



## **Group Award Specification for:**

**HNC Facilities Management at SCQF level 7**

**Group Award Code: GM2A 15**

**HND Facilities Management at SCQF level 8**

**Group Award Code: GP05 16**

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# 1 Introduction

This document was previously known as the Arrangements document. The purpose of this document is to:

- ◆ assist centres to implement, deliver and manage the qualification.
- ◆ provide a guide for new staff involved in offering the qualification.
- ◆ inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualification.
- ◆ provide details of the range of learners the qualification is suitable for and progression opportunities.

Research undertaken and supported by industry experts has highlighted Facilities Management as one of the fastest growing industries within the UK. The role of the Facilities Manager is changing and developing, and the HNC/HND Facilities Management is designed to fill a gap in educational provision for the Facilities Management sector.

Industry experts identified this lack of provision for the expanding and developing workforce and identified key skills and knowledge required for middle managers within the field. Building on this sector expertise and employer knowledge, has ensured that the HNC/HND Facilities Management is fit for purpose for the modern Facilities Manager.

The aim of the group award reflects both the broad nature and requirements of the current Facilities Managers focusing on and emphasising the importance of both 'soft' and 'hard' facilities management.

The title of the award reflects the needs of the stakeholders operating within the Facilities Management sector alongside the job titles and roles of prospective learners both already working within the field and those aspiring to do so.

These qualifications complement the current SVQ level 3 Facilities Management whilst also building on 'in-house' vocational training and career pathways currently offered by employers. These training pathways have highlighted the need for SCQF level 7 and SCQF level 8 qualifications for employees who are looking to develop skills further and progress within their career at a managerial level.

Options for progression from the HNC Facilities Management include progression to the HND Facilities Management. The HNC/HND Facilities Management has been designed to meet industry need and help prepare learners for study at a higher level. The HNC/HND has been primarily designed to be delivered to learners who are working within the field of Facilities Management and can utilize their skills and experience.

The HNC qualification was designed at SCQF level 7. This was considered an appropriate level by industry experts for Facilities Management staff within a middle management role, or those aspiring to move in to this role.

The HND qualification was designed at SCQF level 8. This offers progression opportunities for learners who have completed their HNC. Industry experts have deemed this as an appropriate level for individuals who aspire to progress to a senior management position. The HND qualification is suitable for learners who are employed within the Facilities Management sector and working in or seeking to progress to a supervisory and/or management role.

Learners who have completed their HND may have the opportunity to progress to a range of degree level programs.

## 2 Qualification structure

### 2.1 HNC Structure

This HNC group award is made up of 12 SQA unit credits. It comprises 96 SCQF credit points. All 96 of these are at SCQF level 7 in the mandatory section, including a graded unit of 8 SCQF credit points at SCQF level 7.

Additional optional units have also been included within the group award, these are not required to achieve the HNC, but provide opportunities for learners to broaden their knowledge and skills.

<b>Mandatory Section — Learners will complete 96 SCQF credit points at SCQF level 7 (12 SQA unit credits) from this section</b>					
<b>4 code</b>	<b>2 code</b>	<b>Unit title</b>	<b>SQA credit</b>	<b>SCQF credit points</b>	<b>SCQF level</b>
HL96	34	Facilities Management: An Overview	1	8	7
HL98	34	Facilities Management: Support Services Operations	0.5	4	7
HL9A	34	Facilities Management: Managing Stakeholder Delivery	1.5	12	7
HL9D	34	Facilities Management: Managing Health and Safety	1	8	7
HL97	34	Facilities Management: Sustainability, Environmental Issues and their Impact	1	8	7
HL9E	34	Facilities Management: People Management	1.5	12	7
HL9C	34	Facilities Management: Projects	2	16	7
HL9G	34	Facilities Management: Financial Management	1.5	12	7
HL9F	34	Facilities Management: Strategy	1	8	7
HL9H	34	Facilities Management: Graded Unit 1	1	8	7
<b>Optional Section — Learners have the option to complete additional units from this section</b>					
<b>4 code</b>	<b>2 code</b>	<b>Unit title</b>	<b>SQA credit</b>	<b>SCQF credit points</b>	<b>SCQF level</b>
DT8Y	34	Quality Management: An Introduction	1	8	7
DW3H	34	Estimating	1	8	7
DW51	34	Building Maintenance Management	1	8	7
DW52	34	Building Maintenance Technology	1	8	7
D75X	34	Information Technology: Applications Software 1	1	8	7
H1F2	34	Management: Leadership at Work	1	8	7
H7TK	34	Communication: Business Communication	1	8	7

## 2.2 HND Structure

This HND Group Award is made up of 30 SQA unit credits. It comprises 240 SCQF credit points. Of which 25 unit credits/200 SCQF credit points are in the mandatory section, including two graded units of 8 SCQF credit points at SCQF level 7 and 16 SCQF credit points at SCQF level 8.

