics
B. Sources of ethical values
C. Ethical values versus the law
D. Organizational and/or community ethical standards
E. Types of ethical values
F. How to cope with unethical situations
G. Ethical guidelines for decision making
H. Codes of ethics for the workplace/district – combining educational and business ethics
CERTIFIED SCHOOL FACILITY MANAGER (CSFM) PROGRAM OF STUDY

MAO 200: Budget & Financial Planning for M&O (Future)
A. Budget development process
B. Roles and responsibilities assigned to various parties in the budget development process
C. Approaches to preparing a facilities budget
D. How to estimate facility operations revenues and expenditures
E. Multi-year projections
F. Construction projects
all from the point of view of a maintenance and operations manager

MAO201: Planning & Administering School Construction Projects (Available now)
A. Planning Educational Facilities
B. Laws, Rules, and Codes Pertaining to School Construction
C. Education Specifications
D. The Role of Design Professionals
E. Site Selection
F. School Design and Construction Considerations
G. Building Materials and Construction Practices
H. The Classroom
I. Support Spaces
J. Health and Safety
K. Financing the School Building Program
L. Presenting the Building Program to the Public

A. The Job of Maintenance and Operations (M&O)
B. Hiring
C. Training
D. Performance
E. Legal Aspects
F. HR Tools and Best Practices

MAO 307: Long Range Maintenance & Operations Planning (Future)
A. State profile
B. National Clearinghouse for Educational Facilities
C. Facilities assessments
D. State guidelines for facilities
E. Performance review template
**SAF 201: Safety and Security Management of School Facilities (In Development)**

A. Framework for Risk Management
B. Identifying Loss
C. Risk Management and Insurance
D. Laws, Rules and Regulations
E. Safe Environment
F. Accident Prevention & Emergency Response Planning
G. Responding to Emergency Incidents

**MGT 303: Approaches to Leadership & Management (Future)**

A. Gregorc Style Delineator (for self-analysis and self-observation)
B. Management and leadership qualities and skills
C. Personality types and generational differences
D. Best practices for counseling and motivating employees
E. The concepts of change management and time management.

**MGT 308: Effective Communications (Future)**

A. Five basic elements of the communications process
B. Four styles of communication patterns
C. Communication preferences and adaptability
D. Active listening
E. Clarifying feedback
F. Creating a powerful image
G. It’s how you say it
H. Time talks
I. Presentation power
J. Public relations
K. Open meetings act
L. Tips for presentations