Qualification Specification

601/7534/5

iCQ Level 3 Certificate in Facilities Management Practice (RQF)

Qualification Details

Title	iCQ Level 3 Certificate in Facilities Management Practice (RQF)
Awarding Organisation	iCan Qualifications Limited
Fees Price List Url	https://icanqualify.net
Qualification Type	RQF
Qualification Sub Type	None
Qualification Level	Level 3
Qualification Sub Level	None
EQF Level	Level 4
Regulation Start Date	27-Aug-2015
Operational Start Date	01-Sep-2015
Offered In England	Yes
Offered In Wales	Yes
Offered In Northern Ireland	Yes
Assessment Language In English	Yes
Assessment Language In Welsh	No
Assessment Language In Irish	No
SSA	7.3 Service Enterprises
Purpose	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose	D1. Confirm competence in an occupational role to the standards required
Total Credits	31
Min Credits at/above Level	28
Minimum Guided Learning Hours	139
Maximum Guided Learning Hours	211
Diploma Guided Learning Hours	0
Barring Classification Code	ZZZZ
Overall Grading Type	Pass
Assessment Methods	Portfolio of Evidence
Structure Requirements	To achieve this qualification, learners must achieve 31 credits. Learners must achieve 15 credits from Mandatory Group A; a minimum of 5 credits from Optional Group B; a minimum of 8 credits from Optional Group C; a minimum of 3 credits from Optional Group D; the unit in Optional Group E only needs to be achieved if the learner is completing an apprenticeship.
Age Ranges	Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective	This qualification is for learners who are looking further their knowledge about working in a management role in a facilites services environment

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
CGM) CompoundGroup Mandatory 0	**Yes**	0	4	0	31	0
└A) Mandatory	**Yes**	3	3	0	15	0
└B) Optional	**Yes**	4	1	0	5	0
└C) Optional	**Yes**	7	2	0	8	0
└D) Optional	**Yes**	6	1	0	3	0
└E) Apprenticeship unit	No	1	1	0	2	0

Group A Mandatory

URN	Title	Level	GLH	Credit
H/600/9660	Develop working relationships with colleagues	2	15	3
H/601/6723	Provide and monitor facilities for clients	3	35	6
L/600/9703	Develop and implement a risk assessment plan in own area of responsibilty	4	20	6

Group B Optional

URN	Title	Level	GLH	Credit
J/601/1515	Monitor and solve customer service problems	3	40	6
L/600/9734	Procure supplies	3	20	2
L/601/6974	Contribute to the management of incidents and emergencies	3	30	5
M/600/9600	Set objectives and provide support for team members	3	35	5

Group C Optional

URN	Title	Level	GLH	Credit
A/601/7053	Contribute to disaster recovery and contingency planning	3	31	5
F/601/7054	Manage space	3	33	6
H/601/7001	Monitoring operational performance	3	27	5
J/601/7055	Carry out energy management	3	39	6
K/601/8599	Operate security measures	3	15	3
M/601/7051	Maintain property and assets	3	30	5
T/601/6984	Manage facilities management projects	3	37	6

Group D Optional

URN	Title	Level	GLH	Credit
A/600/9695	Manage a budget for own area or activity of work	5	30	7
F/601/4090	Specify, commission and manage external contracts and agreements	4	18	9
M/600/9659	Implement change in own area of responsibility	4	25	6
R/601/2134	Understanding sustainability and environmental issues and the impact on facilities management	4	12	3
T/600/9601	Provide leadership and direction for own area of responsibility	4	30	5
T/600/9663	Recruit staff in own area of responsibility	5	25	4

Group E Apprenticeship unit

URN	Title	Level	GLH	Credit
R/600/6351	Develop yourself in the job role	2	12	2

Qualification Framework	: RQF
Title	: Develop working relationships with colleagues
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 3
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/600/9660 : Develop working relationships with colleagues

Understand the benefits of working with colleagues.	
Assessment Criterion - The learner can:	
01.01	Describe the benefits of productive working relationships.
Be able to establish working relationships with colleagues.	
02.01	Identify colleagues within own and other organisations.
02.02	Agree the roles and responsibilities for colleagues.
Be able to act in a professional and respectful manner when working with colleagues.	
03.01	Explain how to display behaviour that shows professionalism.
Be able to communicate with colleagues.	
04.01	Identify, information to others clearly and concisely.
04.02	Explain how to receive and clarify own understanding of information.
Be able to identify potential work-related difficulties and explore solutions.	
05.01	Identify potential work-related difficulties and conflicts of interest.
05.02	Explain how to resolve identified potential difficulties.