<b>Mandatory Section — Learners will complete 200 SCQF credit points (25 SQA unit credits) from this section</b>					
<b>4 code</b>	<b>2 code</b>	<b>Unit title</b>	<b>SQA credit</b>	<b>SCQF credit points</b>	<b>SCQF level</b>
HL96	34	Facilities Management: An Overview	1	8	7
HL98	34	Facilities Management: Support Services Operations	0.5	4	7
HL9A	34	Facilities Management: Managing Stakeholder Delivery	1.5	12	7
HL9D	34	Facilities Management: Managing Health and Safety	1	8	7
HL97	34	Facilities Management: Sustainability, Environmental Issues and their Impact	1	8	7
HL9E	34	Facilities Management: People Management	1.5	12	7
HL9C	34	Facilities Management: Projects	2	16	7
HL9G	34	Facilities Management: Financial Management	1.5	12	7
HL9F	34	Facilities Management: Strategy	1	8	7
HL9H	34	Facilities Management: Graded Unit 1	1	8	7
F7J7	35	Business Culture and Strategy	2	16	8
HX53	35	Facilities Management: Workforce Development	1	8	8
HX54	35	Facilities Management: Risk Management	1	8	8
HX55	35	Facilities Management: Business Continuity	1	8	8
HX56	35	Facilities Management: Management Accounting	1	8	8
HX57	35	Facilities Management: Information Management	1	8	8
HX58	35	Facilities Management: Managing Negotiations	1	8	8
HX59	35	Facilities Management: Managing Relationships with Suppliers and Specialists	1	8	8
HX5A	35	Facilities Management: Managing procurement and contracts	1	8	8
HX5C	35	Facilities Management: Space Management	1	8	8
J02T	35	Facilities Management: Graded Unit 2	2	16	8

**Optional Section — Learners will complete 40 SCQF credit points (5 SQA unit credits) from this section**

<b>4 code</b>	<b>2 code</b>	<b>Unit title</b>	<b>SQA credit</b>	<b>SCQF credit points</b>	<b>SCQF level</b>
DT8Y	34	Quality Management: An Introduction	1	8	7
DW3H	34	Estimating	1	8	7
DW51	34	Building Maintenance Management	1	8	7
DW52	34	Building Maintenance Technology	1	8	7
D75X	34	Information Technology: Applications Software 1	1	8	7
H1F2	34	Management: Leadership at Work	1	8	7
H7TK	34	Communication: Business Communication	1	8	7
HX5D	35	Facilities Management : Property, Fabric and Building Services Maintenance	1	8	8

## 3 Aims of the qualification

The HNC/HND Facilities Management offers learners the opportunity to develop knowledge and skills for employment within the Facilities Management sector. Learners who successfully complete the award will benefit from increased skills in core areas of Facilities Management, as highlighted through the Qualification Design Team, from industry experts including employers and the National Occupational Standards.

These qualifications are suitable for individuals who work within the Facilities Management sector within supervisory or managerial roles, or aspiring managers within the wider realm of Facilities Management. Those undertaking the HND Facilities Management are expected to be working in or aspire to work within a senior management position.

### 3.1 General aims of the qualification

The general aims of the HNC/HND in Facilities Management are to:

- ◆ develop transferable skills, including Core Skills, required to meet the demands of employers.
- ◆ enable progression within the SCQF.
- ◆ develop a robust understanding of the multidisciplinary role of a Facilities Manager.
- ◆ develop the operational management and leadership competences required by employers and the facilities management sector of those engaged in or aspiring to be in managerial positions.
- ◆ develop personal and teamwork competences for effective self-performance and the performance of the team and organisation.
- ◆ develop leadership skills in a range of management activities.
- ◆ develop the knowledge and skills required to respond to the environment in which the organisation operates.

### 3.2 Specific aims of the HNC/HND

The specific aims of the HNC/HND in Facilities Management are to develop the learner's knowledge and skills in relation to:

- 1 the role of a Facilities Manager.
- 2 the role and management of support services operations within a Facilities Management context.
- 3 stakeholder relationships and a Facilities Manager's role in the management of these.
- 4 health and safety in relation to Facilities Management.
- 5 sustainability and environmental issues and their impact within a Facilities Management environment.
- 6 the management of people both within individual teams and the wider Facilities Management industry.
- 7 project management as a tool for Facilities Managers.
- 8 financial management within a Facilities Management context.
- 9 facilities management strategy and its use within the business environment.

The HND will build on the above aims with the following additional specific aims:

- 10 Business culture and strategy within Facilities Management.
- 11 Risk management within Facilities Management and the wider organisational context.
- 12 Information management and its use within Facilities Management.
- 13 The management of negotiations to achieve facilities management and organisational aims and objectives.
- 14 The management of relationships with facilities management suppliers and specialists.
- 15 The use of space management within Facilities Management.
- 16 The role of facilities management in ensuring business continuity.
- 17 The management of procurement and contracts within facilities management.
- 18 The development of the facilities management workforce.
- 19 Management accounting for facilities management.

### 3.3 Graded units

The graded units are designed to provide evidence that the learner has an understanding of the specific aims of the HNC/HND Facilities Management. They provide an opportunity for learners to carry out a practical assignment to showcase the theoretical knowledge and skills they have developed throughout the mandatory units.

The HND *Graded Unit 2* will enable learners to advance the skills they developed during their *Graded Unit 1* at SCQF level 7. Learners will be required to build on their experience of planning a project from a brief. The *Graded Unit 2*, develops learner's analytical skills, requiring learners to analyse and evaluate an organization's performance, proposing recommendations via a business case to implement a project. Learners will have the opportunity to demonstrate their understanding of strategic planning.

