

Specification

Edexcel competence-based
qualifications

Edexcel Level 3 Award, Certificate and Diploma in Facilities Management Practice (QCF)

Certificate for first registration February 2011

Award and Diploma for first registration April 2011

Unit 1: Provide and monitor facilities for clients

Unit reference number: H/601/6723

QCF level: 3

Credit value: 6

Guided learning hours: 35

Unit summary

This unit is for first line managers/supervisors and is about establishing the nature of facilities required by clients and monitoring their delivery.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the facilities service needs of clients</p>	<p>1.1 describe how different organisational structures and cultures create different types of facilities management requirements</p> <p>1.2 describe the relationship between the client's core business drivers and facilities management functions</p> <p>1.3 explain the role of facilities management services in achieving the client's business objectives</p> <p>1.4 identify the types of additional or improved services which can be offered to clients in order to exploit business opportunities</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to negotiate the delivery of services to clients</p>	<p>2.1 assist clients in establishing the nature of the facilities management services they require</p> <p>2.2 identify cost-effective facilities management services which are consistent with the client's objectives, policies and constraints</p> <p>2.3 check that proposed services comply with legal and regulatory requirements</p> <p>2.4 identify the range of office services, equipment and resources to be used to deliver the agreed facilities management programme</p> <p>2.5 agree effective formal agreements with clients and how they will be monitored</p> <p>2.6 agree channels of communication with clients and arrangements for dealing with issues and problems in service delivery</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>3 Be able to organise the delivery of services</p>	<p>3.1 explain the content and requirements of service level agreements to deliver services</p> <p>3.2 carry out work in accordance with service level agreements, approved procedures and instructions</p> <p>3.3 ensure behaviour, appearance and dress meet organisational requirements</p> <p>3.4 communicate with colleagues, clients and others in a way that promotes effective formal and informal working relationships</p> <p>3.5 ensure that information, instructions and documentation given to others is authorised, accurate and up to date</p> <p>3.6 work safely following agreed procedures</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>4 Be able to monitor the effective delivery of services to clients</p>	<p>4.1 follow procedures for monitoring the delivery of the agreed services</p> <p>4.2 maintain accurate and up-to-date records of all monitoring and evaluation activity using agreed formats</p> <p>4.3 identify problems likely to affect the safety and use of premises and take immediate remedial action</p> <p>4.4 report on service delivery to clients</p> <p>4.5 evaluate if facilities and services are meeting original requirements and identify additional services that could be offered</p> <p>4.6 identify alternative ways of improving service delivery and make recommendations and suggestions to clients</p>			

Learner name: _____ Date: _____

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(if sampled)

Unit 2: **Develop working relationships with colleagues**

Unit reference number: H/600/9660

QCF level: 2

Credit value: 3

Guided learning hours: 15

Unit summary

This unit will help learners to establish and develop effective working relationships with colleagues.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand the benefits of working with colleagues	1.1 describe the benefits of productive working relationships			
2 Be able to establish working relationships with colleagues	2.1 identify colleagues within own and other organisations 2.2 agree the roles and responsibilities for colleagues			
3 Be able to act in a professional and respectful manner when working with colleagues	3.1 explain how to display behaviour that shows professionalism			
4 Be able to communicate with colleagues	4.1 identify, information to others clearly and concisely 4.2 explain how to receive and clarify own understanding of information			
5 Be able to identify potential work-related difficulties and explore solutions	5.1 identify potential work-related difficulties and conflicts of interest 5.2 explain how to resolve identified potential difficulties			

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Unit 3: **Develop and implement a risk assessment plan in own area of responsibility**

