

**CHARTERED**  
INSTITUTE OF PROFESSIONAL CERTIFICATIONS

# DRAFTING AND NEGOTIATING FACILITIES MANAGEMENT CONTRACTS AND SERVICE LEVEL AGREEMENTS

**Fully Accredited**  
By:

Chartered Institute of  
Professional Certifications

CPD  
Certification Service

# PROGRAM OVERVIEW



According to global facilities management (FM) industry surveys, **poorly drafted contracts and vague service level agreements (SLAs)** are responsible for over 40% of performance disputes between clients and service providers—resulting in service breakdowns, cost overruns, damaged vendor relationships, and prolonged disputes that undermine operational efficiency and long-term value.

This certified program will provide you with the commercial, legal, and practical capabilities required to confidently draft, negotiate, and govern high-performing facilities management contracts and SLAs. Through this program, you will gain hands-on capability across core FM contracting disciplines, including **contract models and delivery frameworks, outcome-based SLA design, performance standards, KPI frameworks, and reporting mechanisms**. This program will emphasize practical **interpretation of contract clauses, service scope management, and consistent application of performance frameworks across complex and multi-site FM environments**, ensuring your contractual intent is translated into measurable operational outcomes.

Throughout the program, you will also gain expertise in procurement and tender processes, negotiation strategy, contract administration, variations and extensions of time, governance, and compliance oversight. Through real-world case studies, you will master **dispute resolution techniques, escalation frameworks, and performance-based resolution methods**—enabling you to proactively manage risk, protect value, and maintain control throughout the entire FM contract lifecycle.

## ACCREDITATIONS



4.8



4.6



# PROGRAM OVERVIEW



Upon successful completion of the program, you will earn the **Certification in Facilities Management Contracts and Service Level Agreements**, a credential that will strengthen your professional standing and support your **career progression into senior facilities management leadership roles**. Additionally, this globally recognized certification will demonstrate your capability to structure robust contracts, lead effective negotiations, and govern facilities management service delivery across complex operational environments.

## ACCREDITATIONS



4.8



4.6



# KEY SKILLS YOU WILL GAIN

## From This Program



# YOUR FACULTY DIRECTOR



## Trenton Jon Prince

### Trusted Authority in Facilities Management Contract and Performance Governance

Trenton is a highly experienced facilities management, asset management, and capital projects specialist with over 20 years of experience advising organizations across government, manufacturing, transport, aviation, utilities, and federal sectors on **facilities management contract strategy, service level agreement (SLA) design, and contract governance**. He has led the end-to-end development, procurement, negotiation, and administration of complex FM and asset management contracts.

Over the decades of FM experience, Trenton has advised clients across infrastructure, ports, aviation, utilities, and other asset-intensive industries on **contract structuring, SLA governance, risk management, and performance improvement, and has led or overseen more than 40 major FM, asset management, and capital works contracts**. A highly experienced trainer with over 1,000 hours of professional delivery, he is recognized for translating complex contracting principles into practical application, helping organizations strengthen governance and achieve sustained service excellence.

# OUR PARTICIPANTS

Over 70% of FORTUNE 500  
Companies Have  
Attended Our  
Accredited  
Programs  
Before

Goldman  
Sachs

SAMSUNG

ExxonMobil

BURBERRY

CITI

IKEA

VOLVO

HYUNDAI

Pfizer

Life is our life's work

Nestle



# PROGRAM AGENDA

## MODULE 1 - FOUNDATIONS OF FM CONTRACTS

- Contract Types, Structures, and Terminology
- Roles and Responsibilities (Client, Contractor, Superintendent)

## MODULE 2 - LEGAL & COMMERCIAL PRINCIPLES

- Contract Law Essentials for FM
- Liability, Indemnity, and Insurance

## MODULE 3 - RISK ALLOCATION & MITIGATION

- Risk Transfer vs Shared Risk
- Practical Risk Allocation Strategies

## MODULE 4 - DRAFTING EFFECTIVE SLAS

- Outcomes-Based vs Input-Based SLAs
- Writing Measurable Service Standards

## MODULE 5 - KPI FRAMEWORKS & PERFORMANCE MANAGEMENT

- Designing KPIs for FM Services
- Performance Reporting and Dashboards

## MODULE 6 - PROCUREMENT & TENDERING

- Tender Documentation and Evaluation
- Negotiation Preparation and Strategy

## MODULE 7 - CONTRACT ADMINISTRATION & GOVERNANCE

- Variations, EOTs, and Contract Changes
- Compliance, Audits, and Performance Reviews

