



## **Group Award Specification for:**

**HNC Facilities Management at SCQF level 7**

**Group Award Code: GM2A 15**

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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 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 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.

The qualification complements 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 an SCQF level 7 qualification for employees who are looking to develop skills further and progress within their career at a managerial level.

At present, options for progression from the HNC Facilities Management may include progression to a SCQF level 8 qualification, including Degree level provision. Further work is being carried out on the development of an HND Facilities Management, to meet industry need. This would be a suitable progression route for learners.

The qualification has been 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.

## 2 Qualification structure

This 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.

### 2.1 Structure

| <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                 | 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                 |

## 3 Aims of the qualification

The HNC 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.

This qualification is 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.

### 3.1 General aims of the qualification

The general aims of the HNC 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 qualification

The specific aims of the HNC 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.

### 3.3 Graded unit(s)

The graded unit is designed to provide evidence that the learner has an understanding of the specific aims of the HNC Facilities Management. It provides 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 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, ICT, Problem Solving and Working with Others*.

## 4 Recommended entry to the qualification

Entry to this 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 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.

### 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. |

## **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 |
|---------|------------------------------------------------------------------------------|---------|------------------------------------|---|---|---|---|---|---|---|
|         |                                                                              | HL96 34 | Facilities Management: An Overview | X | X | X | X | X | X | X |
| HL98 34 | Facilities Management: Support Services Operations                           | X       | X                                  | X |   |   |   |   |   |   |
| HL9A 34 | Facilities Management: Managing Stakeholder Delivery                         | X       | X                                  | X |   |   | X |   |   |   |
| HL9D 34 | Facilities Management: Managing Health and Safety                            | X       |                                    | X | X |   | X |   |   |   |
| HL97 34 | Facilities Management: Sustainability, Environmental Issues and their Impact | X       | X                                  |   |   | X |   |   |   |   |
| HL9E 34 | Facilities Management: People Management                                     | X       |                                    | X |   |   | X |   |   |   |
| HL9C 34 | Facilities Management: Projects                                              | X       |                                    | X |   |   | X | X | X |   |
| HL9G 34 | Facilities Management: Financial Management                                  | X       |                                    |   |   |   |   |   | X | X |
| HL9F 34 | Facilities Management: Strategy                                              | X       |                                    | X |   |   |   |   |   | X |
| HL9H 34 | Facilities Management: Graded Unit                                           | 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 |   |   |
| DW51 34 | Building Maintenance Management                                              | X       | X                                  | X | X | X | X | X | X |   |
| D75X 34 | Information Technology: Applications Software                                | X       |                                    |   |   |   |   | X | X |   |
| H1F2 34 | Management: Leadership at Work                                               | X       |                                    | X |   |   | X |   |   |   |
| H7TK 34 | Communication: Business Communication                                        | X       |                                    | X |   |   | X |   |   |   |

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

The HNC Facilities Management is aligned to the National Occupational Standards (NOS) for the Facilities Management sector, as developed by ASSET Skills. Many units underpin knowledge related to numerous NOS, these are highlighted below.

