

## Unit FM4.12: Understanding facilities management projects

*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 knowledge and understanding of project management from start to finish in a facilities management context.

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| Title:  | Understanding facilities management projects   |
| Level:  | 4  |
| Credit value:   | 6  |
| Learning outcomes<br><i>A learner when awarded credit for this unit will:</i> | Assessment criteria<br><br><i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>   |
| 1. Understand project management in facilities management                     | <p>1.1 Explain the objectives, roles and responsibilities of a project manager <i>(including delivery to time, cost and quality, compliance with health &amp; safety and environmental requirements, and communication with stakeholders).</i></p> <p>1.2 Describe the methods, tools and techniques a project manager may use to plan, monitor and manage a facilities management project <i>(providing an overview of related techniques (e.g. Critical Path Analysis, Gantt charts), software (e.g. Microsoft Project), and process-based methodologies (e.g. PRINCE)).</i></p> <p>1.3 Describe a range of projects which Facilities Managers are typically expected to organise and manage <i>(no additional</i></p> |

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|  | <i>guidance).</i>   |
| 2. Understand how to develop facilities management project brief               | <p>2.1 Develop a project brief including aims and objectives (<i>see below</i>)</p> <p>2.2 Develop and manage project programme (<i>see below</i>)</p> <p>2.3 Develop and manage project budget (<i>see below</i>)</p> <p><i>(Achievement of all of these criteria should be evidenced using example/s of project/s from the learner's own experience and/or case studies)</i></p>  |
| 3. Understand how to assemble facilities management project teams              | <p>3.1 Explain how to devise, create and develop a facilities management project team capable of undertaking the tasks to successfully complete the project (<i>including stakeholder representation</i>)</p> <p>3.2 Describe the benefits of cross-functional teams in facilities management (<i>see below</i>)</p> <p><i>(Achievement of all of these criteria should be evidenced using the same example/s of project/s as for the previous learning outcome.)</i></p>   |
| 4. Understand how to monitor and review facilities management project progress | <p>4.1 Organise and monitor a project to meet the requirements of the project and programme (<i>see below</i>)</p> <p>4.2 Identify the problems which a project manager may need to address and explain how to agree changes where appropriate (<i>see below and including problems such as changes in user specification, supplier costs, changes of business priorities, change of project personnel</i>)</p> <p>4.3 Report on progress to the project sponsor and other interested parties (<i>see below and including techniques for reporting progress, updating project</i></p> |

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|   | <p><i>timelines and budgets, comparing delivery against user specifications, addressing variations)</i></p> <p>4.4 Monitor budget (<i>see below</i>)</p> <p><i>(Achievement of all of these criteria should be evidenced using the same example/s of project/s as for the previous learning outcome.)</i></p>                                    |                               |
| 5. Understand project completion, sign-off and review | <p>5.1 Explain how, at the end of a facilities management project, all aspects are properly completed and the project signed-off to the client. (<i>no additional guidance</i>).</p> <p>5.2 Explain how to evaluate the project and identify successes and development needs to improve future performance. (<i>no additional guidance</i>).</p> |                               |
| Unit expiry date                                      | 31st October 2017  |                               |
| Unit reference number                                 | H/601/1716   |                               |
| Link to National Occupational Standards               | FM405  |                               |
| FM Professional Standards reference                   | FM functional area:  | FM functional area component: |
|   | Leadership and Management  | Project Management            |

## Resources:

Brilliant Project Management (Revised Edition): what the best project managers know, do and say by Stephen Barker and Rob Cole  
The Definitive Guide to Project Management: The Fast Track to Getting the Job Done on Time and on Budget by Sebastian Nokes and Sean Kelly  
Project Management by Dennis Lock  
A Guide to the Project Management Body of Knowledge: PMBOK Guide by Project Management Institute  
Project Management: How to Plan and Deliver a Successful Project (Studymates) by Vicky Billingham  
Making Things Happen: Mastering Project Management (Theory in Practice (O'Reilly)) by Scott Berkun  
The One-page Project Manager: Communicate and Manage Any Project with a Single Sheet of Paper by Clark A. Campbell  
Project Management: A Systems Approach to Planning, Scheduling, and Controlling by Harold Kerzner  
Fast Track to Success: Project Management by Patrick Harper-Smith and Simon Derry  
Project Management in Construction by Anthony Walker  
The Project Manager: Mastering the Art of Delivery by Richard Newton  
The Principles of Project Management by Meri Williams  
The Essentials of Project Management by Dennis Lock  
Code of Practice for Project Management for Construction and Development by Chartered Institute of Building  
Managing Projects Large and Small: The Fundamental Skills for Delivering on Budget and on Time (Harvard Business Essentials) by Harvard Business School Press  
[www.businessballs.com/project.htm](http://www.businessballs.com/project.htm)  
[www.pmi.org.uk/](http://www.pmi.org.uk/)  
[www.bifm.org.uk](http://www.bifm.org.uk)  
FM World - [www.fm-world.co.uk](http://www.fm-world.co.uk)  
Facilities Management Journal - [www.mpp.co.uk](http://www.mpp.co.uk)  
Facilities Management Excellence - [www.fmxmagazine.co.uk](http://www.fmxmagazine.co.uk)