

IWFM Level 4 Qualification Specification

Unit FM4.01: Overview of facilities management

The assessment criteria form part of the unit and specify the standard that a learner is expected to meet to demonstrate that the learning outcomes within the unit have been achieved. The additional guidance, which is shown in brackets and italics alongside the assessment criteria, does not technically form part of the unit, in that it is not included in the reference version of the unit shown by the Register of Regulated Qualifications. The additional guidance is provided to illustrate how the assessment criteria might be interpreted. The IWFM will generally expect assessors to interpret the assessment criteria as described, or to an equivalent level of demand.

Aim of the unit:

This unit enables learners to develop an understanding of the scope and extent of the facilities management function and the range of associated services, the roles and responsibilities in different organisations and contexts as well as the importance of the contribution of facilities management in both societal and economic contexts

Title:	Overview of facilities management	
Level:	4	
Credit value:	6	
Learning outcomes	Assessment criteria	
<i>A learner when awarded credit for this unit will:</i>	<i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>	
1. Understand the scope and extent of the facilities management function	1.1 Explain the scope and extent of the facilities management function <i>(supporting the explanation with examples of hard services, soft services and specialist functions that might be provided, rather than trying to provide an exhaustive list).</i> 1.2 Describe the range and diversity of contexts in which facilities management services are provided <i>(including public, private and not-for-profit sectors, and to in-house, outsourced (TFM and partial outsourcing) models).</i> 1.3 Explain the relationship between the facilities management function and other business functions <i>(including supporting the core</i>	

IWFM Level 4 Qualification Specification

	<i>business, managing the working environment, and adding value).</i>
2. Understand the range of services offered by facilities management	<p>2.1 Explain what is meant by support services <i>(supporting the explanation with examples of soft facilities management, rather than trying to develop an exhaustive list).</i></p> <p>2.2 Explain what is meant by building services <i>(supporting the explanation with examples of hard facilities management, rather than trying to develop an exhaustive list).</i></p> <p>2.3 Explain what is meant by office and building space and its effective management <i>(including references to the cost of space, to space planning metrics (e.g. GIA/NIA), to the allocation of usable space for work, support and ancillary functions (e.g. circulation space, routes to evacuate the building), and to innovative ways of cost saving (e.g. hot desking))</i></p> <p>2.4 Explain the ways that properties and fixed assets are managed and maintained <i>(treating separately property management, property maintenance, fixed asset management and fixed asset maintenance, and supporting the explanations with examples of the use of asset registers and maintenance regimes)</i></p>
3. Understand the range of facilities management roles and responsibilities across different organisations	<p>3.1 Explain the key management functions within facilities management <i>(including budget planning and control, contract management, project management, task and team management, health and safety management)</i></p> <p>3.2 Describe the various roles and responsibilities that a facilities manager could have within different organisations and at different levels</p>

IWFM Level 4 Qualification Specification

	<i>(including reference to strategic, tactical and operational levels of facilities management).</i>	
4. Understand the importance of the contribution of facilities management in a wider business and social context.	<p>4.1 Explain the principles of corporate responsibility and sustainable facilities management <i>(supporting the explanation with examples such as promoting equality and diversity, environmental management, health and safety)</i></p> <p>4.2 Describe the tools and techniques that can be used to ensure that these principles are operating within the facilities management function <i>(including staff surveys, quality management and continuous improvement, supplier management, audits).</i></p>	
5. Contribute to internal and external customers' understanding of facilities management using a range of communication methods.	5.1 Use methods of communication to ensure understanding of facilities management by both internal and external customers <i>(explaining reasons for the choice of communications channels (e.g. face to face, email, newsletter, social media) and how the level of detail is matched to specific customer needs)</i>	
Unit expiry date	31 December 2024	
Unit reference number	Y/601/1700	
Link to National Occupational Standards	FM401	
FM Professional Standards reference	FM functional area:	FM functional area component:
	The Role of Facilities Management	Sector Knowledge

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Resources:

Facilities Management Handbook by Frank Booty
Total Facilities Management by Brian Atkin and Adrian Brooks
Facilities Management by Peter Barrett and David Baldry
The Facility Management Handbook by David G. Cotts, Kathy Roper, and Richard Payant
Facility Management Reference Library CD by Ed Bas, Heinz P. Bloch, Allan R. Budris, and Joseph F. Gustin
Facilities Management by David M. Stipanuk and Harold Roffmann
Facilities Manager's Desk Reference Jane M. Wiggins
Croner Facilities Management
FM World - www.fm-world.co.uk
Facilities Management Journal - <http://www.fmj.co.uk/>
FMUK - www.fmuk-online.co.uk
<http://www.emeraldinsight.com/>
www.IWFM.org.uk