



## Higher National Unit Specification

### General information

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (SCQF level 8)

**Unit code:** HX59 35

**Superclass:** VH

**Publication date:** May 2018

**Source:** Scottish Qualifications Authority

**Version:** 02

### Unit purpose

This unit enables learners to assess how relationships with suppliers and specialists impact on the effectiveness of facilities management in a range of scenarios. The unit will provide an overview for the need for suppliers and specialists within facilities management and the process for selecting and appraising, managing and monitoring, closing down relationships and evaluating their effectiveness.

This unit is suited to learners who are working or seeking work within 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 advantages and disadvantages of involving specialists and building multi-disciplinary teams to deliver facilities management services.
- 2 Describe how to select and appoint suppliers and specialists to achieve objectives.
- 3 Explain the process for managing and monitoring supplier performance.
- 4 Review the process to manage close down of supplier relationships.
- 5 Describe how to evaluate, develop and review relationships with suppliers.

### 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: Managing Relationships with Suppliers and Specialists (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*, HL98 34 *Facilities Management: Support Services Operations* and HL9A 34 *Facilities Management: Managing Stakeholder Delivery*.

### 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](http://www.sqa.org.uk/assessmentarrangements).

## Higher National Unit Specification: Statement of standards

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (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 advantages and disadvantages of involving specialists and building multi-disciplinary teams to deliver facilities management services.

#### Knowledge and/or skills

- ◆ Roles and functions of specialists in facilities management
- ◆ Multi-functional teams:
  - role within the delivery of facilities management
  - techniques to build, manage and develop

### Outcome 2

Describe how to select and appoint suppliers and specialists to achieve objectives.

#### Knowledge and/or skills

- ◆ Selection processes
- ◆ Tendering and bid processes
- ◆ Appointment briefs including:
  - agreed reporting arrangements
  - deliverables

### Outcome 3

Explain the process for managing and monitoring supplier performance.

#### Knowledge and/or skills

- ◆ Control methods to monitor supplier performance
- ◆ Contracts and/or service specifications including:
  - objective setting
  - contract reviews
  - remedial plans

## Higher National Unit Specification: Statement of standards

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (SCQF level 8)

### Outcome 4

Review the process to manage close down of supplier relationships.

#### Knowledge and/or skills

- ◆ Stages of close down
- ◆ Factors to be taken into account at close down
- ◆ Difficulties that can be faced at close down

### Outcome 5

Describe how to evaluate, develop and review relationships with suppliers.

#### Knowledge and/or skills

- ◆ Evaluation and review processes
- ◆ Different types of facilities management relationships with suppliers
- ◆ Development opportunities and techniques

#### 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

- ◆ explain the functions and roles of specialists in facilities management.
- ◆ analyse the advantages and disadvantages of using specialists in facilities management.
- ◆ explain why it is necessary to build and develop multi-functional teams in order to achieve facilities management objectives.
- ◆ explain and evaluate the techniques used to manage multi-functional teams.

#### Outcome 2

- ◆ describe how to select and appoint suppliers and specialists to achieve objectives.
- ◆ describe tendering and bid processes for selecting suppliers and specialists.
- ◆ prepare any appointment briefs with agreed reporting arrangements and deliverables.

#### Outcome 3

- ◆ evaluate the effectiveness of current control mechanisms to monitor supplier performance.
- ◆ prepare a service specification or develop a contract to manage and monitor supplier performance.

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

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (SCQF level 8)

### **Outcome 4**

- ◆ describe the stages of and factors which should be considered at the end of a project or contract with a supplier.
- ◆ evaluate the difficulties that could be faced at close down of supplier relationships.

### **Outcome 5**

- ◆ describe how to evaluate and review relationships with suppliers.
- ◆ describe the different types of facilities management relationships with suppliers and evaluate the impact these have on the development of relationships.
- ◆ review the effectiveness of development opportunities and techniques.



## Higher National Unit Support Notes

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (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.

NOS ASTFM503 Expand the facilities management service and ASTFM516 Mobilise facilities management contracts.

### 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. Learners may benefit from the delivery and assessment of this Unit alongside HN Unit HX5A 35 *Facilities Management: Managing Procurement and Contracts* and HX58 35 *Facilities Management: Managing Negotiations*.