Unit reference number: L/600/9703

QCF level: 4

Credit value: 6

Guided learning hours: 20

Unit summary

This unit helps learners promote, monitor and review health and safety in own area of responsibility.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the legal requirements and personal responsibilities for health and safety within an organisation</p>	<p>1.1 state the legal requirements that apply to own role in relation to health and safety</p> <p>1.2 consult with specialist advisor(s) on health and safety policy and procedures</p> <p>1.3 explain an organisation's health and safety responsibilities</p> <p>1.4 describe health and safety responsibilities in own area of responsibility</p>			
<p>2 Be able to promote the importance of health and safety practices</p>	<p>2.1 communicate an organisation's written health and safety policy to individuals within own area of responsibility</p> <p>2.2 allocate sufficient resources to deal with health and safety issues in own area of responsibility</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to ensure that hazards and risks are identified and managed in own area of responsibility	3.1 consult with colleagues on health and safety hazards and risks in own area of responsibility 3.2 assess health and safety hazards and risks in own area of responsibility 3.3 identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements 3.4 develop and implement a plan in own area of responsibility			
4 Be able to monitor and review health and safety performance and policy in own area of responsibility	4.1 establish procedures that monitor health and safety performance in own area of responsibility 4.2 review the health and safety performance of own area of responsibility 4.3 review the health and safety policy in own area of responsibility			

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Unit 6: Set objectives and provide support for team members

Unit reference number: M/600/9600

QCF level: 3

Credit value: 5

Guided learning hours: 35

Unit summary

This unit helps learners to set and support individuals and teams to achieve objectives.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to communicate a team's purpose and objectives to the team members	1.1 describe the purpose of a team 1.2 set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound) 1.3 communicate the team's purpose and objectives to its members			
2 Be able to develop a plan with team members showing how team objectives will be met	2.1 discuss with team members how team objectives will be met 2.2 ensure team members participate in the planning process and think creatively 2.3 develop plans to meet team objectives 2.4 set SMART personal work objectives with team members			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to support team members identifying opportunities and providing support	3.1 identify opportunities and difficulties faced by team members 3.2 discuss identified opportunities and difficulties with team members 3.3 provide advice and support to team members to overcome identified difficulties and challenges 3.4 provide advice and support to team members to make the most of identified opportunities			
4 Be able to monitor and evaluate progress and recognise individual and team achievement	4.1 monitor and evaluate individual and team activities and progress 4.2 provide recognition when individual and team objectives have been achieved			

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Unit 10: Maintain property and assets

Unit reference number: M/601/7051

QCF level: 3

Credit value: 5

Guided learning hours: 30

Unit summary

This unit is for first line managers and supervisors working in facilities management and is about ensuring that maintenance activities are carried out effectively.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to identify maintenance requirements	<p>1.1 identify the different types of maintenance required for particular properties and assets</p> <p>1.2 identify the legislation controlling the carrying out of maintenance activities</p> <p>1.3 review information on property's age, condition and usage together with previous maintenance activity</p> <p>1.4 conduct maintenance inspections and identify faults and problems requiring corrective or preventative action and keep accurate records of inspections</p> <p>1.5 ensure that clients and building users obligations comply with statutory and lease requirements</p>			
2 Be able to plan and schedule the maintenance of property and assets	<p>2.1 prioritise the type and nature of maintenance activity required</p> <p>2.2 prepare or review existing maintenance plans and schedules</p> <p>2.3 identify the resources or expertise required to carry out maintenance activity against agreed budget</p> <p>2.4 organise the required resources, expertise or specialist services and agree timing and costs of activity</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to carry out required maintenance activities	3.1 ensure authorisation has been given for maintenance activity and costs 3.2 agree with clients and building users the nature and timing of maintenance activity and any implications for them 3.3 monitor the quality of maintenance activities and maintain accurate records 3.4 review maintenance requirements over time in relation to building and assets usage and recommend changes as required			