| Code    | Unit title                                                                   | National Occupational Standard |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |
|---------|------------------------------------------------------------------------------|--------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|         |                                                                              | ASTFM401                       | ASTFM402 | ASTFM403 | ASTFM404 | ASTFM405 | ASTFM406 | ASFTM407 | ASFTM408 | ASTFM409 | ASTFM410 | ASTFM411 | ASTFM412 | ASTFM413 | ASTFM414 | ASTFM415 | ASTFM416 | ASTFM417 | ASTFM418 | ASTFM419 |
| 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        |          |          |          |          |          |
| HL9A 34 | Facilities Management: Managing Stakeholder Delivery                         | X                              |          |          |          |          |          | X        | X        |          |          |          | X        |          |          |          |          |          |          |          |
| HL9D 34 | Facilities Management: Managing Health and Safety                            | 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        | X        |
| HL9E 34 | Facilities Management: People Management                                     | X                              |          | X        |          |          |          | X        | X        | X        |          |          | X        |          |          |          |          |          |          |          |
| HL9C 34 | Facilities Management: Projects                                              | X                              | X        |          |          | X        |          |          |          |          |          |          | X        |          |          |          | X        |          |          |          |
| HL9G 34 | Facilities Management: Financial Management                                  | X                              |          |          |          |          |          |          |          | X        |          |          | X        | X        |          |          | X        |          |          |          |
| HL9F 34 | Facilities Management: Strategy                                              | X                              |          |          | X        |          | X        |          |          |          |          |          | X        | X        |          |          |          |          |          |          |
| HL9H 34 | Facilities Management: Graded Unit                                           | X                              | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        | X        |
| DT8Y 34 | Quality Management: An Introduction                                          | X                              |          |          |          |          | X        |          |          |          |          |          | X        | X        |          | X        |          |          |          |          |
| DW3H 34 | Estimating                                                                   | X                              |          |          |          |          |          |          |          |          |          |          | X        | X        |          |          | X        |          |          |          |
| DW52 34 | Building Maintenance Technology                                              | X                              |          |          |          |          |          |          |          |          |          |          | X        |          |          | X        | X        |          |          |          |
| DW51 34 | Building Maintenance Management                                              | X                              | X        |          | X        |          |          |          |          |          |          |          | X        |          |          | X        | X        |          |          |          |
| D75X 34 | Information Technology: Applications Software                                |                                |          |          |          |          |          |          |          |          |          |          | X        |          |          | X        |          |          |          |          |
| H1F2 34 | Management: Leadership at Work                                               |                                |          | X        | X        |          | X        | X        | X        |          |          |          | X        |          |          |          |          |          | X        |          |
| H7TK 34 | Communication: Business Communication                                        |                                |          | X        | X        |          |          | X        | X        | 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                               |

### 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                                   |

| 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 |
| 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            | X                 | X                 | 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                 | 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                                   |

## 5.4 Assessment Strategy for the qualification(s)

The HNC 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 |
| Facilities Management: Projects             | 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                   |                                                              |                                  |

| Unit                                          | Assessment                                                                                              |                                                    |                                                                                   |                                                                      |           |           |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------|-----------|
|                                               | Outcome 1                                                                                               | Outcome 2                                          | Outcome 3                                                                         | Outcome 4                                                            | Outcome 5 | Outcome 6 |
| 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            | Practical Assignment<br>Planning of Project                                                             | Practical Assignment<br>Development of Project     | Practical Assignment<br>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                                             |           |           |
| Building Maintenance Technology               | Investigation, Case study                                                                               | Building Survey, Report                            |                                                                                   |                                                                      |           |           |
| Building Maintenance Management               | Survey, Report                                                                                          | Report, including numerical and written data       | Essay, report, combine with LO4                                                   | Essay, report, combine with LO3                                      |           |           |
| 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                                                                 |                                                                      |           |           |

## 6 Guidance on approaches to delivery and assessment

The units contained in this HNC may be delivered as stand-alone qualifications or as part of the HNC Facilities Management. Where they are delivered as part of the HNC, 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 would be suitable both for those who are already working within a supervisory/managerial role within Facilities Management as well as aspiring managers. Development of the HNC 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 outlined in Section 6.1.

### 6.1 Sequencing/integration of units

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

*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*.

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.

The HNC 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 award will be over an 18 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 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. There is continued work by the QDT on a facilities management pathway, which would include opportunities for progression on to HND Facilities Management.

## **6.2.2 Professional recognition**

The HNC embeds key knowledge and skills set out in the National Occupational Standards for Facilities Management and meets key criteria for NHS Scotland's Support Staff Pathway.

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

The HNC in Facilities Management is designed to allow for both e-learning and assessment. All units within the HNC 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**

It is recommended centres have appropriate current knowledge and understanding of Facilities Management in order to deliver this HNC. 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

**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.

## 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 |
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## 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 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.

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*

In addition you have the option to complete 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*

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 in Facilities Management is suitable for individuals from both a 'hard' and 'soft' Facilities Management background.

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

Should you wish to progress academically after the HNC Facilities Management, qualifications at SCQF level 8 would be appropriate.