

## Unit FM3.09: Understanding support services operations in an organisation

*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 BIFM 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 facilities management support services operations and how to monitor the delivery of those services within safe systems of work and budgetary constraints.

Title	Understanding support services operations in an organisation	
Ofqual ref	J/503/9367	
Level	3	
Credit value	3	
Learning outcomes	Assessment criteria	
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:	
1 Understand the range of support services required by the organisation and the legislation that impacts on these services	1.1 Describe the range of support services that is required by own organisation, distinguishing between 'hard' and soft' services <i>(No further guidance)</i>  1.2 Identify the legislation that impacts on these services <i>(By reference to examples (e.g. the Food Safety Act 1990 in relation to catering) rather than developing an exhaustive list)</i>	
2 Understand what support services are and how they are currently being provided and delivered	2.1 Describe the role of service level agreements, their typical structure and content <i>(See</i>	

	<p><i>below)</i></p> <p>2.2 Describe how service level agreements are used with both customers and suppliers in own organisation (<i>See below</i>)</p> <p>2.3 Describe what support services are currently being provided by the facilities management department and how these are delivered (<i>See below</i>)</p> <p><i>(ACs 2.1 to 2.3 should be evidenced using example(s) from the learner's own experience or case study)</i></p>	
3 Understand the options of delivering support services	<p>3.1 Explain various ways of providing support services to meet organisational requirements (<i>for example, in-house, outsourced, bundled contracts and Total Facilities Management models</i>)</p> <p>3.2 Explain how the quality of support services is measured and monitored (<i>Using examples of "hard" (quantitative) and "soft" (qualitative) measures</i>)</p>	
Additional information about the unit		
FM Professional Standards reference	FM functional area:	FM functional area component:
	Business Continuity and Compliance	Compliance
	Business Support Services Management	Managing Service Delivery

## Resources:

Managing Business Support Services: Strategies for Outsourcing and Facilities Management by Jonathan Reuvid and John Hinks  
Managing Budgets (Essential Managers) by Dorling Kindersley  
Smarter Outsourcing: An Executive Guide to Managing Successful Relationships by Mr Jean-Louis Bravard and Mr Robert Morgan  
The Outsourcing Revolution: Why it Makes Sense and How to Do it Right by Michael F. Corbett  
The Human Side of Outsourcing by Stephanie J. Morgan  
The Service Level Agreement SLA Guide - SLA Book, Templates for Service Level Management and Service Level Agreement Forms. Fast and Easy Way to Write Your SLA by Gerard Blokdijk and Ivanka Menken  
Service Level Agreement 100 Success Secrets: SLA, Service Level Agreements, Service Level Management and Much More by Gerard Blokdijk  
Facilities Management Handbook by Frank Booty  
Total Facilities Management by Brian Atkin and Adrian Brooks  
The Facility Management Handbook by David G. Cotts, Kathy Roper, and Richard Payant  
FM World [http: www.fm-world.co.uk/](http://www.fm-world.co.uk/)  
[www.bifm.org.uk](http://www.bifm.org.uk)  
A Practical Guide to Facilities Management by Ian C Barker MCIIOB