



## Higher National Unit Specification

### General information

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

**Unit code:** HX57 35

**Superclass:** VH

**Publication date:** January 2018

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This unit enables a learner to develop an understanding of the role of data and information management within facilities management. Learners will gain skills in data analysis and an understanding of possible systems and methods available to interpret information to support facilities management decisions.

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 Describe a range of methods to collate, analyse and evaluate data to support decisions within facilities management.
- 2 Evaluate methods to manage information within facilities management.
- 3 Develop a plan to implement IT systems to support facilities management.

### 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: Information Management

### **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 has prior experience of the facilities management industry. It is recommended that learners have some experience of studying Facilities Management and Information Technology at Higher National level and that they will already have achieved the HN Unit HL96 34 *Facilities Management: An Overview* and/or the HN Unit D75X 34 *Information Technology: Applications Software 1*.

### **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

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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 a range of methods to collate, analyse and evaluate data to support decisions within facilities management.

#### Knowledge and/or skills

- ◆ Statistical methods to manipulate a wide variety of data, including benefits and limitations of the use of the following methods:
  - Mean
  - Median
  - Mode
  - Spread
  - Probability
  - Regression
- ◆ Methods to present information to support facilities management decisions

### Outcome 2

Evaluate methods to manage information within facilities management.

#### Knowledge and/or skills

- ◆ Approaches to information management
- ◆ Techniques for information flow, storage, manipulation and presentation
- ◆ Efficiency and cost effectiveness of different approaches
- ◆ Information and knowledge management to improve business efficiency
- ◆ Security and latest legislation
- ◆ Systems used to provide accurate and reliable information

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

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### Outcome 3

Develop a plan to implement IT systems to support facilities management.

#### Knowledge and/or skills

- ◆ IT developments and applications
- ◆ Uses, benefits and limitations of new IT developments and applications relevant to facilities management
- ◆ Management and evaluation processes for the implementation process of an IT system
- ◆ Compliance with latest legislations affecting use of IT systems

#### 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 range of statistical methods and their uses, to manipulate a wide variety of data.
- ◆ evaluate the benefits and limitations of using mean, median, mode, spread, probability distribution and regression.
- ◆ describe statistical methods used to present information to support facilities management decisions.

##### For Outcome 2

- ◆ compare approaches to information management which informs facilities management decisions.
- ◆ describe changes that can be made to information management in order to improve business efficiency.
- ◆ analyse the security of information in relation to latest legislation and technological advances.

##### For Outcome 3

- ◆ explain methods to keep abreast of IT developments and applications.
- ◆ evaluate the uses, benefits and limitations of IT developments and applications relevant to facilities management.
- ◆ describe latest legislation affecting use of IT systems.
- ◆ develop a plan to implement a new or upgraded IT systems.



## Higher National Unit Support Notes

**Unit title:** Facilities Management: Information Management  
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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.

### For Outcome 1

- ◆ When analysing the range of statistical methods available, this is expected to be carried out in relation to the wide range of information that needs to be collated and analysed within the facilities management context, including risk assessments and legal compliance, building and engineering data, property and asset registers, financial and corporate social responsibility data, service level agreements and key performance indicators.
- ◆ Reference is expected to be made to the wide range of sources of information facilities managers may deal within including surveys, focus groups, electronic and paper reporting systems, help-desk calls, manuals, maintenance schedules, contracts, electronic systems, compliance bodies, professional standards.

### For Outcome 2

- ◆ When comparing methods to manage information, learners can be expected to carry out an initial analysis examining all relevant data sources and processing including sources such as help-desk logging, service management, contractor notification, SLAs, H&S risk management, stock and purchasing control, property and asset management, resource management and data capture.
- ◆ Comparisons should take account of the relevant facilities management requirements such as rapid information processing, accuracy of reporting, efficiency and control, accountability, and audit.
- ◆ Compliance should be checked against relevant legislation such as for HSE and data protection.

### For Outcome 3

- ◆ New IT developments and applications is expected to make reference to specific sources of information such as named journals, conferences, trade shows, expert advice, and suppliers' web pages.
- ◆ Relevant IT systems could include developments in software and/or hardware, such as Building Management System (BMS), Computer Aided Facilities Management (CAFM), Personal Digital Assistants (PDA), Pocket PC/net-books, Global Positioning System (GPS), Global System for Mobile Communications (GSM).
- ◆ Reference to could be made to factors such as speed, accuracy, efficiency, loss of ownership, risk of failure, and cost.

## Higher National Unit Support Notes (cont)

**Unit title:** Facilities Management: Information Management  
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- ◆ The plan to implement should follow standard project management techniques and should include activities such as market research, contract documentation, multi-disciplinary project team, communication to users, data review and cleanse, pre-installation checks, system commissioning, user training, going live, post-project evaluation, and ongoing user support.
- ◆ The system's legal compliance should be confirmed using a process that includes identification of appropriate legislation, confirmation of systems and protocols to address relevant issues, identification of cases of failure, and testing for the system's robustness.

### 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.

### 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.

The unit can 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 method for assessment will focus on utilising the learner's own experience. Suitable forms of assessment could include short answer questions, essays, presentations and extended response questions. An implementation plan is required for Outcome 3. Outcomes 1 and 2 could be integrated with this assessment, with the whole unit being assessed through the plan. The use of relevant case studies could help relate assessments to real working situations and contexts, particularly for learners with less vocational experience within the facilities management sector.

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: Information 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 enables you to analyse data, manage knowledge and information and implement ICT systems within a facilities management context. This is suitable if you are working or seeking work in the field of facilities management and is part of the HND Facilities Management Group Award.

In Outcome 1 you will be asked to describe a range of methods to collate, analyse and evaluate data to support decisions within facilities management.

In Outcome 2 you will evaluate methods to manage information and knowledge within facilities management.

In Outcome 3 you will develop a plan to implement IT systems to support facilities management.

Each unit may be assessed individually, or you may be given the opportunity to complete all assessments for this unit when developing an implementation plan.