

# IWFM Level 4 Qualification Specification

## Unit FM4.13: Developing relationships with suppliers and specialists 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 enables learners to develop their understanding of the importance of relationships with suppliers and specialists and how to appoint, manage and monitor suppliers and specialists and the potential risks

Title:	Developing relationships with suppliers and specialists in facilities management	
Level:	4	
Credit value:	3	
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 role of specialists and suppliers	1.1 Describe the role of specialists and suppliers within facilities management ( <i>no additional guidance</i> )  1.2 Explain the benefits of specialist involvement and when it is appropriate to involve specialists ( <i>supporting the explanation with example/s from the learner's experience and/or case studies to demonstrate benefits (e.g. transfer of risk, industry expertise, economies of scale, efficiency, scalability)</i> )	

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<p>2. Understand how to select and appoint suppliers and specialists</p>	<p>2.1 Explain how to decide selection criteria and prepare appointment briefs (<i>making reference to the reasons for outsourcing (e.g. flexibility, cost efficiency, risk management), the preparation of detailed requirements, the specification of selection criteria (e.g. capacity, capability, time scale, cost, experience) and how different methods of procurement (e.g. open market tender) can be appropriate to different situations</i>)</p> <p>2.2 Explain how to agree reporting arrangements and deliverables (<i>using example/s from the learner's experience and/or case studies</i>)</p>
<p>3. Understand how to manage and monitor specialists and suppliers performance</p>	<p>3.1 Explain the importance of objective setting and review when managing specialist or supplier performance (<i>no additional guidance</i>)</p> <p>3.2 Explain the way in which specialist or suppliers performance is monitored and measured (<i>supporting the explanation with examples rather than trying to develop an exhaustive list (e.g. reviewing actual performance against SLA, formal contract review meetings, informal discussion, escalation procedures, customer satisfaction surveys and feedback)</i>)</p> <p>3.3 Explain ways to encourage specialists or supplier to continually improve performance (<i>supporting the explanation with examples rather than trying to develop an exhaustive list (e.g. benchmarking, potential for additional business, client references for future contracts).</i>)</p> <p>3.4 Explain the kind of remedial plans that are needed if performance is below the standards required (<i>supporting the explanation with examples rather than trying to develop an exhaustive list (e.g. agreed improvement plans, increased frequency of review</i>)</p>

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	<i>meetings, actions by the client to support the supplier, penalties for non-compliance, recognition for improvements made))</i>
4. Understand what is involved in ending a specialist or supplier relationship	<p>4.1 Explain the factors to be considered that inform the decision to end a specialist or supplier relationship <i>(including failures in contract delivery, changes in the organisation's business direction or requirements, failures in client/supplier relationships, costs)</i></p> <p>4.2 Explain the processes and procedures to be followed when ending a specialist or supplier relationship <i>(including confirming reason/s for termination, substantiating any failures cited, addressing contractual termination requirements (notice period, etc.), review meetings, exit management plans, termination dates, plans for replacement of service)</i></p> <p>4.3 Explain potential risks of ending contractual obligations <i>(supplementing the explanation with examples rather than trying to develop an exhaustive list (e.g. worsening performance, negative brand image, skills transfer, intellectual property rights, claims for unreasonable termination, costs of setting up replacement contracts, discouraging contractors from applying for future contracts))</i></p>
Unit expiry date	31 December 2024
Unit reference number	M/601/1718

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Link to National Occupational Standards	FM408	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Quality Management and Customer Service	Stakeholder Relationships
	Procurement and Contract Management	Procurement

## Resources:

The CRM Handbook: A Business Guide to Customer Relationship Management (Information Technology) by Jill Dyché

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

Foundations of Service Level Management (Sams Professional) by Rick Sturm and Wayne Morris

FM World - [www.fm-world.co.uk](http://www.fm-world.co.uk)

[www.IWFM.org.uk](http://www.IWFM.org.uk)

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