## MODULE 8 - DISPUTE AVOIDANCE & RESOLUTION

- Early Warning Mechanisms
- Mediation, Arbitration, and Escalation Pathways

## MODULE 9 - CASE STUDY WORKSHOPS

- Group Analysis of Real FM Contracts
- Identifying Risks, Gaps, and Improvement Opportunities

## MODULE 10 - NEGOTIATION SIMULATION

- Live Negotiation Exercise
- Debrief and Performance Feedback

# YOUR CHARTER DESIGNATION



By the vested power in the Board of Governors of Chartered Institute of Professional Certifications, the Advisory Board, Faculty and Curriculum Committee, do hereby certify

**Juliana Silva**

Has Earned the Certificate of Completion For

## Facilities Management Contracts and Service Level Agreements

This Program Is Developed by Chartered Institute of Professional Certifications and The Content of This Program Has Been Certified by CPD Certification Service as Conforming to Continuing Professional Principles

Chair of the Board



Director

Chartered Institute of Professional Certifications' programs are unique as they provide you with professional charter designations and marks that can be used across your lifetime once you have completed our programs.

Upon successfully completing this program, you will be awarded the **Certification in Facilities Management Contracts and Service Level Agreements**, that can be used in your resume, CV and other professional credentials. This certification is industry-recognized with lifelong validity.

Globally recognised and in demand, this certification will enhance your professional profile and demonstrate your expertise in drafting, negotiating, and governing facilities management contracts and service level agreements. It validates your capability to design and implement robust contract governance, performance management, and risk control frameworks. This program is developed by **Chartered Institute of Professional Certifications** and the content of this program has been certified by **CPD Certification Service** as adhering to the highest standards of continuing professional principles.

# ABOUT US

49,525

Business Leaders Have  
Attained Their Chartered  
Certifications Since 2009

390

Certified and Fully  
Accredited Programs

87%

Chartered Leaders Have  
Reported Career Promotions  
and Enhancements

## Chartered Institute of Professional Certifications

All of Chartered Institute of Professional Certifications programs are fully accredited programs. The professional charters and designations are trademarked credentials that can only be used by professionals who have completed and passed our accredited program. It is also independently accredited by CPD as adhering to the highest standards of continuing professional principles.

**CHARTERED**  
INSTITUTE OF PROFESSIONAL CERTIFICATIONS

# OUR FACULTY DIRECTORS

We Collaborate With  
Instructors From  
Renowned Institutions



**HARVARD**  
UNIVERSITY



**Stanford University**



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE



**Columbia**  
**Business**  
**School**

London  
Business  
School

# CONTACT US TODAY

We Thank You for Your Ongoing Support  
of Our Programs

## **Singapore and Asia Pacific Enquiries**

Email: [advisor@charteredcertifications.com](mailto:advisor@charteredcertifications.com)  
Phone: +65 6716 9980  
Address: Chartered Institute of Professional Certifications  
1 Gateway Drive  
#20-04 Westgate Tower  
Singapore 608531

## **Australia and New Zealand Enquiries**

Email: [advisor@charteredcertifications.com](mailto:advisor@charteredcertifications.com)  
Phone: +61 3 9909 7310  
Address: Chartered Institute of Professional Certifications  
530 Little Collins Street, Level 1  
Melbourne VIC 3000, Australia

## **UK, Europe and Middle East Enquiries**

Email: [advisor@charteredcertifications.com](mailto:advisor@charteredcertifications.com)  
Phone: +44 (020) 335 57898  
Address: Chartered Institute of Professional Certifications  
86-90 Paul Street  
London, EC2A 4NE

## **USA Enquiries**

Email: [advisor@charteredcertifications.com](mailto:advisor@charteredcertifications.com)  
Phone: +1 888 745 8875  
Address: Chartered Institute of Professional Certifications  
99 Wall Street #3936  
New York, NY 10005