



Higher National Unit Specification

General information

Unit title: Facilities Management: Business Continuity (SCQF level 8)

Unit code: HX55 35

Superclass: VH

Publication date: May 2018

Source: Scottish Qualifications Authority

Version: 02

Unit purpose

This unit develops learner's knowledge and understanding of business continuity planning and the need for this to ensure minimum impact to organisations in the event of emergency or disaster. Learners will gain an understanding of the facilities management's key role within this process.

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 Analyse the role of facilities management within business continuity.
- 2 Describe the stages of business continuity planning.
- 3 Evaluate methods to review the effectiveness of actions to reduce risk and maintain business continuity.

Credit points and level

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

Higher National Unit Specification: General information (cont)

Unit title: Facilities Management: Business Continuity (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 that they will already have achieved the HN Unit HL96 34 *Facilities Management: An Overview* and HL9F 34 *Facilities Management: Strategy*.

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 6

There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of 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.

Higher National Unit Specification: Statement of standards

Unit title: Facilities Management: Business Continuity (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

Analyse the role of facilities management within business continuity.

Knowledge and/or skills

- ◆ Business continuity
- ◆ Reasons for business continuity planning for an organisation
- ◆ Facilities managements role within business continuity

Outcome 2

Describe the stages of business continuity planning.

Knowledge and/or skills

- ◆ Business continuity planning process
- ◆ Resources required to support recovery strategies

Outcome 3

Evaluate methods to review the effectiveness of actions to reduce risk and maintain business continuity.

Knowledge and/or skills

- ◆ Processes for dealing with identified risks
- ◆ Contingency plans
- ◆ Strategies for dealing with threats to business continuity
- ◆ Robustness of disaster recovery plans

Higher National Unit Specification: Statement of standards (cont)

Unit title: Facilities Management: Business Continuity (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:

Outcome 1

- ◆ describe the reasons for business continuity planning for organisations.
- ◆ describe the role of the facilities management function within business continuity.
- ◆ analyse the role of facilities management in business continuity.

Outcome 2

- ◆ describe the stages of business continuity planning.
- ◆ evaluate the resources required to support recovery strategies within an organisation.

Outcome 3

- ◆ evaluate how identified risks can be dealt with including contingency plans.
- ◆ identify strategies for dealing with threats to business continuity and the robustness of disaster recovery plans.



Higher National Unit Support Notes

Unit title: Facilities Management: Business Continuity (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:

- ◆ Understand the strategic importance of facilities management ASTFM 501.

For Outcome 1

- ◆ Learners can be expected to explain the need for business continuity for the overall organisation as well as describing facilities manager's role within this.
- ◆ A description is expected to include the need to develop a plan to minimise disruptions to critical business functions and the ability to recover critical functions as soon as possible to ensure minimal disruption to the business.
- ◆ Disruption to the business will impact on a range of operational factors such as buildings, machines (including IT equipment) and materials or finished products. Disruption to such factors is likely to result in financial implications, reputational damage and reduction of service.
- ◆ The role of facilities management within business continuity is expected to make reference to facilities management's central role in the co-ordination and implementation of business continuity plans.
- ◆ The facilities management function can be expected to be integral to planning for both the business support functions and the physical buildings in which the organisation operates.

Higher National Unit Support Notes (cont)

Unit title: Facilities Management: Business Continuity (SCQF level 8)

For Outcome 2

- ◆ Business continuity planning process is expected to make reference, as a minimum, to conducting a business impact analysis, recovery strategies, plan development and the requirement for testing.
- ◆ Learners are expected to demonstrate their knowledge not only of the different stages within business continuity planning, but also demonstrate an understanding how business continuity plans should be tailored to the needs of the organisation in which they are working to meet business need.
- ◆ Resources required to support recovery strategies could include, but are not limited to, financial resources, a business continuity team to implement and oversee the plan, specialists to implement the plan and alternative options for the ongoing provision of business service including alternative communication methods and operational site.

For Outcome 3

- ◆ Actions to review the effectiveness of risk policies is expected to include methods to collect and evaluate information across the organisation on how identified risks have been dealt with, investigation of relevant staff's awareness, competence and/or application of the relevant provision in the organisation.
- ◆ Reference is expected to be made to the need to review and update strategies for dealing with threats to business continuity and the robustness of disaster recovery plans, by reference to changing needs of the organisation and cost-effectiveness.

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.

It may be beneficial to deliver and integrate assessment of this unit with HX54 35 *Facilities Management: Risk Management*.

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.

Higher National Unit Support Notes (cont)

Unit title: Facilities Management: Business Continuity (SCQF level 8)

The unit can be assessed outcome by outcome, two or more outcomes together or all outcomes together, providing a holistic assessment of the unit. Suitable forms of assessment include essay, extended answer questions and report.

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.

As a result of the close relationship between risk and business continuity, it is suggested that centres integrate assessment for this unit with HX54 35 *Facilities Management: Risk Management*. Further opportunities for integration of assessment could include F7J7 35 *Business Culture and Strategy*.

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.

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 6.

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 6.

History of changes to unit

Version	Description of change	Date
02	Core Skills Component Critical Thinking at SCQF level 6 embedded.	30/05/18

© Scottish Qualifications Authority 2018

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

General information for learners

Unit title: Facilities Management: Business Continuity (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 has been designed to develop your knowledge and understanding of business continuity planning and the need for this to ensure minimum impact to organisations in the event of emergency or disaster. You can expect to gain an understanding of the facilities management's key role within this process.

In Outcome 1 you will analyse the role of facilities management within business continuity.

In Outcome 2 you will describe the stages of business continuity planning.

In Outcome 3 you will evaluate the methods to review the effectiveness of actions to reduce risk and maintain continuity.

The unit is primarily intended for those already employed within the facilities management sector and will allow you to directly relate the knowledge and skills covered in the unit to your real working experience.

This unit can be assessed outcome by outcome or with two or more outcomes together. You will be asked to show practical application of your knowledge and skills and will be encouraged to link assessments to your experience within the facilities management sector.

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 6.