

## Unit FM6.05 Strategic facilities management support services operations

*(At level 6, the evidence provided by learners to confirm that they meet the assessment criteria must relate to organisations where they have worked or where they are working. Where appropriate, the evidence should show that the learners have been able to take into account relevant theories and methods addressed by the BIFM qualifications at levels 5 and 4.)*

### Aim of unit:

This unit enables learners to develop strategies for the delivery of support services within facilities management and identify opportunities for new or alternative services.

It also helps learners to ensure compliance with relevant health and safety and other legislation as well as setting and managing budgets related to the provision of support services

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| <b>Title:</b>   | Strategic management facilities management support services operations   |
| <b>Level:</b>   | 6  |
| <b>Credit value:</b>  | 4  |
| <b>Learning outcomes</b><br><br><i><b>A learner when awarded credit for this unit will:</b></i> | <b>Assessment criteria</b><br><br><i><b>Assessment of this learning outcome will require a learner to demonstrate that they can:</b></i>   |
| 1. Be able to develop strategies for the delivery of support service                            | <p>1.1 Review current facilities management support services strategy and its alignment with the core business strategy of client or organisation.</p> <p>1.2 Analyse and evaluate options and the impact of differing facilities management support services strategies.</p> <p>1.3 Use information from the review and analysis to evaluate the issues and develop the support services strategy in an organisation.</p> |
| 2. Be able to identify opportunities for new or alternative support services                    | <p>2.1 Analyse stakeholder feedback.</p> <p>2.2 Develop new and/or alternative facilities management support services in line with the business</p>  |

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|   | objectives and resource constraints.   |                               |
| 3. Be able to evaluate the processes and systems to ensure compliance with legislative requirements | 3.1 Analyse and critically evaluate the effectiveness of the processes and systems to ensure compliance with legislative requirements in all aspects of facilities management support services operations.   |                               |
| 4. Be able to review and evaluate support services operations                                       | <p>4.1 Evaluate the efficiency, effectiveness and value for money of facilities management support services operations.</p> <p>4.2 Evaluate the management of facilities management support services budgets.</p> <p>4.3 Review the budget variation over time and evaluate the options used for reconciliation and their impact on the provision of the support services.</p> |                               |
| 31 <sup>st</sup> December 2020  | 31 <sup>st</sup> December 2020   |                               |
| Unit reference number   | L/601/1855   |                               |
| 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 - [www.fm-world.co.uk](http://www.fm-world.co.uk)  
[www.bifm.org.uk](http://www.bifm.org.uk)  
Professional Outsourcing - [www.purplecowmedia.net](http://www.purplecowmedia.net)  
Facilities Management Journal - [www.mpp.co.uk](http://www.mpp.co.uk)  
Facilities Management Excellence - [www.fmxmagazine.co.uk](http://www.fmxmagazine.co.uk)  
Facilities - <http://www.emeraldinsight.com/products/journals/journals.htm?id=f>