The practical assignment will allow learners to demonstrate their ability to plan, develop and evaluate a facilities management project. The unit will enable learners to develop skills in *Communication, Numeracy, Information and Communication Technology (ICT), Problem Solving* and *Working with Others*.



## 4 Recommended entry to the qualifications

Entry to the HNC/HND qualification is at the discretion of the centre. The following information on prior knowledge, skills, experience or qualifications that provide suitable preparation for this qualification has been provided by the Qualification Design Team as guidance only. The HNC/HND Facilities Management is particularly suitable for learners from the workforce and as such, centres are encouraged to acknowledge applicants prior work experience.

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ Any relevant group award at SCQF level 6
- ◆ Any two National Qualifications at SCQF level 6 together with three passes at SCQF level 5 or above
- ◆ An SVQ at SCQF level 7 in a relevant area, eg Facilities Management
- ◆ Different combinations of relevant and equivalent qualifications from other awarding bodies
- ◆ Relevant work experience, for those without relevant qualifications centres are encouraged to look at applicants work experience
- ◆ For learners where English is not their first language it is recommended that they possess English for Speakers of other Languages (ESOL) level 5 or a score of 5.5 in International English Language Testing System (IELTS)
- ◆ In addition, learners should possess good communication and analytical skills, along with a desire to attain the professional and personal requirements of an operational or senior manager

An interview process for applicants may be a useful method for assessing suitability.

In order to progress to the HND learners must successfully complete the HNC, including achieving a passing grade in the HNC *Graded Unit 1*.

### 4.1 Core Skills entry profile

The Core Skill entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information should be used to identify if additional learning support needs to be put in place for learners whose Core Skills profile is below the recommended entry level or whether learners should be encouraged to do an alternative level or learning programme.

The recommended Core Skills entry levels for HNC Facilities Management reflect that the qualification is suitable for members of the workforce, who may have been away from education for some time. These are:

<b>Core Skill</b>	<b>Recommended SCQF entry profile</b>	<b>Associated assessment activities</b>
Communication	5	Written communication skills required for case study, reflective account of experience, project work and essay. Written and verbal communication required for presentations.
Numeracy	5	Case study which may include financial reports, calculations and financial reports within practical assignment and project work, surveys.
Information and Communication Technology (ICT)	5	Need for ICT skills exist for all e-assessments, such as submission of case study, reflective account of experience, practical assignment, ICT project based work, essay.
Problem Solving	5	Learners will require problem solving skills for identifying and resolving problems within case study, reflective account of experience, practical assignment, project work, and essay. Alongside problem solving for building reports and surveys.
Working with Others	5	Learners will be expected to utilise their own experiences for case study, practical assignment, and project work, a great deal of this information will require learners to work with their colleagues and managers to gain this information. Additionally skills are required to work with others for preparation of presentations.

Learners progressing from the HNC to HND would normally have demonstrated their Core Skills at SCQF level 6.

## **5 Additional benefits of the qualification in meeting employer needs**

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in National Occupational Standards and/or trade/professional body requirements. In addition, significant opportunities exist for learners to develop the more generic skill, known as Core Skills through doing this qualification.

## 5.1 Mapping of qualification aims to units

Code	Unit title	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
HL96 34	Facilities Management: An Overview	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
HL98 34	Facilities Management: Support Services Operations	X	X	X						X	X	X		X	X			X	X	
HL9A 34	Facilities Management: Managing Stakeholder Delivery	X	X	X			X			X	X	X		X	X				X	
HL9D 34	Facilities Management: Managing Health and Safety	X		X	X		X			X	X	X								
HL97 34	Facilities Management: Sustainability, Environmental Issues and their Impact	X	X			X				X	X	X								
HL9E 34	Facilities Management: People Management	X		X			X			X	X	X			X				X	
HL9C 34	Facilities Management: Projects	X		X			X	X	X	X	X	X				X		X		
HL9G 34	Facilities Management: Financial Management	X							X	X	X	X						X		X
HL9F 34	Facilities Management: Strategy	X		X						X	X	X			X	X	X			X
HL9H 34	Facilities Management: Graded Unit 1	X	X	X	X	X	X	X	X	X	X									
DT8Y 34	Quality Management: An Introduction	X	X	X	X	X	X	X	X											
DW3H 34	Estimating	X	X																	
DW52 34	Building Maintenance Technology	X	X					X					X							
DW51 34	Building Maintenance Management	X	X	X	X	X	X	X	X				X			X				
D75X 34	Information Technology: Applications Software	X						X	X				X							
H1F2 34	Management: Leadership at Work	X		X			X								X				X	
H7TK 34	Communication: Business Communication	X		X			X								X				X	
F7J7 35	Business Culture and Strategy	X							X	X	X			X	X		X	X	X	X
HX53 35	Facilities Management: Workforce Development	X		X		X				X	X	X			X		X		X	
HX54 35	Facilities Management: Risk Management	X				X		X		X	X	X	X				X			
HX55 35	Facilities Management: Business Continuity	X								X	X	X					X			
HX56 35	Facilities Management: Management Accounting	X								X	X	X		X		X	X	X		X
HX57 35	Facilities Management: Information Management	X						X		X	X	X	X		X	X	X			X
HX58 35	Facilities Management: Managing Negotiations	X		X		X		X	X	X	X	X		X	X		X	X	X	X
HX59 35	Facilities Management: Managing Relationships with Suppliers and Specialists	X		X		X			X	X	X	X	X	X	X	X	X	X	X	
HX5A 35	Facilities Management: Managing Procurement and Contracts	X		X				X			X		X	X						X
HX5C 35	Facilities Management: Space Management	X								X	X	X				X				
J02T 35	Facilities Management: Graded Unit 2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
HX5D 35	Facilities Management: Property, Fabric and Building Services Maintenance	X								X	X	X				X	X	X		



