



## Higher National Unit Specification

### General information

**Unit title:** Facilities Management: Projects (SCQF level 7)

**Unit code:** HL9C 34

**Superclass:** VH

**Publication date:** September 2017

**Source:** Scottish Qualifications Authority

**Version:** 2

### Unit purpose

This unit enables learners to develop knowledge and understanding of project management from start to finish in a Facilities Management context. This unit is suited to learners who are working in, or wish to work within 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 Describe project management in Facilities Management.
- 2 Develop a Facilities Management project brief.
- 3 Describe how to assemble Facilities Management project teams.
- 4 Demonstrate how to monitor and review Facilities Management project progress.
- 5 Explain project completion, sign-off and review.

### Credit points and level

2 Higher National Unit credits at SCQF level 7: (16 SCQF credit points at SCQF level 7)

### Recommended entry to the unit

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

## General information (cont)

**Unit title:** Facilities Management: Projects (SCQF level 7)

### Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills component:

Complete Core Skill	None
Core Skill component	Critical Thinking at SCQF level 5

There are also opportunities to develop aspects of Core Skills which are highlighted in the support notes of this unit specification.

### 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: Projects (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

Describe project management in Facilities Management.

#### Knowledge and/or skills

- ◆ Objectives, roles and responsibilities of project manager
- ◆ Methods, tools and techniques for project management including:
  - Critical Path Analysis
  - Gantt charts
  - Project management software

### Outcome 2

Develop a Facilities Management project brief.

#### Knowledge and/or skills

- ◆ Project briefs
- ◆ Project programme
- ◆ Project budgets

### Outcome 3

Describe how to assemble Facilities Management project teams.

#### Knowledge and/or skills

- ◆ Project management teams including:
  - Devise
  - Creation
  - Development
- ◆ Cross-functional teams

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

**Unit title:** Facilities Management: Projects (SCQF level 7)

### Outcome 4

Demonstrate how to monitor and review Facilities Management project progress.

#### Knowledge and/or skills

- ◆ Change management
- ◆ Progress reporting
- ◆ Budget monitoring

### Outcome 5

Explain project completion, sign-off and review.

#### Knowledge and/or skills

- ◆ Project completion and sign off
- ◆ Project evaluation

#### 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 objectives, roles and responsibilities of a project manager.
- ◆ describe the method, tools and techniques a Facilities Management project manager may use to plan, monitor and manage a Facilities Management project.
- ◆ describe a range of projects which Facilities Managers are typically expected to organise and manage.

##### For Outcome 2:

- ◆ develop a project brief for a Facilities Management role including aims and objectives.
- ◆ develop and manage a Facilities Management project programme.
- ◆ develop and manage a Facilities Management project budget.

##### For Outcome 3:

- ◆ explain how to devise, create and develop a Facilities Management project team capable of undertaking the tasks to successfully complete the project.
- ◆ describe the benefits of cross-functional teams in Facilities Management.

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

**Unit title:** Facilities Management: Projects (SCQF level 7)

For **Outcome 4:**

- ◆ describe the stages to organising and monitoring a Facilities Management project.
- ◆ identify the problems which a project manager may need to address and explain how to agree changes where appropriate.
- ◆ identify methods for reporting progress, when this should happen and who should be reported to within a Facilities Management project.
- ◆ explain methods for monitor budgets within a Facilities Management project.

For **Outcome 5:**

- ◆ explain how, at the end of a Facilities Management project, all aspects are properly completed and the project signed-off to the client.
- ◆ explain how to evaluate the project and identify successes and development needs.



## Higher National Unit support notes

**Unit title:** Facilities Management: Projects (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 80 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.

The unit could provide underpinning knowledge for the National Occupational Standard (NOS) unit 'Monitor and implement facilities management projects' (ASTFM405).

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

- ◆ Explanation of roles objectives and responsibilities of project manager would benefit from including issues such as delivery to time, cost and quality, compliance with health and safety and environmental requirements, and communication with stakeholders.
- ◆ Description of methods, tools and techniques is expected to include an overview of related techniques such as Critical Path analysis and Gantt charts, software such as Microsoft Project, and process-based methodologies, eg PRINCE.

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

- ◆ Learning should be contextualised and evidenced using examples of project/s from the learner's own experience and/or case studies.

#### For **Outcome 3:**

- ◆ Assembly of Facilities Management teams should include stakeholder representation.
- ◆ Learning should be contextualised and evidenced using examples of project/s from the learner's own experience and/or case studies.

#### For **Outcome 4:**

- ◆ Problems faced by a project manager could include issues such as changes in user specification, supplier costs, changes of business priorities, change of project personnel.
- ◆ Progress reporting is expected to include techniques for reporting progress, updating project timelines and budgets, comparing delivery against user specifications and addressing variations.

## Higher National Unit support notes

**Unit title:** Facilities Management: Projects (SCQF level 7)

For **Outcome 5:**

- ◆ Learning should focus on processes and procedures used to evaluate projects success and how to identify development needs for future projects to meet stakeholder needs. Techniques could include, but are not limited to: Critical Path Analysis (CPA), Program Evaluation and Review Technique (PERT), Matrix Methods.

### 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.

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.

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 assessment would include essay, portfolio and case study. Outcome 4 would benefit from a case study, where learners will have the opportunity to tie in knowledge and skills to the case study.

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

When using the learners own experience/case study, it would be appropriate for learners to use the same example throughout this unit for all outcomes.

This unit would benefit from being delivered alongside the *Facilities Management: Financial Management*.

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

## **Higher National Unit support notes**

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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**

This unit has the Critical Thinking component of Problem Solving embedded in it. This means that when learners achieve the unit, their Core Skills profile will also be updated to show they have achieved Critical Thinking at SCQF level 5.

There may also be opportunities to develop the Core Skills of Communication and Working with Others at SCQF level 5.



## History of changes to unit

Version	Description of change	Date
2	Core Skill component Critical Thinking at SCQF level 5 embedded	20/09/17

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## General information for learners

### **Unit title:** Facilities Management: Projects (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 has been designed to develop your knowledge and understanding of project management from start to finish in a Facilities Management context.

In Outcome 1 you will learn about project management in Facilities Management.

In Outcome 2 you will learn how to develop a Facilities Management project brief.

In Outcome 3 you will learn how to assemble Facilities Management project teams.

In Outcome 4 you will learn how to monitor and review Facilities Management project progress.

In Outcome 5 you will learn about project completion, sign-off and review.

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.

This unit has the Critical Thinking component of Problem Solving embedded in it. This means that when you achieve the unit, your Core Skills profile will also be updated to show you have achieved Critical Thinking at SCQF level 5.

There may also be opportunities to develop the Core Skills of Communication and Working with Others at SCQF level 5.