

# IWFM Level 3 Qualification Specification

## Unit FM3.11: Building maintenance in facilities management

*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 addresses the contexts, strategies and accountabilities for building maintenance. It provides for an understanding of the facilities manager's role rather than for the skills required to deliver the maintenance.

Title	Building maintenance in facilities management	
Ofqual ref	M/504/5762	
Level	3	
Credit value	5	
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 the factors that determine maintenance requirements	1.1	identify the implications for maintenance requirements of legislative requirements, including those relating to health and safety, occupiers' liability, and statutory testing ( <i>See below</i> )
	1.2	identify the implications for maintenance requirements of the needs to ensure business continuity, to maintain asset value, and to provide user comfort ( <i>See below</i> )
	1.3	identify the implications for maintenance requirements of contractual requirements, including

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	<p>conditions for the preservation of warranties (<i>See below</i>)</p> <p><i>(Assessment criteria 1.1 to 1.3 should be evidenced using examples from the learner's own experience or case study)</i></p>
<p>2 understand how maintenance strategies are developed</p>	<p>2.1 describe the purpose of condition surveys, how they are conducted and the typical make-up of the resulting reports (No further guidance)</p> <p>2.2 identify maintenance priorities for properties and assets on the basis of information provided in condition surveys, and on the basis of their potential life cycles (By reference to priorities determined by factors identified in Learning Outcome No 1 above (e.g. level of urgency) and maintenance/replacement decisions based on asset life cycle)</p> <p>2.3 describe how the maintenance priorities might be scheduled to provide a maintenance strategy, having regard also to resource use (By reference to Forward Maintenance Plans showing how priorities can be scheduled over more than one budget period, having regard to the priorities identified in AC 2.2 above and available financial resources)</p> <p>2.4 recognise when changes invalidate components of a maintenance strategy, and describe how the strategy might be amended appropriately (Using example(s))</p>

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	from the learner's own experience or case study)	
3 understand how different types of maintenance are used in operational delivery	3.1 describe different types of maintenance and their advantages and disadvantages, including planned-preventative maintenance, reactive maintenance, and condition-based maintenance (No further guidance)	
	3.2 describe appropriate types of maintenance for different types of building fabric and for different items of mechanical and electrical plant, in the context of an overall maintenance strategy (Using example(s) of both fabric and M&E maintenance from the learner's own experience and/or case study to explain and/or justify their appropriateness)	
4 understand responsibilities for maintenance and how these are managed	4.1 identify personal, legal responsibilities relating to property and asset maintenance (Using the examples from AC 1.1 to 1.3 above)	
	4.2 explain how different systems and processes are used to manage these responsibilities, including contract documentation, service level agreements, key performance indicators, third-party audits and contract progress meetings (No further guidance)	
<b>Additional information about the unit</b>		
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)	The unit is mapped to the Facilities Management National Occupational Standards FM301, FM307 and FM308.	
FM Professional Standards reference	FM functional area:	FM functional area component:

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	Business Continuity and Compliance	Compliance
	Property Portfolio Management	Building Maintenance

## Resources:

[Building Maintenance Management](#) by Barrie Chanter and Peter Swallow  
[Workplace Strategies and Facilities Management: Building in Value \(Building Value\)](#) by Rick Best, Gerard de Valence, and Craig Langston  
[Lee's Building Maintenance Management](#) by Paul Wordsworth  
[Building Repair and Maintenance Management](#) by Gahlot/Sharma  
[Building Maintenance](#) by Brian Wood  
[Effective Building Maintenance: Protection of Capital Assets](#) by Herb Stanford  
[Building Care](#) by Brian Wood  
[CIBSE Guide M: Maintenance Engineering and Management](#) by cibse  
[Manager's Guide to Preventive Building Maintenance](#) by Ryan Cruzan  
[The Service Level Agreement SLA Guide - SLA Book, Templates for Service Level Management and Service Level Agreement Forms. Fast and Easy Way to Write Your SLA](#) by Gerard Blokdijk and Ivanka Menken  
[Service Level Agreement 100 Success Secrets: SLA, Service Level Agreements, Service Level Management and Much More](#) by Gerard Blokdijk  
 FM World - [www.fm-world.co.uk/](http://www.fm-world.co.uk/)  
[www.IWFM.org.uk](http://www.IWFM.org.uk)  
[A Practical Guide to Facilities Management](#) by Ian C Barker MCIOB