Code	Unit title	ASTFM401	ASTFM402	ASTFM403	ASTFM404	ASTFM405	ASTFM406	ASFTM407	ASFTM408	ASTFM409	ASTFM410	ASTFM411	ASTFM412	ASTFM413	ASTFM414	ASTFM415	ASTFM416	ASTFM417	ASTFM418	ASTFM419	ASTFM501	ASTFM502	ASTFM503	ASTFM505	ASTFM506	ASTFM508	ASTFM510	ASTFM514	ASTFM515	ASTFM516	ASTFM517	
DW3H 34	Estimating	X												X	X			X														
DW52 34	Building Maintenance Technology	X												X			X	X														
F7J7 35	Business Culture and Strategy																				X					X			X			
HX53 35	Facilities Management: Workforce Development																						X	X								
HX54 35	Facilities Management: Risk Management																				X	X					X					
HX56 35	Facilities Management: Management Accounting																							X		X		X			X	
HX57 35	Facilities Management: Information Management																						X			X						
HX58 35	Facilities Management: Managing Negotiations																						X			X		X	X	X	X	X
HX59 35	Facilities Management: Managing Relationships with Suppliers and Specialists																				X	X	X							X	X	
HX5C 35	Facilities Management: Space Management																						X	X			X	X	X	X	X	X
J02T 35	Facilities Management: Graded Unit 2																				X	X	X	X	X	X	X	X	X	X	X	X
HX5A 35	Facilities Management: Managing Procurement and Contracts																					X	X	X	X	X	X	X	X		X	
HX55 35	Facilities Management: Business Continuity																				X	X					X					



## Mapping of National Occupational Standards (NOS) and/or trade body standards (cont)

ASTFM401	Understand facilities management and its place in the organisation
ASTFM402	Devise, plan and implement facilities management policies
ASTFM403	Manage a range of services in a facilities management environment
ASTFM404	Develop, promote and market facilities management services
ASTFM405	Monitor and implement facilities management projects
ASTFM406	Manage change in a facilities management environment
ASFTM407	Support equality, diversity and individual rights in facilities management
ASFTM408	Develop productive working relationships with others when delivering facilities management services
ASTFM409	Deliver facilities management through people
ASTFM410	Manage facilities management budgets and finances
ASTFM411	Implement health and safety, environmental and quality standards for facilities management
ASTFM412	Manage risks and controls to ensure business continuity
ASTFM413	Manage operational performance in facilities management
ASTFM414	Specify and source products and services for facilities management
ASTFM415	Provide property asset management
ASTFM416	Manage accommodation and space utilisation
ASTFM417	Oversee works and maintenance of facilities
ASTFM418	Carry out energy management of facilities
ASTFM419	Contribute to sustainable best practice through facilities management
ASTFM501	Understanding the strategic importance of facilities management
ASTFM502	Oversee the implementation and review of facilities management policies
ASTFM503	Expand the facilities management service
ASTFM505	Build and nurture relationships in facilities management



ASTFM506	Manage finance for facilities management
ASTFM508	Manage assets and the maintenance strategy
ASTFM510	Comply with regulation and legislation in facilities management
ASTFM514	Plan estates in facilities management
ASTFM515	Strategically plan space
ASTFM516	Mobilise facilities management contracts
ASTFM517	Implement sustainable facilities management

### 5.3 Mapping of Core Skills development opportunities across the qualification

Unit code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
HL96 34	Facilities Management: An Overview	X	X	X	X	X	X	X	X	X	X	X	X
HL98 34	Facilities Management: Support Services Operations	X	X	X	X	X	X	X	X	X	X	X	X
HL9A 34	Facilities Management: Managing Stakeholder Delivery	X	X	X			X	X	X	X	X	X	X
HL9D 34	Facilities Management: Managing Health and Safety	X	X	X			X	X		X	X	X	X
HL97 34	Facilities Management: Sustainability, Environmental Issues and their Impact	X	X	X		X	X	X	X	X	X	X	X
HL9E 34	Facilities Management: People Management	X	X	X			X	X	X	X	X	X	X
HL9C 34	Facilities Management: Projects	X	X	X	X	X	X	X	X	X	X	X	X
HL9G 34	Facilities Management: Financial Management	X	X	X	X	X	X	X	X	X	X	X	X
HL9F 34	Facilities Management: Strategy	X	X	X	X	X	X	X	X	X	X	X	X
HL9H 34	Facilities Management: Graded Unit 1	X	X	X	X	X	X	X	X	X	X	X	X

