Unit FM3.14: Understanding access management and inclusion

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 addresses the access management and inclusion aspects of facilities management.

Title	Understanding access management and inclusion
Ofqual ref	M/507/1343
Level	3
Credit value	5

Learning outcomes When awarded credit for this unit, a learner will:	Assessment criteria Assessment of this learning outcome will require a learner to demonstrate that they can:
1 understand the legal requirements relating to access management and inclusion	1.1 explain the implications of legislative requirements on access management and inclusion *(Models of disability, Duties under the Equality Act for service providers and employers, see below)* *1.2* differentiate between reactive and anticipatory legal requirements *(Models of disability, Legal and regulatory overview (the Equality Act, planning policies and building regulations, health and safety, fire evacuation, see below)* 1.3 explain the benefits of effective inclusive access management *(Design standards for new build and refurbishments, see below)* *1.4* explain the purpose of access audits, access statements and access plans *(Auditing existing buildings, Design standards for new build and refurbishments, see below)*

		(Concept of reasonableness v. prescription)
2 understand the impact of service design on disabled people	2.1	explain the way in which the design of services can affect their access to and use by people with different needs *(see below)*
	2.2	identify ways in which barriers and risks may be eliminated or mitigated in the delivery of services *(see below)*
	2.3	differentiate between providing information a variety of alternative formats *(see below)*
	2.4	explain the importance of suitable emergency evacuation plans *(see below)*
	2.5	explain how to ensure that events and meetings are accessible to all *(see below)*
		(The issues for people with varying access needs including: o *Wheelchair users and people with mobility impairments* o *People with sensory impairments (hearing, sight and speech)* o *People with other physical impairments / health conditions eg. dexterity, respiratory, heart, neurological conditions* o *People with a learning disability* o *People with cognitive impairments (e.g. ADHD. Autism, dementia)* o *People with a mental health condition)*
3 understand good practice in inclusive design of building and procurement of goods and services	3.1	analyse the meaning of "access management and inclusion" and their implications for facilities design, procurement and the management of buildings and services *(Inclusive procurement strategies – commissioning of goods and services and engagement with affected stakeholders, The role of access and inclusive design in meeting the sustainability and CSR agenda, see below)*

		3.2	identify the purpose, uses and users of the building *(see below)*
		3.3	explain the benefits and limitations of involving users and potential users in design and management decisions *(see below)*
		3.4	evaluate the scope for adaptations to facilities and any constraints *(see below)*
		3.5	analyse the potential consequences of poor design and the impact on facilities management in delivering accessible services *(see below)*
		(The role of building standards (e.g. building regulations, fire regulations, British Standards, industry guides), Overview of spatial, acoustic, visual design criteria), Horizontal circulation: doors, corridors, Vertical circulation: handrails, steps, lifts, ramps and slopes, Furniture, fixtures and fitting, Lighting and visual contrast, Visitor/public spaces, Housing and sleeping accommodation, Sanitary provision including wheelchair-accessible lavatories and enlarged WC cubicles for ambulant disabled people; showers and changing rooms; baby change and "Changing Places" facilities)	
4 understand practical access management and inclusion		4.1	explain the roles and responsibilities of those involved in the management and maintenance of access to and use of facilities and services *(see below)*
		4.2	explain the key elements of access auditing and design appraisals *(Audits and assessments, see below)*
		4.3	analyse the consequences of buildings that are designed and managed with inadequate access or are managed inadequately *(see below)*
		4.4	evaluate the scope for adjustments to existing buildings and services *(see below)*
		(Applying good practice standards e.g.	

	BS8300, BIFM Good Practice Guide, Sources of management information)
Additional information about the unit	
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)	Managing accessibility and inclusion (BIFM Professional Facilities Management Standards)

FM Professional Standards reference	FM functional area:	FM functional area component:
	Property Portfolio Management	Managing Accessibility and Inclusion