#### Outcome 1:

- ◆ Evaluation of the functions and roles of specialists is expected to make reference to different areas of specialism, such as hard and soft facilities management, professional services and total outsourcing.
- ◆ Explanation of why it is necessary to build and develop multi-functional teams is expected to make reference to the business benefits of multi-functional teams such as specialist industry expertise via outsourced suppliers, understanding of the business culture, objectives and strategic drivers and mitigation of risks associated with totally outsourced solutions.
- ◆ Explanation of the techniques used to manage multi-functional teams is expected to include examples such as defining performance requirements, promotion of the concept of a single team with shared objectives, understanding of each team members role and business drivers to ensure service is delivered for mutual benefit.

#### Outcome 2:

- ◆ The process for selection should use an appropriate method for objective assessment such as weighted scorecards.
- ◆ Tendering and bid processes for selecting supplier should be taught in accordance with the relevant legislative requirements.

## Higher National Unit Support Notes (cont)

**Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (SCQF level 8)

### Outcome 3

- ◆ Learners are expected to carry out research into the current and emerging control mechanisms used to monitor supplier performance. This can come from own experience within the workplace or research from journals and articles. Learners are expected to evaluate methods and propose which would be their preferred method when producing a service specification/contract.
- ◆ Service specification or contract to manage and monitor supplier performance is expected to reference the current control mechanisms available to monitor supplier performance, as a minimum it is expected this will include objective setting, contract reviews and remedial plans.

### Outcome 4:

- ◆ Learners can be expected to carry out an evaluation of a facilities management function's close down of a supplier relationship in order to both describe the factors and evaluate the difficulties faced during this stage.
- ◆ Stages of close down is expected to include, but not be limited to a performance evaluation, the management of contractual risks, documentation (compliance) management, Health and Safety, accreditation, costs and benchmarking should all be taken into account.

### Outcome 5:

- ◆ Evaluation and review methods are expected to include minuted meetings (based on the size of the contract) with the suppliers on a regular basis, eg monthly, quarterly, six monthly, annually, percentage measurement against Key Performance Indications/Service Level Agreements, customer review surveys (internal and/or external), health and safety review and contract review to ensure service is tailored to Key Performance Indicators and expectations.
- ◆ Different types of facilities management relationships with suppliers is expected to include, but not be limited to: use of principal contractors, service providers, supplier partnerships.
- ◆ Evaluation of how relationships can be developed may include a manager for service providers, supplier partnership agreements, risk transfers and linking risk and reward.

## 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: Managing Relationships with Suppliers and Specialists (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. It is suggested that this unit be assessed through a case study, either provided by the centre, or based on the learner's own work experience. The case study should provide learners with opportunity to show their knowledge and understanding of the cycle to select and appoint, manage and monitor, close down and evaluate relationships with suppliers and specialists.

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

It may be beneficial to integrate assessments for this unit with other units available within the HND Facilities Management Group Award. Particular thought should be given to integration of assessment with: HN Unit HX5A 35 *Facilities Management: Managing Procurement and Contracts* and HX58 35 *Facilities Management: Managing Negotiations*.

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, 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

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## General information for learners

### **Unit title:** Facilities Management: Managing Relationships with Suppliers and Specialists (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 will enable you to gain knowledge and skills in relation to how relationships with suppliers and specialists impact on the effectiveness of facilities management in a range of scenarios.

The unit will provide an overview of the need for suppliers and specialists within facilities management and the process for selecting and appraising, managing and monitoring, closing down relationships and evaluating their effectiveness.

This unit is suitable if you are working or seeking work within the field of facilities management and is part of the HND Facilities Management Group Award.

In Outcome 1 you will analyse the advantages and disadvantages of involving specialists and building multi-disciplinary teams to deliver facilities management services.

In Outcome 2 you will describe how to select and appoint suppliers and specialists to achieve objectives.

In Outcome 3 you will explain the process for managing and monitoring supplier performance.

In Outcome 4 you will review the process to manage close down of supplier relationships.

In Outcome 5 you will describe how to evaluate, develop and review relationships with suppliers.

You should have some experience of facilities management prior to undertaking this unit and if completing the group award, you can expect to complete this unit following, or alongside *Facilities Management: Managing Procurement and Contracts*. Assessment for this unit may be carried out at the same time as *Facilities Management: Managing Procurement and Contracts*.

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.