

# IWFM Level 3 Qualification Specification

## Unit FM3.04: Specification and procurement of facilities supplies and services

*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 addresses all of the stages of procurement, which necessarily include liaison with customers and other stakeholders. The unit relates closely to the unit on customer and stakeholder relations in facilities management (FM3.03), which addresses how to ensure that the customers and other stakeholders have a continuing role in maintenance and evaluation of the supply or service. Both units are written to apply at an operational rather than strategic level.

Title	Specification and procurement of facilities supplies and services	
Ofqual ref	T/504/5746	
Level	3	
Credit value	6	
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 function and nature of specifications used in the procurement of facilities supplies and services	1.1	describe the functions of a specification in the procurement of facilities supplies and services <i>(Enlarge upon the definition of a specification as an explicit set of requirements to be satisfied by a product or service and place in a facilities management context)</i>
	1.2	describe the nature of input and output specifications, and explain their advantages and disadvantages <i>(No further guidance)</i>

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	<p>1.3 identify essential and desirable requirements for a low-value supply or service, including legal and regulatory requirements, through research and through liaison with the internal client <i>(Using example(s) from the learner's own experience or case study. Show justification for classifying individual requirements as either "essential" or "desirable".)</i></p> <p>1.4 draft a specification for the supply or service, defining requirements in sufficient detail to provide the basis for procurement <i>(Using the same example as AC 1.3 above)</i></p>
<p>2 understand different procurement processes used for facilities supplies and/or services</p>	<p>2.1 describe and explain the main processes used for the procurement of facilities supplies and services, including quotations, full tendering and framework agreements <i>(Provide an outline of the main elements or components of these procurement types)</i></p> <p>2.2 describe the means by which the integrity of these processes is assured, including the involvement of independent witnesses, group decision-making, and segregation of duties <i>(Using examples from the learner's own experience and/or case study to demonstrate how procurement processes ensure the principle of competitive procurement is applied and prevent/minimise the risk of fraud or maladministration)</i></p>
<p>3 understand different contractual arrangements used for facilities supplies and/or services</p>	<p>3.1 describe the elements of a contract and the responsibilities of the various parties <i>(As a minimum include: parties, date, specification of goods or services to be supplied, price, warranties and exclusion of liability, term and</i></p>

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	<p><i>termination, intellectual property rights and confidentiality. See below)</i></p> <p>3.2 recognise when a contract is made <i>(By reference to the legal implications of offer, acceptance and consideration. Could also refer to intention to create legal relations and contractual capacity. See below)</i></p> <p>3.3 recognise failings that could invalidate a contract <i>(By reference to misrepresentation, mistake, illegality, duress/undue influence. See below)</i></p> <p>3.4 explain the different types of contract commonly used in facilities management, including purchase orders and call-off contracts <i>(No further guidance. AC 3.4 is not limited to the examples stated – see requirements for AC 3.5 below)</i></p> <p>3.5 identify which of these types are most commonly used for different aspect of facilities management and explain why, including: maintenance, cleaning security, stationery, office furniture, information technology, reprographics and fleet hire <i>(Using examples from the learner’s own experience and/or case study)</i></p> <p><i>(ACs 3.1 to 3.3: Only a brief overview of legal terms, sufficient to show their relevance to facilities management contracts, is necessary; a detailed explanation of contract law is not required)</i></p>
<p>4 understand how contracts are managed to ensure delivery to specification and, where possible, to achieve added value</p>	<p>4.1 identify information flows and reporting processes to enable delivery to be monitored against service level agreements and key performance indicators <i>(Using examples from the</i></p>

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	<p><i>learner's own experience and/or case study)</i></p> <p>4.2 identify reasons for delivery failures <i>(Using examples from the learner's own experience and/or case study. Examples might include inadequate specification, insufficient resources, inadequate training and/or instructions, inadequate supervision, unrealistic expectations, changes in user requirements)</i></p> <p>4.3 identify possible remedies in association with the contractors <i>(see below)</i></p> <p>4.4 determine how to return delivery to specification, through discussion with the contractors <i>(see below)</i></p> <p>4.5 identify when it would be appropriate and describe how to implement sanctions for poor performance <i>(Sanctions should be limited to those necessary in the short term to return the contract to agreed performance, e.g. withholding payment until defects are corrected, not placing additional work with contractor. It is not necessary for AC 4.5 to address remedies at law, e.g. liquidated damages, specific performance or termination. See below)</i></p> <p><i>(ACs 4.3 to 4.5 should use the same examples from ACs 4.1 and/or 4.2)</i></p>
Additional information about the unit	
<p>Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)</p>	<p>The unit is mapped to the Facilities Management National Occupational Standards FM301, FM314, FM321 and FM326.</p>

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FM Professional Standards reference	FM functional area:	FM functional area component:
	Procurement and Contract Management	Procurement

## Resources:

[Purchasing and Supply Chain Management](#) by Dr Kenneth Lysons and Dr Brian Farrington  
[Strategic Purchasing and Supply Chain Management](#) by Mr Malcolm Saunders  
[Procurement, Principles and Management](#) by Peter Baily, Prof David Farmer, Barry Crocker, and Prof David Jessop  
[Supply Management and Procurement Best Practices](#) by Fred Sollish C.P.M. and John Semanik C.P.M.  
[Project Procurement Management: A Guide to Structured Procurements](#) by Stephen Guth  
[The Wiley Guide to Project Technology, Supply Chain, and Procurement Management \(The Wiley Guides to the Management of Projects\)](#) by Peter Morris and Jeffrey K. Pinto  
[Management of Procurement](#) by Denise Bower  
[The Aqua Group Guide to Procurement, Tendering and Contract Administration](#) by Mark Hackett, Ian Robinson, and Gary Statham  
[Logistics and Supply Chain Management \(Financial Times Series\)](#) by Prof Martin Christopher  
[Procurement, Principles and Management](#) by Peter Baily, Prof David Farmer, Barry Crocker, and Prof David Jessop  
[Legal Aspects of Purchasing and Supply Chain Management](#) by Ian Longdin  
 IWFM Good Practice Guide - [www.IWFM.org.uk](http://www.IWFM.org.uk)  
 FM World - <http://www.fm-world.co.uk/>  
[www.cips.org/](http://www.cips.org/)  
[www.businesslink.gov.uk/bdotg/action/detail?itemId=1073792572&type=RESOURCES](http://www.businesslink.gov.uk/bdotg/action/detail?itemId=1073792572&type=RESOURCES)  
[A Practical Guide to Facilities Management](#) by Ian C Barker MCIOB