Unit code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
F7J7 35	Business Culture and Strategy	X	X	X						X	X		
HX53 35	Facilities Management: Workforce Development	X	X	X								X	X
HX54 35	Facilities Management: Risk Management	X	X	X					X	X	X	X	X
HX56 35	Facilities Management: Management Accounting				X	X	X	X	X	X	X		
HX57 35	Facilities Management: Information Management				X	X	X	X	X	X			
HX58 35	Facilities Management: Managing Negotiations	X	X	X					X	X	X	X	X
HX59 35	Facilities Management: Managing Relationships with Suppliers and Specialists	X	X	X					X	X	X	X	X
HX5C 35	Facilities Management: Space Management				X	X	X	X	X	X	X		
HX55 35	Facilities Management: Business Continuity	X	X	X					X	X	X	X	X
HX5A 35	Facilities Management: Managing Procurement and Contracts				X	X	X	X	X	X	X		
J02T 35	Facilities Management: Graded Unit 2	X	X	X	X	X	X	X	X	X	X	X	X

Unit code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
DT8Y 34	Quality Management: An Introduction	X	X			X	X	X	X	X	X		
DW3H 34	Estimating	X	X	X	X	X	X	X	X	X	X	X	X
DW51 34	Building Maintenance Management	X	X	X	X	X	X	X	X	X	X	X	X
DW52 34	Building Maintenance Technology	X	X	X	X	X	X	X	X	X	X	X	X
D75X 34	Information Technology: Applications Software	X	X	X	X	X	E6	E6	X	X	X	X	X
H1F2 34	Management: Leadership at Work	X	X	X			X	X	X	X	X	X	X
H7TK 34	Communication: Business Communication	X	E6	E6			X	X	X	X	X	X	X
HX5D 35	Facilities Management: Property, Fabric and Building Services Maintenance	X	X						X	X	X		

## 5.4 Assessment strategy for the qualifications

The HNC/HND Facilities Management will be especially relevant to learners who are working within the field of facilities management. As such, the assessment strategies have been devised to reflect this and provide flexibility to centres and learners for assessment. Emphasis is based on naturally occurring evidence from the learner's place of work and project based methods. Use of e-learning materials and assessment is recommended, to support learners who are likely to be accessing education whilst in the workplace,

In this instance, case study is used to encompass, both a traditional case study provided by centres, but also the opportunity for learners to use their own prior experience as a case study and document this. Suggested assessment strategies are:

Unit	Assessment					
	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Facilities Management: An Overview	Case study, research, essay	Case study, research, essay	Case study, research, essay			
Facilities Management: Support Services Operations	Case study, scenarios, reflection, portfolio, research, essay	Case study, scenarios, reflection, portfolio research, essay				
Facilities Management: Managing Stakeholder Delivery	Case study, project based assessment, extended response questions, portfolio	Case study, project based assessment, extended response questions, portfolio	Case study, project based assessment, extended response questions, portfolio	Case study, project based assessment, extended response questions, portfolio		
Facilities Management: Managing Health and Safety	Case study, scenarios, portfolio reflection, research, essay	Case study, scenarios, reflection, portfolio research, essay	Case study, scenarios, reflection, portfolio research, essay	Case study, Practical risk assessment	Case study, report, research, essay	
Facilities Management: Sustainability, Environmental Issues and their Impact	Case study, scenarios, portfolio report, research, essay	Case study, scenarios, report, portfolio research, essay	Case study, scenarios, report, portfolio research, essay			

Unit	Assessment					
	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Facilities Management: People Management	Case study, portfolio, log books	Case study, portfolio, log books	Case study, portfolio, log books	Case study, portfolio, log books	Case study, portfolio, log books	Case study, portfolio, log books
Facilities Management: Projects	Case study, scenarios, reflection, portfolio research, essay	Case study, scenarios, reflection, portfolio research, essay	Case study, scenarios, reflection, portfolio research, essay	Case study, scenarios, reflection, portfolio research, essay	Case study, scenarios, reflection, portfolio research, essay	
Facilities Management: Financial Management	Case study, portfolio scenarios, research	Case study, scenarios, portfolio, research	Case study, scenarios, portfolio, research	Case study, scenarios, portfolio, research		
Facilities Management: Strategy	Case study, scenarios, reflection, research, essay	Case study, scenarios, reflection, research, essay	Case study, scenarios, reflection, research, essay			
Facilities Management: Graded Unit 1	Practical Assignment Planning of Project	Practical Assignment Development of Project	Practical Assignment Evaluation of Project			
Quality Management: An Introduction	Short answer, restricted response and structured question written paper, can be combined with Outcome 3	Assignment report based on case study	Closed-book, practical exercises, assessment paper can be combined with Outcome 1	Case study and production of written report evaluating graphs/charts		
Estimating	Case study	Case study, Calculations	Case study, Calculations	Case study, Calculations		

