



## Higher National Unit Specification

### General information

**Unit title:** Facilities Management: Risk Management (SCQF level 8)

**Unit code:** HX54 35

**Superclass:** VH

**Publication date:** January 2018

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This unit enables the learner to evaluate activities and the potential risks that may emerge within an organisation, manage and review the risk management process and produce a risk management policy. Learners will gain an understanding of the management of risk.

This unit is suited to learners who are working or seeking work in the field of facilities management and is part of the HND Facilities Management Group Award.

### Outcomes

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

- 1 Evaluate possible organisational risk criteria.
- 2 Produce a risk management policy.

### Credit points and level

1 Higher National Unit credit at SCQF level 8: (8 SCQF credit points at SCQF level 8)

### Recommended entry to the unit

Entry to this unit is at the discretion of the delivering centre; however it would be beneficial if the learner had prior experience of the facilities management industry. It is recommended that learners have some experience of studying Facilities Management at Higher National level and should have already achieved HN Unit HL9F 34 *Facilities Management: Strategy*.

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

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### **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: Risk Management (SCQF level 8)

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

Evaluate possible organisational risk criteria.

#### Knowledge and/or skills

- ◆ Risk criteria for organisations in relation to:
  - relevant people across an organisation
  - stakeholders
- ◆ Process for reviewing and updating risk criteria for an organisation:
  - current and planned organisational activities
- ◆ Nature of potential risks including:
  - probability of occurrence
  - possible consequences for the facilities management function and wider organisation

### Outcome 2

Produce a risk management policy.

#### Knowledge and/or skills

- ◆ Risk profiles including:
  - risk criteria
  - other relevant information
- ◆ Practices to ensure senior management commitment to the risk management process
- ◆ Resources needed within an organisation to support and enable effective risk management
- ◆ Risk management process in an organisation, including methods to:
  - identify potential improvements
  - make changes where necessary
- ◆ Methods to develop an organisational culture where people are risk aware
- ◆ Key components in development of a risk management policy
- ◆ Communication methods used to disseminate risk management policies

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

**Unit title:** Facilities Management: Risk Management (SCQF level 8)

### 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

- ◆ identify risk criteria for an organisation taking account of the views of relevant people across the organisation and stakeholders.
- ◆ determine the review and updating process.
- ◆ review and update the risk criteria for an organisation, justifying timetables and methods used.
- ◆ evaluate current and planned organisational activities and identify potential risks associated with these.
- ◆ analyse the nature of potential risks, their probability of occurrence and possible consequences for the facilities management function and an organisation.

#### For Outcome 2

- ◆ review and update/produce a risk management policy setting out clear responsibilities.
- ◆ identify key components in development of a risk management policy.
- ◆ describe methods to develop an organisational culture where people are risk aware.
- ◆ describe communication strategies used to disseminate risk management policies.
- ◆ review and evaluate a risk profile of an organisation taking account of the risk criteria and other relevant information.
- ◆ evaluate practices to ensure senior management commitment to the risk management process.
- ◆ identify resources which could be used to support and enable effective risk management.
- ◆ review and evaluate the effectiveness of a risk management process in an organisation.
- ◆ identifying methods for improvements and making changes where necessary.



## Higher National Unit Support Notes

**Unit title:** Facilities Management: Risk Management (SCQF level 8)

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's Comply with regulation and legislation in facilities management ASTFM 510 and Oversee the implementation and review of facilities management policies ASTFM502

For the purpose of this unit, the term 'organisation' is taken to mean either the whole organisation or where applicable, due to size and scale of the organisation a learner may have experience of, applicable area/s of responsibility. Learners should be encouraged to think within a strategic capacity regardless of which definition is used.

#### For Outcome 1

- ◆ Identification of risk is expected to include evaluation of the different types of risk relevant to each section of the organisation and how facilities management is involved within this.
- ◆ Risk review process is expected to include a description of and reasoning for timelines and methods used to maintain, evaluate and review risk criteria.
- ◆ Risks are expected to include those from the external environment as well as risks from the organisation's internal environment.

#### For Outcome 2

- ◆ Risk management policy is expected to include clear responsibilities for risk management at varying levels across the organisation.
- ◆ Strategy to communicate a risk management policy across the organisation is expected to include two-way communication with staff at different levels within the organisation and with the other parties. Learners should have an understanding of the need to promote an organisational culture in which people are risk aware; including methods to encourage, confirm and reward risk awareness at different levels within the organisation.
- ◆ Resources required to support and enable effective risk management is expected to include the provision of analytical and consultative processes, as well as for establishing and maintaining arrangements for disaster recovery and business continuity.

## Higher National Unit Support Notes (cont)

**Unit title:** Facilities Management: Risk Management (SCQF level 8)

- ◆ Review and evaluate the effectiveness of the risk management process in an organisation, identifying potential improvements and making changes where necessary.
- ◆ Evaluation of the effectiveness of a risk management process within an organisation is expected to include the changing needs of the organisation as well as cost-effectiveness of the process. Relating to the risk management policy, learners are expected to reference the arrangements to establish risk criteria, the arrangements for the evaluation of potential risks, and the strategies chosen to address those risks.

### 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 the facilities management sector. 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 a result of the close links between risk management to both wider organisational strategy and business continuity planning, it may be beneficial to deliver and integrate assessment of this unit with *Business Culture and Strategy F7J7 35* and/or *Facilities Management: Business Continuity*.

### 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 method for assessment will focus on utilising the learner's own experience. Suitable forms of assessment could include a project based assessment relating to organisational risk, or the use of the learner's own work experience to prepare a risk management policy which may be used as an assessment for Outcomes 1 and 2. A combination of real work experiences and provided case studies will ensure an adequate breadth of information is provided to learners in order to undertake the assessments for this unit. It may be beneficial to deliver and integrate assessment of this unit with *F7J7 35 Business Culture and Strategy* and/or *HX55 35 Facilities Management: Business Continuity*.

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, Numeracy, Information and Communication Technology (ICT), Problem Solving* and *Working with Others* at SCQF level 8.

## History of changes to unit

Version	Description of change	Date

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## **General information for learners**

### **Unit title:** Facilities Management: Risk Management (SCQF level 8)

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 knowledge and understanding of potential risks that may emerge within an organisation. You will develop an understanding of how to manage and review the risk management process and produce a risk management policy. You will develop knowledge of business continuity and resilience planning.

This is relevant to you if you are working or seeking work, in the field of facilities management sector and is part of the HND Facilities Management Group Award.

In Outcome 1 you will evaluate possible organisational risk criteria.

In Outcome 2 you will produce a risk management policy.

Your assessment may require you to complete a project based assessment, provided to you from your centre, or in relation to your own organisation, which allows you to identify risk and produce a risk management policy.