



# Maintenance Management Professional Certification Program

## MMP Module 3: Human Resources for the Maintenance Manager

### Overview of Maintenance Management Professional Education and Certification Program

Developed and authorized by PEMAC Asset Management Association of Canada, the Maintenance Management Professional (MMP) Certification Program” consists of eight courses which provide learners with an understanding of the various concepts necessary to be an effective maintenance and physical asset management professional. Individuals who successfully complete all eight courses are eligible to apply to PEMAC Asset Management Association of Canada, for the “Maintenance Management Professional” (MMP) certification and the right to use “MMP” designation behind their name. Renewal requirements to maintain the certification include demonstrating a minimum standard of continuing professional development (CPD), and payment of recertification fees.

The program is designed for individuals who are:

- already in maintenance management or supervisory positions and are seeking formal training.
- aspiring to management positions in the maintenance field
- seeking full maintenance accreditation through the MMP designation (Maintenance Management Professional), or
- those seeking focused training in selected areas.

### Module 3 Course Description

This module looks at how human resources practices relate to the maintenance environment. Topics covered include the role of human resources in maintenance management, meeting legal requirements, recruitment and selection, orientation training and employee development, proper application of performance appraisals, the union-management interface, managing change through effective leadership and managing safety in the workplace. Topics include understanding the legal aspects of human resource management; dealing with worker issues within the maintenance environment; human resource planning; compensation management; applying recruitment and selection procedures; conducting performance appraisals; implementing performance management and managing safety within a maintenance environment. (30h)

### Learning Outcomes

Upon successful completion of this course, you will be able to:

1. Summarize the structure of Human Resource Management as it applies to the Canadian environment, specifically the maintenance environment.
2. Describe the role of government legislation on Human Resources Management.
3. Manage the employment lifecycle - the process of employee hiring, orientation, training and performance management according to sound HR principles.
4. Differentiate the roles that union and management have in a harmonious work environment.
5. Analyze a typical team challenge and describe how they might move the situation forward productively as the leader/supervisor.
6. Describe the role of the maintenance department in upholding the requirements of the OH&S legislation that applies in their work environment.