Qualification Framework	: RQF
Title	: Provide and monitor facilities for clients
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 35
Unit Credit Value	: 6
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/6723 : Provide and monitor facilities for clients

Understand the facilities service needs of clients	
Assessment Criterion - The learner can:	
01.01	Describe how different organisational structures and cultures create different types of facilities management requirements
01.02	Describe the relationship between the clients core business drivers and facilities management functions
01.03	Explain the role of facilities management services in achieving the clients business objectives
01.04	Identify the types of additional or improved services which can be offered to clients in order to exploit business opportunities
Be able to negotiate the delivery of services to clients	
02.01	Assist clients in establishing the nature of the facilities management services they require
02.02	Identify cost effective facilities management services which are consistent with the clients objectives, policies and constraints
02.03	Check that proposed services comply with legal and regulatory requirements
02.04	Identify the range of office services, equipment and resources to be used to deliver the agreed facilities management programme
02.05	Agree effective formal agreements with clients and how they will be monitored
02.06	Agree channels of communication with clients and arrangements for dealing with issues and problems in service delivery
Be able to organise the delivery of services	
03.01	Explain the content and requirements of service level agreements to deliver services
03.02	Carry out work in accordance with service level agreements, approved procedures and instructions
03.03	Ensure behaviour, appearance and dress meet organisational requirements
03.04	Communicate with colleagues, clients and others in a way that promotes effective formal and informal working relationships
03.05	Ensure that information, instructions and documentation given to others is authorised, accurate and up to date
03.06	Work safely following agreed procedures
Be able to monitor the effective delivery of services to clients	
04.01	Follow procedures for monitoring the delivery of the agreed services
04.02	Maintain accurate and up-to-date records of all monitoring and evaluation activity using agreed formats
04.03	Identify problems likely to affect the safety and use of premises and take immediate remedial action
04.04	Report on service delivery to clients
04.05	Evaluate if facilities and services are meeting original requirements and identify additional services that could be offered
04.06	Identify alternative ways of improving service delivery and make recommendations and suggestions to clients

Qualification Framework	: RQF
Title	: Develop and implement a risk assessment plan in own area of responsibilty
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 6
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/600/9703 : Develop and implement a risk assessment plan in own area of responsibilty

Understand the legal requirements and personal responsibilities for health and safety within an organisation.	
Assessment Criterion - The learner can:	
01.01	State the legal requirements that apply to own role in relation to health and safety.
01.02	Consult with specialist advisor(s) on health and safety policy and procedures.
01.03	Explain an organisations health and safety responsibilities.
01.04	Describe health and safety responsibilities in own area of responsibility.
Be able to promote the importance of health and safety practices.	
02.01	Communicate an organisations written health and safety policy to individuals within own area of responsibility.
02.02	Allocate sufficient resources to deal with health and safety issues in own area of responsibility.
Be able to ensure that hazards and risks are identified and managed in own area of responsibility.	
03.01	Consult with colleagues on health and safety hazards and risks in own area of responsibility.
03.02	Assess health and safety hazards and risks in own area of responsibility.
03.03	Identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements.
03.04	Develop and implement a plan in own area of responsibility.
Be able to monitor and review health and safety performance and policy in own area of responsibility.	
04.01	Establish procedures that monitor health and safety performance in own area of responsibility.
04.02	Review the health and safety performance of own area of responsibility.
04.03	Review the health and safety policy in own area of responsibility.