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Unit 12: Manage space

Unit reference number: F/601/7054

QCF level: 3

Credit value: 6

Guided learning hours: 33

Unit summary

This unit is for first line managers and supervisors working in facilities management and is about managing the efficient use of space within a facility.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the principles of space utilisation</p>	<p>1.1 explain how to identify, prioritise and balance the space needs of individual clients in a managed facility</p> <p>1.2 identify the criteria used in the allocation of space to ensure that the needs of all clients are taken into account</p> <p>1.3 identify the legislative and regulatory factors influencing the use of space</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to identify the space needs of clients</p>	<p>2.1 allocate space and facility allocation against identified needs and priorities</p> <p>2.2 ensure that space and facility allocation is confirmed with property owners, clients and other interested parties</p> <p>2.3 ensure that space and facility allocation is compatible with adjacent uses and relevant legislation</p> <p>2.4 ensure that approvals required for planned allocation of space and facilities are notified to clients</p> <p>2.5 identify where space and/or facilities requested exceed what is available or can be provided and realistic alternatives discussed with clients</p> <p>2.6 ensure regular consultation with people in your area of responsibility or their representatives on space management issues</p> <p>2.7 seek and make use of specialist expertise in relation to space management</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Able to manage the space needs of clients	<p>3.1 review the options for occupancy, use, facilities, servicing and maintenance regularly with clients and advise on potential benefits of any planned change</p> <p>3.2 operate appropriate monitoring and control systems to ensure the continuing effective use of space</p> <p>3.3 ensure that legal and regulatory requirements are met in relation to:</p> <ul style="list-style-type: none"> - insurance cover linked to types of use and categories of occupier - required certificates, approvals and inspection reports <p>3.4 conduct regular reviews with clients on existing and future space and facility needs, and revise delivery plans</p>			

Learner name: _____ Date: _____

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(if sampled)

Unit 14: **Manage facilities management projects**

Unit reference number: T/601/6984

QCF level: 3

Credit value: 6

Guided learning hours: 37

Unit summary

This unit is for first line managers and supervisors working in facilities management who assist in the planning of projects but do not have overall responsibility for them. It is about planning and delivering specific projects.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the project planning process</p>	<p>1.1 identify the primary components of project planning</p> <p>1.2 describe different models of project management and planning</p> <p>1.3 identify methods for assessing risk and ways of minimising them</p> <p>1.4 explain the impact of resources and financial control on project planning</p> <p>1.5 identify ways of estimating the human, physical and time resources required for delivery of the project</p> <p>1.6 identify measurable outcomes and evaluation methods</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Plan the delivery of projects</p>	<p>2.1 establish the project's scope and definition and its contribution to the wider objectives of the organisation</p> <p>2.2 identify the key stakeholders and their expectations of the project</p> <p>2.3 establish the financial, physical and time resources and constraints for the project</p> <p>2.4 conduct a risk assessment and identify risk control measures required</p> <p>2.5 agree methods of communication and reporting on project progress</p> <p>2.6 identify measures by which the project outcomes will be assessed</p> <p>2.7 plan for contingencies throughout the life of the project</p> <p>2.8 establish the skills mix required to achieve the project's outcomes and where to obtain the skills</p> <p>2.9 develop a detailed project plan and evaluate its feasibility</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Carry out facilities management projects	3.1 establish and assign roles and responsibilities for those involved in project 3.2 assist in selecting and supporting team members 3.3 establish and maintain clear lines of reporting and control 3.4 contribute to effective communication and information exchange across team members 3.5 set up and operate effective financial and resource control systems, working with others 3.6 obtain feedback on success of project against agreed outcomes			

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Unit 15: **Provide leadership and direction for own area of responsibility**

Unit reference number: T/600/9601

QCF level: 4

Credit value: 5

Guided learning hours: 30

Unit summary

This unit helps learners to provide leadership and direction for their area of responsibility.

Assessment principals

Please refer to Asset Skills Assessment Principles which can be found in *Annexe D*.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to lead in own area of responsibility	1.1 identify own strengths and ability to lead in a leadership role 1.2 evaluate strengths within own area of responsibility			
2 Be able to provide direction and set objectives in own area of responsibility	2.1 outline direction for own area of responsibility 2.2 implement objectives with colleagues that align with those of the organisation			
3 Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement	3.1 communicate the agreed direction to individuals within own area of responsibility 3.2 collect feedback to inform improvement			
4 Be able to assess own leadership performance	4.1 assess feedback on own leadership performance 4.2 evaluate own leadership performance			

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