Unit	Assessment					
	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Building Maintenance Technology	Investigation, Case study	Building Survey, Report				
Building Maintenance Management	Survey, report	Report, including numerical and written data	Essay, report, combine with Outcome 4	Essay, report, combine with Outcome 3		
Information Technology: Applications Software	Project based using any appropriate applications	Project based using any appropriate applications				
Management: Leadership at Work	Portfolio, case study	Portfolio, case study				
Communication: Business Communication	Open-book case study	Written open-book Portfolio/case study	Presentation/oral			
Business Culture and Strategy	Case study/report, integrated assessment for all outcomes	Case study/report, integrated assessment for all outcomes	Case study/report, integrated assessment for all outcomes	Case study/report, integrated assessment for all outcomes	Case study/report, integrated assessment for all outcomes	
Facilities Management: Workforce Planning	Case study, portfolio, log book, essay	Case study, portfolio, log book, essay	Case study, portfolio, Log book, essay			
Facilities Management: Risk Management	Project based	Project based – produce a policy				
Facilities Management: Management Accounting	Case study, scenarios, project based,	Case study, scenarios, project based, reflective accounts	Case study, scenarios, project based, reflective accounts			

Unit	Assessment					
	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Facilities Management: Information Management	Short answer questions, essay, presentation, opportunity to integrate with Outcome 3	Short answer questions, essay, presentation, opportunity to integrate with Outcome 3	Project based plan			
Facilities Management: Managing Negotiations	Case study, simulated negotiations, presentations	Case study, simulated negotiations, presentations	Case study, simulated negotiations, presentations			
Facilities Management: Managing relationships with Suppliers and Specialists	Case study, opportunity to integrate all outcomes	Case study, opportunity to integrate all outcomes	Case study, opportunity to integrate all outcomes	Case study, opportunity to integrate all outcomes	Case study, opportunity to integrate all outcomes	Case study, opportunity to integrate all outcomes
Facilities management: Managing procurement and contracts	Case study, essay, presentation, report	Case study, essay, presentation, report	Case study, essay, presentation, report	Case study, essay, presentation, report	Case study, essay, presentation, report	
Facilities Management: Space Management	Extended answer questions, report, presentation, case study	Extended answer questions, report, presentation, case study	Project based work — prepare a strategy	Project based work — prepare a brief		
Facilities Management: Graded Unit 2	Practical assignment Planning of project	Practical Assignment Development of project	Practical Assignment Evaluation of Project			
Facilities Management: Property, Fabric and Building Services Maintenance	Project, essay, report, case study	Project based – produce a strategy	Project based – produce a strategy			
Facilities Management: Business Continuity	Essay, extended answer questions, report	Essay, extended answer questions, report	Essay, extended answer questions, report			



## 6 Guidance on approaches to delivery and assessment

The units contained in this HNC/HND may be delivered as stand-alone qualifications or as part of the HNC/HND Facilities Management. Where they are delivered as part of the HNC/HND, they provide a coherent and relevant programme to equip learners with the knowledge and skills required for a managerial/supervisory role within the Facilities Management sector.

This qualification is suitable for learners who are working within a facilities management role and is relevant for both supervisors/managers or aspiring managers. Development of the HNC/HND was carried out in partnership with national employers and regulatory bodies, ensuring that the units are relevant and meet industry need. It is suggested that case studies of learners current and prior work experience are utilised when carrying out delivery and assessment of units.

Delivery and assessment of the award is at the discretion of centres; however suggested sequencing, integration opportunities and timelines are outlines in Section 6.1.

### 6.1 Sequencing/integration of units

#### HNC Sequencing

Sequencing and integration of the units for delivery is at the discretion of centres. However, a suggested sequence of delivery for the HNC Facilities Management is outlined below:

*Facilities Management: An Overview*  
*Facilities Management: Support Services Operations*  
*Facilities Management: Managing Stakeholder Delivery*  
*Facilities Management: Managing Health and Safety*  
*Facilities Management: Sustainability, Environmental Issues and their Impact*  
*Facilities Management: People Management*  
*Facilities Management: Projects*  
*Facilities Management: Financial Management*  
*Facilities Management: Strategy*

Followed by optional units, which are available from the following:

*Quality Management: An Introduction*  
*Estimating*  
*Building Maintenance Technology*  
*Building Maintenance Management*  
*Information Technology: Applications Software*  
*Management: Leadership at Work*  
*Communication: Business Communication*

It is expected that the graded unit run alongside other units within the award and that, as a minimum, the *Facilities Management: An Overview* unit, is successfully completed, prior to learners commencing the graded unit.

Integration of assessment for units is promoted; there are various opportunities to carry this out throughout the award. *Facilities Management: An Overview* has opportunities for integration with a number of units including *Facilities Management: Support Operations*, *Facilities Management: Managing Stakeholder Delivery*, *Facilities Management: Financial Management*, *Facilities Management: Managing Health and Safety*. It is suggested that *Facilities Management: An Overview* is assessed alongside these units through naturally occurring evidence.

Other opportunities for integration may include assessment of *Facilities Management: Support Services Operations with Facilities Management: Managing Health and Safety*, *Facilities Management: Strategy*, alongside *Facilities Management: People Management* and *Facilities Management: Finance*. Should learners wish to undertake additional optional units, these have been sourced to again integrate with mandatory units, for example *Communication: Business Communication* could be delivered and assessed in integration with *Facilities Management: Managing Stakeholder Delivery*.

