



## Higher National Unit Specification

### General information

**Unit title:** Facilities Management: An Overview (SCQF level 7)

**Unit code:** HL96 34

**Superclass:** VH

**Publication date:** May 2017

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This unit enables learners to develop an understanding of the scope and extent of the facilities management function and the range of associated services, the roles and responsibilities in different organisations and contexts, as well as the importance of the Facilities Management contribution in both societal and economic contexts. This unit is suited to learners who are working or seeking work in the field of Facilities Management and is part of the HNC Facilities Management group award.

### Outcomes

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

- 1 Explain the scope, extent and range of services offered by the facilities management function.
- 2 Explain the range of Facilities Management roles and responsibilities across different organisations.
- 3 Explain the contribution of Facilities Management in a wider business and social context.

### Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 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: An Overview (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: An Overview (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 the scope, extent and range of services offered by the facilities management function.

#### Knowledge and/or skills

- ◆ Scope and extent of the facilities management function with regard to:
  - Hard services
  - Soft services
  - Specialist services
- ◆ Range and diversity of Facilities Management contexts:
  - Public
  - Private
  - Not for profit
  - In-house
  - Out-sourced
- ◆ Relationship between the Facilities Management function and other business functions including:
  - Support of the core business
  - Managing the working environment
  - Value addition
- ◆ Range of facilities management services including:
  - Support services
  - Building services
  - Office and building space
  - Property and fixed assets

## Higher National Unit Specification: Statement of standards

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### Outcome 2

Explain the range of Facilities Management roles and responsibilities across different organisations.

#### Knowledge and/or skills

- ◆ Key management functions within Facilities Management including:
  - Budget planning and control
  - Contract management
  - Project management
  - Task and team management
  - Health and safety management
  - Strategic/tactical/operational roles
- ◆ Communication of the role of Facilities Management including:
  - Internal and external customers
  - Methods of communication

### Outcome 3

Explain the contribution of Facilities Management in a wider business and social context.

#### Knowledge and/or skills

- ◆ Corporate responsibility
- ◆ Sustainable Facilities Management

#### 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:

- ◆ explain the scope and extent of the facilities management function.
- ◆ describe the range and diversity of contexts in which Facilities Management services are provided.
- ◆ explain the relationship between the Facilities Management function and other business functions.
- ◆ explain what is meant by support services.
- ◆ explain what is meant by building services.
- ◆ explain what is meant by office and building space and its effective management.
- ◆ explain the ways that properties and fixed assets are managed and maintained.

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

**Unit title:** Facilities Management: An Overview (SCQF level 7)

For **Outcome 2:**

- ◆ explain the key management functions within Facilities Management.
- ◆ describe the various roles and responsibilities that a facilities manager could have within different organisations and at different levels.
- ◆ describe methods of communication to increase awareness of Facilities Management to both internal and external customers.

For **Outcome 3:**

- ◆ explain the principles of corporate responsibility and sustainable Facilities Management.
- ◆ describe the tools and techniques that can be used to ensure that these principles are operating within the facilities management function.

## Higher National Unit support notes

**Unit title:** Facilities Management: An Overview  
(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 40 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.

This unit could provide underpinning knowledge covered by National Occupational Standard unit 'Understand Facilities Management and its Place in the Organisation' ASTFM401.

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

- ◆ The facilities management function is expected to include examples of hard services, soft services and specialist functions that might be provided, rather than trying to provide an exhaustive list.
- ◆ The range and diversity of contexts in which Facilities Management services are provided would include public, private and not-for-profit sectors, and to in-house, outsourced (total Facilities Management (TFM) and partial outsourcing) models.
- ◆ The relationship between the Facilities Management function and other business functions would include Facilities Management's role in supporting the core business, managing the working environment, and adding value.
- ◆ Support services could cover examples of soft Facilities Management, rather than trying to develop an exhaustive list.
- ◆ Building services could cover examples of hard Facilities Management, rather than trying to develop an exhaustive list.
- ◆ Office and building space and its effective management could include references to the cost of space, space planning metrics (eg Gross Internal Area (GIA) and Net Internal Area (NIA)), the allocation of usable space for work, support and ancillary functions (eg circulation space, routes to evacuate the building), and to innovative ways of cost saving (eg hot desking).
- ◆ The ways that properties and fixed assets are managed and maintained would include property management, property maintenance, fixed asset management and fixed asset maintenance. Examples could be provided of the use of asset registers and maintenance regimes.

## Higher National Unit support notes (cont)

**Unit title:** Facilities Management: An Overview  
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For **Outcome 2:**

- ◆ Key management functions within Facilities Management would include budget planning and control, contract management, project management, task and team management, health and safety management.
- ◆ The roles and responsibilities that a facilities manager could have within different organisations and at different levels is expected to include reference to strategic, tactical and operational levels of Facilities Management.
- ◆ It is important that Facilities Managers have good communication skills and an understanding of who they will need to communicate with, part of this will include understanding methods of communication and their stakeholders needs communication needs.
- ◆ Methods of communication should include the reasoning for the choice of communications channels (eg face to face, email, newsletter, social media) and how the level of detail is matched to specific customer needs.

For **Outcome 3:**

- ◆ The principles of corporate responsibility and sustainable Facilities Management could be supported with examples such as promoting equality and diversity, environmental management, health and safety.
- ◆ Tools and techniques could include staff surveys, quality management and continuous improvement, supplier management and audits.

## 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 delivery for learners who 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.

As this unit is delivered as an introduction to Facilities Management, many of the topics covered will be revisited in a greater depth in future units. It may therefore be beneficial to integrate assessments for this unit with future units within the HNC Facilities Management group award. Particular thought should be given to integration of assessment with:

- ◆ *Facilities Management: Support Services Operations*
- ◆ *Facilities Management: Managing Stakeholder Delivery*
- ◆ *Facilities Management: Financial Management*
- ◆ *Facilities Management: Managing Health and Safety*
- ◆ *Facilities Management: Projects*
- ◆ *Facilities Management: Sustainability, Environmental Issues and their Impact*

## Higher National Unit support notes (cont)

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The delivery of this unit would benefit from input from a wide range of Facilities Management professionals to cover the broad scope of the unit. Learners with limited relevant work experience would benefit from sharing knowledge and expertise through group work. Whilst group work is important to method for learning, it is important that all submitted assessments are the learner's own work.

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, two or more outcomes together or all outcomes together, providing a holistic assessment of the unit.

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 could include essays, presentations and extended response questions. The use of relevant case studies could help relate assessments to real working situations and contexts.

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

### 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*, *Numeracy*, *ICT*, *Problem Solving* and *Working with Others* at SCQF level 6.



## History of changes to unit

Version	Description of change	Date

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## **General information for learners**

### **Unit title:** Facilities Management: An Overview (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 the scope and extent of the facilities management function in different organisations. It will develop your knowledge of the services offered and roles carried out by Facilities Management. It also develops knowledge relating to the importance and contribution of Facilities Management in both societal and economical contexts.

In Outcome 1 you will learn scope, extent and range of services offered by the facilities management function.

In Outcome 2 you will learn the range of Facilities Management roles and responsibilities across different organisations.

In Outcome 3 you will consider the contribution Facilities Management makes to the wider business and social context.

This unit could be assessed outcome by outcome, two or more outcomes together or all outcomes together, providing a holistic assessment of the unit. You will be encouraged to link assessments to your experience.