



## Higher National Unit Specification

### General information

**Unit title:** Facilities Management: Support Services Operations (SCQF level 7)

**Unit code:** HL98 34

**Superclass:** VH

**Publication date:** May 2017

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This unit enables learners to develop an understanding of a wide range of facilities management support services operations and how to manage and monitor the delivery of those services within safe systems of work and budgetary constraints. This unit is suited to learners who are working or seeking to work in the field of Facilities Management and is part of the HNC Facilities Management award.

### Outcomes

On successful completion of the unit the learner will be able to:

- 1 Explain support services and the options for delivery that are typically provided in facilities management.
- 2 Explain how support services in facilities management are identified and managed.

### Credit points and level

0.5 Higher National Unit credit at SCQF level 7: (4 SCQF credit points at SCQF level 7)

### Recommended entry to the unit

Entry to this unit is at the discretion of the delivering centre.

## **Higher National Unit Specification: General information (cont)**

**Unit title:** Facilities Management: Support Services Operations  
(SCQF level 7)

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the support notes for this unit specification.

There is no automatic certification of Core Skills or Core Skill components in this unit.

### **Context for delivery**

If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

### **Equality and inclusion**

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

## Higher National Unit Specification: Statement of standards

**Unit title:** Facilities Management: Support Services Operations  
(SCQF level 7)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Where evidence for outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Learners should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### Outcome 1

Explain support services and the options for delivery that are typically provided in facilities management.

#### Knowledge and/or skills

- ◆ Services encompassed within facilities management within private, public and not-for-profit sectors
- ◆ Delivery options and cost effectiveness for support services including:
  - In-house
  - Outsourced
  - Alternative options
- ◆ Relationship between strategy and preferred option for delivery

### Outcome 2

Explain how support services in facilities management are identified and managed.

#### Knowledge and/or skills

- ◆ Methods for identifying user requirements including:
  - Consultation methods
  - Business objectives
  - Compliance requirements
- ◆ Principles for managing and monitoring support services to ensure standards are met

## Higher National Unit Specification: Statement of standards (cont)

**Unit title:** Facilities Management: Support Services Operations  
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### Evidence requirements for this unit

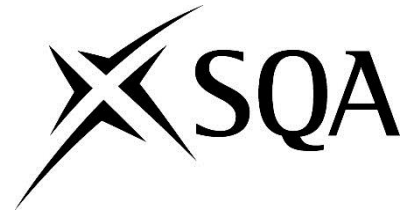
Learners will need to provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

#### For **Outcome 1:**

- ◆ describe a typical range of services which may be encompassed within facilities management in all sectors of the private, public and not-for-profit economy.
- ◆ explain the different options for delivery of support services.
- ◆ explain the cost effectiveness of the various delivery options.
- ◆ explain the relationship between the facilities management strategy and the preferred option for delivery of support services.

#### For **Outcome 2:**

- ◆ describe ways of identifying the requirements of the users.
- ◆ explain how support services are managed and monitored to ensure that they meet required standards.



## Higher National Unit Support Notes

**Unit title:** Facilities Management: Support Services Operations  
(SCQF level 7)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 20 hours.

### Guidance on the content and context for this unit

The following guidance provides additional information on the extent and scope of information learners could expect to display when meeting outcomes. Displaying this level of knowledge would meet National Occupational Standard (NOS) Unit 'Develop, promote and market facilities management services' (ASTFM404).

#### For **Outcome 1:**

- ◆ Explanation of in-house, and/or outsourced is expected to include single-service contracts, bundled contracts and total facilities management contracts.
- ◆ Explanation of cost effectiveness is expected to reference to factors that may influence the cost of options such as; costs of employing staff, risks of employing staff, contractors' need for profit, risks of contractor failure, and factors that might influence the effectiveness of the same options such as efficiency of supervision, access to specialist expertise, responsiveness to change.
- ◆ It is suggested that examples should be drawn from the learners own experiences and/or case studies.

#### For **Outcome 2:**

- ◆ Explanation of methods for identifying user requirements is expected to include topics such as who should be consulted, methods of consultation, other sources of evidence such as business objectives, compliance requirements, current deficiencies.
- ◆ Explanation of the principles for managing and monitoring support services is expected to include an overview of general management principles for service delivery, and of additional mechanisms used to manage contractors, such as service level agreements and key performance indicators.

If *Facilities Management: Support Services Operations* is delivered as a stand-alone unit, consideration should be given to providing both health and safety and financial management contexts. These topics are covered in *Facilities Management: Managing Health and Safety* and *Facilities Management: Financial Management*.

## Higher National Unit Support Notes (cont)

**Unit title:** Facilities Management: Support Services Operations  
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### Guidance on approaches to delivery of this unit

This unit is likely to form part of a group award designed to provide learners with technical and professional skills and knowledge for employment within Facilities Management. It supports learning for learners that are employed within this field and will be able to draw on their previous knowledge and experience of the sector. It would be appropriate for centres to contextualise their teaching and encourage learners to use evidence and case studies from employment.

This unit would benefit from being delivered in relation to both the *Facilities Management: Managing Health and Safety* and *Facilities Management: Financial Management*. Both health and safety and finance are integral to the provision of support services for facilities management.

There are a range of textbooks and web resources that learners may find helpful.

### Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

This unit could be assessed outcome by outcome or both outcomes together, providing a holistic assessment of the unit.

This unit would benefit from integration of assessment with *Facilities Management: Managing Health and Safety* and *Facilities Management: Financial Management*. There is also opportunity for assessment with *Facilities Management: Strategy*.

Due to the focus on vocational skills and experience relevant to the Facilities Management sector throughout this unit, suggested methods for assessment will focus on utilising the learner's own experience. Suitable forms of assessment would include essay, portfolio and case study.

Assessment could be delivered as an e-assessment if desired.

## Higher National Unit Support Notes (cont)

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### Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at [www.sqa.org.uk/e-assessment](http://www.sqa.org.uk/e-assessment).

### Opportunities for developing Core and other essential skills

There is no automatic certification of Core Skills or Core Skills components in this unit, however there may be opportunities to develop the Core Skills of *Communication* and *Problem Solving* at SCQF level 5.

## History of changes to unit

Version	Description of change	Date

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## **General information for learners**

**Unit title:** Facilities Management: Support Services Operations  
(SCQF level 7)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to develop your understanding of a wide range of facilities management support services operations. You will also consider how to manage and monitor the delivery of these services within safe systems of work and budgetary constraints.

In Outcome 1 you will learn about the support services and options for delivery that are typically provided in facilities management.

In Outcome 2 you will learn how support services in facilities management are identified and managed.

This unit could be assessed outcome by outcome, or both outcomes together, providing a holistic assessment of the unit. You will be encouraged to link assessments to your experience and may have the opportunity to integrate assessments from this unit with another unit within the HNC Facilities Management.