## HND Sequencing

Mandatory units at SCQF level 7 should be completed before learners undertake units at SCQF level 8. Once SCQF level 7 Units are completed, sequencing and integration of the units for delivery of units at SCQF level 8 is at the discretion of centres. However, a suggested sequence of delivery is outlined below:

*Business Culture and Strategy*  
*Facilities Management: Space Management*  
*Facilities Management: Information Management*  
*Facilities Management: Management Accounting*  
*Facilities Management: Managing Negotiations*  
*Facilities Management: Managing procurement and contracts*  
*Facilities Management: Managing relationships with Suppliers and Specialists*  
*Facilities Management: Risk Management*  
*Facilities Management: Business Continuity*  
*Facilities Management: Workforce Planning*  
*Facilities Management: Graded Unit 2*

Followed by optional units, which are available from the following:

*Quality Management: An Introduction*  
*Estimating*  
*Building Maintenance Technology*  
*Building Maintenance Management*  
*Information Technology: Applications Software*  
*Management: Leadership at Work*  
*Communication: Business Communication*  
*Facilities Management: Property, Fabric and Building Services Maintenance*

It is expected that the *Graded Unit 2* be delivered in parallel with other units from the award.

Facilities Management is a wide and interlinking field; as such centres are encouraged to integrate unit delivery and assessment, both to reduce the demand of assessment on learners, as well as highlighting the interacting nature of Facilities Management.

Possible opportunities for integration include *Facilities Management: Managing Negotiations* with *Facilities Management: Managing Procurement and Contracts* and *Facilities Management: Managing Relationships with Suppliers and Specialists*.

Further integration opportunities include *Facilities Management: Risk Management* with *Facilities Management: Business Continuity*. *Business Culture and Strategy* has close links to all units within the award and as such has opportunities for integration with any of the units within the award.

The HNC/HND Facilities Management has a strong emphasis on both current and previous work experience, as such, it would be expected that a large number of learners are in employment when completing the award. To reflect this, it is expected that delivery of the HNC award will be over a 12–18 month period, with the HND award being delivered over 24-36 month period.

## 6.2 Recognition of prior learning

SQA recognises that learners gain knowledge and skills acquired through formal, non-formal and informal learning contexts.

In some instances, a full group award may be achieved through the recognition of prior learning. However, it is unlikely that a learner would have the appropriate prior learning and experience to meet all the requirements of a full group award.

The recognition of prior learning may **not** be used as a method of assessing in the following types of units and assessments:

- ◆ HN Graded Units
- ◆ Course and/or external assessments
- ◆ Other integrative assessment units (which may or not be graded)
- ◆ Certain types of assessment instruments where the standard may be compromised by not using the same assessment method outlined in the unit
- ◆ Where there is an existing requirement for a licence to practice
- ◆ Where there are specific health and safety requirements
- ◆ Where there are regulatory, professional or other statutory requirements
- ◆ Where otherwise specified in an assessment strategy

More information and guidance on the *Recognition of Prior Learning* (RPL) may be found on our website [www.sqa.org.uk](http://www.sqa.org.uk).

The following sub-sections outline how existing SQA unit(s) may contribute to this group award. Additionally, they also outline how this group award may be recognised for professional and articulation purposes.

### 6.2.1 Articulation and/or progression

It may be possible for a learner who has achieved the HNC/HND in Facilities Management to articulate or progress on to a series of different qualifications. This would be under the direction of the learner's centre and articulating institution.

Learners who have completed their HND may have the opportunity to progress to a range of degree level programs.

## **6.2.2 Professional recognition**

The HNC/HND embeds key knowledge and skills set out in the National Occupational Standards for Facilities Management and meets key criteria for a number of professional awarding bodies and career pathways.

## **6.3 Opportunities for e-assessment**

The HNC/HND in Facilities Management is designed to allow for both e-learning and assessment. All units within the HNC/HND have been designed and are suitable for delivery both face to face and distance learning. A blended approach to learning and assessment is appropriate and encouraged, to support learners who are likely to be in employment whilst studying.

Centres are encouraged to use suitable VLE provision to support this method of delivery, allowing access to materials and assessments for learners who may be in the workplace. A suitable VLE would include the opportunity to gather assessments, provide forum discussions and capture relevant learning materials.

## **6.4 Support materials**

A **list of existing ASPs** is available to view on SQA's website.

## **6.5 Resource requirements**

Centres must have access to staff with appropriate and current knowledge and understanding of Facilities Management in order to deliver this HNC/HND. Centre staff should be able to demonstrate knowledge and understanding of the unit contents and have current relevant experience which could be demonstrated by CPD. They should also hold a qualification relevant to the areas of the award they will deliver, occupational competence is essential for the delivery of all units.

Centres should be equipped with the relevant equipment/resources to meet the classroom and online training delivery. It would be of benefit for centres to be able to utilise their own facilities management functions in terms of building tours and expertise.

## 7 General information for centres

### Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will 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).

### Internal and external verification

All instruments of assessment used within this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in SQA's *Guide to Assessment* ([www.sqa.org.uk/GuideToAssessment](http://www.sqa.org.uk/GuideToAssessment)).

## 8 Glossary of terms

**Assessment Support Pack (ASP):** a centrally produced resource for a particular unit, providing guidance on and exemplification of the evidence requirements and assessment strategy.

