

IWFM Level 3 Qualification Specification

Unit FM3.08: Understanding facilities management within the context of an organisation

The assessment criteria form part of the unit and specify the standard that a learner is expected to meet to demonstrate that the learning outcomes within the unit have been achieved. The additional guidance, which is shown in brackets and italics alongside the assessment criteria, does not technically form part of the unit, in that it is not included in the reference version of the unit shown by the Register of Regulated Qualifications. The additional guidance is provided to illustrate how the assessment criteria might be interpreted. The IWFM will generally expect assessors to interpret the assessment criteria as described, or to an equivalent level of demand.

Aim of the unit:

This unit enables the learners to develop knowledge and understanding of the different ways that business organisations are structured and how their functions, culture and processes affect facilities management.

Title	Understanding facilities management within the context of an organisation	
Ofqual ref	L/503/9371	
Level	3	
Credit value	4	
Learning outcomes	Assessment criteria	
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:	
1 Understand trends within facilities management	<p>1.1 Explain current trends within facilities management (<i>By reference to examples (e.g. sustainability and energy management, complex building systems, space utilisation, aging building stock, emergency preparedness and business continuity, changing work styles) rather than developing an exhaustive list</i>)</p> <p>1.2 Identify a potential trend that may benefit own organisation (<i>providing relevant reasons for identifying this particular trend</i>)</p> <p>1.3 Identify which organisations are considered to be market leaders in</p>	

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	<p>terms of facilities management <i>(in terms of the scope of the services and expertise that they offer. Identify features that give them their “competitive edge”)</i></p>
<p>2 Understand the importance of facilities management within the context of own organisation</p>	<p>2.1 Describe the organisation’s purpose, its culture, its performance goals and objectives <i>(No additional guidance)</i></p> <p>2.2 Explain how facilities management can assist the organisation in achieving its purpose <i>(Relating facilities management strategy and objectives to organisational objectives and culture)</i></p> <p>2.3 Describe the structure of the facilities management department in which you work <i>(Identifying the services provided, how they are shared between in-house and outsourced resources and the lines of management and responsibility)</i></p> <p>2.4 Define the role of the facilities manager <i>(By reference to its various management functions, e.g. people, financial, contract, asset, risk and compliance)</i></p> <p>2.5 Explain possible consequences of poor and ineffective facilities management <i>(By reference to, for example, legal/statutory compliance, cost performance, support for core business operations and business continuity, internal customer satisfaction)</i></p> <p>2.6 Reflect on own ability to influence others to accept both popular and unpopular facilities management actions within the context of own organisation <i>(Using example(s) from learner’s own experience or case study)</i></p>
<p>3 Know how to set team and individual objectives that will ensure effective facilities management in own organisation</p>	<p>3.1 Explain how to set team and individual objectives that will ensure effective facilities management to support organisational performance <i>(Using</i></p>

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	<i>example(s) from learner's own experience applying SMART criteria)</i>	
4 Understand what external factors could affect facilities management within an organisation	4.1 List examples of external factors that could affect facilities management within an organisation <i>(for example using PESTLE to classify external factors)</i>	
5. Be able to raise the profile of facilities management in the organisation and local community	5.1 Explain ways in which you could raise the profile of facilities management in your organisation <i>(Using example(s) from learner's own experience or case study)</i> 5.2 Describe your own organisation, its relationship with the local community and how its standing with stakeholders could be enhanced <i>(By reference to the organisation's policy for Corporate Social Responsibility (CSR) and the role of facilities management within CSR)</i>	
Additional information about the unit		
FM Professional Standards reference	FM functional area:	FM functional area component:
	The Role of Facilities Management	Sector Knowledge
	Strategy and Policy Development	Corporate Social Responsibility

Resources:

[Management: Concepts and Practices](#) by Tim Hannagan
[Essentials of Organisational Behaviour](#) by Laurie J. Mullins
[Organisational Behaviour](#) by Stephen P. Robbins, Timothy A. Judge, Bruce Millett, and Terry Waters-Marsh
[Organizational Behaviour](#) by Ray French, Charlotte Rayner, Gary Rees, and Sally Rumbles
[Introduction to Organisational Behaviour](#) by Penny Dick and Steve Ellis
[A Practical Guide to Facilities Management](#) by Ian C Barker MCIOB