

IWFM Level 3 Qualification Specification

Unit FM3.01: Introduction to facilities management

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 the definition of facilities management, its role within organisations, and how it can be set up in ways that will help the organisation to function more effectively. The unit addresses the potential impact of an organisation’s arrangements for facilities management on the organisation’s internal environment.

Title	Introduction to facilities management	
Ofqual ref	D/504/5742	
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 nature of facilities management	1.1	define facilities management <i>(Using a definition provided by a relevant professional body, e.g. IWFM. Indicate the source of the definition)</i>
	1.2	distinguish between: <ul style="list-style-type: none"> • facilities management • other support services • core business activities <i>(No further guidance)</i>
	1.3	explain the role of facilities management in: <ul style="list-style-type: none"> • meeting end-user requirements • reducing costs • maintaining business continuity

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	<ul style="list-style-type: none"> • ensuring legal and regulatory compliance • supporting corporate social responsibility <p><i>(Using example(s) from the learner's own experience or case study to support the explanation, (where an organization uses Environmental Social Governance (ESG) in place of CSR, ESG may be used).</i></p>
<p>2. understand responsibilities commonly delegated to facilities management</p>	<p>2.1. describe typical mechanical and electrical assets for which facilities management will be responsible, and outline the different assets' maintenance requirements <i>(See below)</i></p> <p>2.2. describe typical support services for which facilities management will be responsible <i>(See below)</i></p> <p>2.3. identify typical risks to the provision of facilities, and outline arrangements that can be made to maintain business continuity <i>(See below)</i></p> <p><i>(ACs 2.1 to 2.3 should each be evidenced by reference to examples rather than developing an exhaustive list)</i></p>
<p>3. understand different service delivery models for facilities management</p>	<p>3.1 outline different service delivery models for facilities management, including in-house, partially outsourced, wholly outsourced, total facilities management (TFM), and private finance initiatives (PFI) <i>(The UK Government ceased awarding PFI contracts in 2018, but as legacy contracts still exist the model is still currently applicable)</i></p> <p>3.2 describe the advantages and disadvantages of each of these models, including cost, quality, compliance and user satisfaction <i>(No further guidance)</i></p>

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<p>4. understand the range of facilities management roles</p>	<p>4.1. explain the key management functions within facilities management (<i>Including, for example, people management, financial management, contract management, asset management, project management, risk management and compliance, health and safety management</i>)</p> <p>4.2. describe the various roles that a facilities manager could take, and the associated responsibilities (<i>By reference to strategic, tactical and operational levels of facilities management</i>)</p>	
<p>5. understand the benefits of good communication</p>	<p>5.1. describe the principles of effective communication (<i>No further guidance</i>)</p> <p>5.2. describe the various methods of communication a manager can use, and when each method may be appropriate or inappropriate (<i>Including written and verbal communications and the technology facilitating these, face-to-face communication, one-to-one and group situations</i>)</p> <p>5.3. describe the nature and benefit of active listening (<i>No further guidance</i>)</p>	
<p>Additional information about the unit</p>		
<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, FM320 and FM326</p>	
<p>FM Professional Standards reference</p>	<p>FM functional area:</p>	<p>FM functional area component:</p>
	<p>The Role of Facilities Management</p>	<p>Sector Knowledge</p>

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Resources:

[Facilities Management Handbook](#) by Frank Booty
[Total Facilities Management](#) by Brian Atkin and Adrian Brooks
[Facilities Management](#) by Peter Barrett and David Baldry
[The Facility Management Handbook](#) by David G. Cotts, Kathy Roper, and Richard Payant
[The Facility Management Handbook](#) by Cotts
[Facility Management Reference Library CD, Second Edition](#) by Ed Bas, Heinz P. Bloch, Allan R. Budris, and Joseph F. Gustin
[Facilities Management](#) by David M. Stipanuk and Harold Roffmann
[Facilities Manager's Desk Reference](#) Jane M. Wiggins
FM World - <http://www.fm-world.co.uk/>
[A Practical Guide to Facilities Management](#) by Ian C Barker MCIOB