**Embedded Core Skills:** is where the assessment evidence for the unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the unit will be automatically certificated for the Core Skill. (This depends on the unit having been successfully audited and validated for Core Skills certification.)

**Finish date:** The end of a group award's lapsing period is known as the finish date. After the finish date, the group award will no longer be live and the following applies:

- ◆ learners may not be entered for the group award
- ◆ the group award will continue to exist only as an archive record on the Awards Processing System (APS)

**Graded unit:** Graded units assess learners' ability to integrate what they have learned while working towards the units of the group award. Their purpose is to add value to the group award, making it more than the sum of its parts, and to encourage learners to retain and adapt their skills and knowledge.

**Lapsing date:** When a group award is entered into its lapsing period, the following will apply:

- ◆ the group award will be deleted from the relevant catalogue
- ◆ the group award specification will remain until the qualification reaches its finish date at which point it will be removed from SQA's website and archived
- ◆ no new centres may be approved to offer the group award
- ◆ centres should only enter learners whom they expect to complete the group award during the defined lapsing period

**SQA credit value:** The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching and assessment.

**SCQF:** The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at [www.scqf.org.uk](http://www.scqf.org.uk).

**SCQF credit points:** SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the Framework. One National unit credit is equivalent to 6 SCQF credit points. One National unit credit at Advanced Higher and one Higher National unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

**SCQF levels:** The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National units will normally be at levels 6–9 and graded units will be at level 7 and 8. National Qualification group awards are available at SCQF levels 2–6 and will normally be made up of National units which are available from SCQF levels 2–7.

**Subject unit:** Subject units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

**Signposted Core Skills:** refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.

**Virtual Learning Environment (VLE):** a web-based learning environment.

## History of changes

It is anticipated that changes will take place during the life of the qualification and this section will record these changes. This document is the latest version and incorporates the changes summarised below. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

**NOTE:** Where a unit is revised by another unit:

- ◆ No new centres may be approved to offer the unit which has been revised.
- ◆ Centres should only enter learners for the unit which has been revised where they are expected to complete the unit before its finish date.

Version Number	Description	Date

## Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of this qualification.



## 9 General information for learners

This section will help you decide whether this is the qualification for you by explaining what the qualification is about, what you should know or be able to do before you start, what you will need to do during the qualification and opportunities for further learning and employment.

The HNC/HND Facilities Management offers the opportunity to develop your knowledge and skills for employment within the Facilities Management sector.

This qualification is suitable for individuals who are employed as supervisors or managers within the Facilities Management industry, or individuals aspiring to move in to this role. Those completing the HND could expect to utilise the knowledge and skills gained during their studies to develop their career to a senior management level.

This qualification will build on your vocational skills and aims to develop skilled and professional managers, who understand how to effectively and efficiently manage their buildings and services.

The HNC in Facilities Management is made up of 10 mandatory units including a graded unit, these are:

*Facilities Management: An Overview*  
*Facilities Management: Support Services Operations*  
*Facilities Management: Managing Stakeholder Delivery*  
*Facilities Management: Managing Health and Safety*  
*Facilities Management: Sustainability, Environmental Issues and their Impact*  
*Facilities Management: People Management*  
*Facilities Management: Projects*  
*Facilities Management: Financial Management*  
*Facilities Management: Strategy*  
*Facilities Management: Graded Unit 1*

To achieve the HND Facilities Management you will complete all mandatory HNC units followed by 11 HND mandatory units including a graded unit, these are:

*Business Culture and Strategy*  
*Facilities Management: Space Management*  
*Facilities Management: Information Management*  
*Facilities Management: Management Accounting*  
*Facilities Management: Managing Negotiations*  
*Facilities Management: Managing Procurement and Contracts*  
*Facilities Management: Managing Relationships with Suppliers and Specialists*  
*Facilities Management: Risk Management*  
*Facilities Management: Business Continuity*  
*Facilities Management: Workforce Planning*  
*Facilities Management: Graded Unit 2*

In addition you will complete 5 credits from the following optional units:

*Quality Management: An Introduction  
Estimating*

*Building Maintenance Technology*

*Building Maintenance Management*

*Information Technology: Applications Software*

*Management: Leadership at Work*

*Communication: Business Communication*

*Facilities Management: Property, Fabric and Building Services Maintenance*

The mandatory units are designed to ensure you develop knowledge and skills in a range of core Facilities Management areas, highlighted as essential skills by employers and regulatory bodies for this sector. The optional units will allow you to personalise your qualification, developing further knowledge and skills in an area relevant to your personal interests and area of employment. The HNC/HND in Facilities Management is suitable for individuals from both a 'hard' and 'soft' Facilities Management background and focuses on a multi-disciplinary approach to facilities management.

The units are assessed through a combination of assessment methods. These will focus on relating the assignments to your practical experience. Case studies, portfolios and records of current practice will feature heavily.

The HNC/HND Facilities Management embeds key knowledge and skills set out in the National Occupational Standards for Facilities Management.

Progression from the HNC Facilities Management is to the HND Facilities Management. Should you wish to progress academically after the HND Facilities Management, there are a range of potential Degree programmes.