FREQUENTLY ASKED QUESTIONS

1. Who are MCFM Global Academy?

   MCFM Global Academy are an online educational platform specialising in facilities management training, in the field of mobilisation and transformation, offering a range of courses that cover everything from basic principles to advanced techniques and certifications.

2. What types of courses does MCFM Global Academy offer?

   We offer a variety of online courses which focus on the mobilisation process including, personalised coaching, corporate training programs, and bundled course options.

3. Who are the courses for?

   Our courses are designed for anyone interested in facilities management, mobilisation practices, whether you're starting a career, looking to enhance your skills, or seeking certification in specific areas.

4. Are there prerequisites for any courses?

   Some advanced courses may have prerequisites, which are listed on the course description page. Beginners can start with our Foundation level courses with no prerequisites required. Intermediate courses we recommend a minimum of 2 years experience in the field of facilities management. Advanced courses a minimum of 3 years experience in facilities management and managerial or middle management positions.

5. If we have learners that need upskilling immediately what are the options?

   For immediate requirements we offer the same courses over a 5 day intensive or 10 day program.

6. Where can we find your Academy policies?

   The Academy policies can be accessed in our knowledge portal. A link is available to our policies within the Academy quick links menu.

7. Why do we have to register ourselves?

   We encourage self service so that your choose your own password and personalise your profile.

8. As a corporate can our learning and development team see each learner's progress? Yes, provided you have access to our internal system, you can view learners profiles which shows you what courses the learner is taking and their progress, as well as other statistics about the learner.

9. Can we receive progress reports on our learners? Unfortunately, this feature does not exist. However, we can view the progress of specific learners by navigating to their report/student profile under the "Students" tab of the Reports section and produce reports on your behalf.

10. We are paying for several learners to take courses. Is it possible to provide a registration code for our company that learners can use when they register for their courses? Yes Through Ecommerce system, we can generate a coupon for courses - This coupon code can be used at checkout by the learner.

11. If we want to donate to the scholarship fund can we do this as a separate transaction on checkout? Our Ecommerce has donations available as a separate paid plug-in that can be added to the cart/checkout page.

12. What is the Scholarship fund?
The Scholarship fund supports our Sustainability Goal to deliver quality education to those in need and unable to finance our courses, these learners could be college or university graduates, from underprivileged and disadvantaged backgrounds.

13. How do register our interest in joining to the Scholarship Program?
You can sign up via this link and we will be in touch with further information.

14. What are SMEs?
SMEs are Subject Matter Experts.

15. Why do we have SMEs?
We engage and partner with SMEs across all facilities management services to ensure our learners have access to the best expertise in the industry and to ensure all our courses are in line with current industry trends and changes.

16. Do you offer payment plans for learners?

We have the option for learners to pay in three installments, Certificate of Completion is only issued on fulfilment of the course and when zero payment balances are owed.

Questions about the Learning Management System (LMS)

17. What is a Learning Management System (LMS)?

A Learning Management System (LMS) is a software application that provides the framework that handles all aspects of the learning process-it's where you can access courses, track your progress, and manage your learning.

18. How do I access the LMS?

You can access our LMS through our web browser https://www.mcfmgacademy.com. Upon registering for a course, you'll receive login credentials and detailed instructions on how to proceed.

19. Is technical support available for LMS users?

Yes, we provide technical support for all users of our LMS. Support is available via email, phone.

20. Can I access the LMS on my phone or tablet?

Yes, our LMS is mobile-friendly and can be accessed on various devices, including smartphones and tablets, ensuring you can learn on the go.

21. What if I encounter problems during a course?

If you encounter any problems with course content or accessing parts of your course, you can contact our support team for assistance. We aim to resolve issues promptly to ensure a smooth learning experience.

Enrollment and Costs

22. How do I enroll in a course?

    You can enroll in courses directly through our website. Select the course you wish to take, add it to your cart, and proceed to checkout. Payment can be made online.

23. What payment methods are accepted?

    We accept various payment methods, including credit cards.

24. Are there any discounts available?

    We offer discounts periodically and to certain groups such as students, veterans, or corporate groups. Check our website or subscribe to our newsletter for information on current discounts.

25. What is the refund policy?

    We offer a satisfaction guarantee, we do not offer refunds you can exchange for another course.