

IWFM Level 4 Qualification Specification

Unit FM4.04: Understanding facilities management support services operations

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 learners to develop an understanding of a wide range of facilities management support services operations and how to manage and monitor the delivery of those services within safe systems of work and budgetary constraints.

Title:	Understanding facilities management support services operations		
Level:	4		
Credit value:	6		
Learning outcomes	Assessment criteria		
<i>A learner when awarded credit for this unit will:</i>	<i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>		
1. Understand the support services and the options for delivery that are typically provided in facilities management	1.1 Describe a typical range of services which may be encompassed within facilities management in all sectors of the private, public and not-for-profit economy <i>(by reference to examples rather than trying to develop an exhaustive list)</i>	1.2 Explain the different options for delivery of support services <i>(in-house, and/or outsourced to include single-service contracts, bundled contracts and total facilities management contracts)</i>	1.3 Explain the cost effectiveness of the various delivery options <i>(by reference to factors that might influence the cost of the options listed above such as costs of employing staff, risks</i>

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	<p><i>of employing staff, contractors' need for profit, risks of contractor failure, and factors that might influence the effectiveness of the same options such as efficiency of supervision, access to specialist expertise, responsiveness to change)</i></p> <p>1.4 Explain the relationship between the facilities management strategy and the preferred option for delivery of support services <i>(using example/s drawn from the learners own experiences and/or case studies)</i></p>
<p>2. Understand how support services in facilities management are identified and managed</p>	<p>2.1 Describe ways of identifying the requirements of the users <i>(who should be consulted, methods of consultation, other sources of evidence such as business objectives, compliance requirements, current deficiencies)</i></p> <p>2.2 Explain how support services are managed and monitored to ensure that they meet required standards <i>(providing an overview of general management principles for service delivery, and of additional mechanisms used to manage contractors, such as service level agreements and key performance indicators)</i></p>
<p>3. Understand the importance of health and safety in the delivery of support services in facilities management</p>	<p>3.1 Explain the importance of safety systems associated with the management and control of contractors and in-house staff undertaking support services work <i>(by reference to the legislation associated with compliance risk, and to example/s of health and safety risks drawn from the learners' own experiences and/or case studies)</i></p> <p>3.2 Explain the role of a Facilities Manager in ensuring compliance with legislation and good practice related to the delivery of support services <i>(by identifying methods that can be</i></p>

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	<i>used to mitigate the different types of risk listed above)</i>	
4. Understand how to manage the revenue/operational budgets in the provision of support services	<p>4.1 Explain how to determine, monitor and manage support services budgets <i>(an overview of systems used to classify costs, to forecast expenditure (by reference to precedent and from first principles), to agree budgets, to monitor actual expenditure against forecasts, and to address variances)</i></p> <p>4.2 Identify adverse budget variation and explain options for reconciliation <i>(using example/s drawn from the learners own experiences and/or case studies)</i></p>	
Unit expiry date	31 December 2024	
Unit reference number	M/601/1704	
Link to National Occupational Standards	FM403	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Business Support Services Management	Managing Service Delivery

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Resources:

Managing Business Support Services: Strategies for Outsourcing and Facilities Management by Jonathan Reuvid and John Hinks

Managing Budgets (Essential Managers) by Dorling Kindersley

Smarter Outsourcing: An Executive Guide to Managing Successful Relationships by Mr Jean-Louis Bravard and Mr Robert Morgan

The Outsourcing Revolution: Why it Makes Sense and How to Do it Right by Michael F. Corbett

The Human Side of Outsourcing by Stephanie J. Morgan

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 Blokdiik and Ivanka Menken

Service Level Agreement 100 Success Secrets: SLA, Service Level Agreements, Service Level Management and Much More by Gerard Blokdiik

Facilities Management Handbook by Frank Booty

Total Facilities Management by Brian Atkin and Adrian Brooks

The Facility Management Handbook by David G. Cotts, Kathy Roper, and Richard Payant

FM World - www.fm-world.co.uk

www.IWFM.org.uk

Professional Outsourcing - <http://www.professionaloutsourcingmagazine.net/>

Facilities Management Journal - <http://www.fmj.co.uk/>