Unit Specification
J/601/1515
Monitor and solve customer service problems

Qualification Framework	:	RQF
Title	:	Monitor and solve customer service problems
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: J/601/1515 : Monitor and solve customer service problems

solve immediate customer service problems	
Assessment Criterion - The learner can:	
01.01	respond positively to customer service problems following organisational guidelines
01.02	solve customer service problems when they have sufficient authority
01.03	work with others to solve customer service problems
01.04	keep customers informed of the actions being taken
01.05	check with customers that they are comfortable with the actions being taken
01.06	solve problems with service systems and procedures that might affect customers before customers become aware of them
01.07	inform managers and colleagues of the steps taken to solve specific problems
identify repeated customer service problems and options for solving them	
02.01	identify repeated customer service problems
02.02	identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
02.03	work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
take action to avoid the repetition of customer service problems	
03.01	obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated
03.02	action their agreed solution
03.03	keep their customers informed in a positive and clear manner of steps being taken to solve any service problems
03.04	monitor the changes they have made and adjust them if appropriate
understand how to monitor and solve customer service problems	
04.01	describe organisational procedures and systems for dealing with customer service problems
04.02	describe the organisational procedures and systems for identifying repeated customer service problems
04.03	explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers
04.04	explain how to negotiate with and reassure customers while their problems are being solved

Qualification Framework :	RQF
Title :	Procure supplies
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	2
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: L/600/9734 : Procure supplies

Be able to identify requirements for supplies.	
Assessment Criterion - The learner can:	
01.01	Select colleagues to agree requirements for supplies.
01.02	Produce a specification for supply requirements.
Be able to evaluate suppliers that meet identified requirements.	
02.01	Identify suppliers that meet resource, organisational and legal requirements.
02.02	Evaluate suppliers against requirements.
Be able to select suppliers and obtain supplies.	
03.01	Select supplier(s) that best meet requirements.
03.02	Explain how to agree with the contractual terms with selected supplier(s).
Be able to monitor supplier performance.	
04.01	Identify how to monitor supplier performance and delivery against agreed contractual terms.
04.02	Explain the procedure for dealing with breaches of contract.

Qualification Framework	: RQF
Title	: Contribute to the management of incidents and emergencies
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/601/6974 : Contribute to the management of incidents and emergencies

Understand the procedures for dealing with incidents and emergencies	
Assessment Criterion - The learner can:	
01.01	Explain the implications of statutory requirements when dealing with incidents and emergencies
01.02	Identify the emergency procedures for plant and site for different types of incidents and emergencies
01.03	Explain the types of incidents and emergencies which should be reported including: Fire Flood Toxic vapour and/or liquid release Explosions Injured personnel Major plant or service failure
01.04	Explain how to interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies
01.05	Explain the procedure for responding in the early stages of an incident and/or emergency
01.06	Describe own role and responsibilities during incidents and emergencies
01.07	Identify communication channels to be used in different types of incident and/or emergency
01.08	Explain the correct first response to dealing with casualties
Be able to report incidents and emergencies	
02.01	Identify the nature, location and scope of the incident and/or emergency
02.02	Raise the appropriate alarms
02.03	Report the incident to appropriate people in accordance with organisational and/or plant reporting procedures
02.04	provide accurate and unambiguous information to appropriate people Complete all relevant documentation accurately following agreed formats
Be able to contribute to the correction of incidents and emergencies	
03.01	Follow appropriate procedures after the situation has been assessed
03.02	act promptly and in association with others
03.03	Interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies
03.04	Select, issue and use appropriate personal protective equipment appropriate to the incident and/or emergency
03.05	Select and use the correct emergency equipment
03.06	Inform appropriate people as actions are taken
03.07	Take the correct actions promptly, in accordance with procedures to deal with the incident and/or emergency in a safe manner
03.08	. Minimise damage, waste and loss resulting from the incident and/or emergency Modify actions in response to changing conditions
03.09	Work safely in accordance with operational requirements

Qualification Framework :	RQF
Title :	Set objectives and provide support for team members
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	35
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: M/600/9600 : Set objectives and provide support for team members

Be able to communicate a teams purpose and objectives to the team members.	
Assessment Criterion - The learner can:	
01.01	Describe the purpose of a team.
01.02	Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).
01.03	Communicate the teams purpose and objectives to its members
Be able to develop a plan with team members showing how team objectives will be met.	
02.01	Discuss with team members how team objectives will be met.
02.02	Ensure team members participate in the planning process and think creatively.
02.03	Develop plans to meet team objectives.
02.04	Set SMART personal work objectives with team members.
Be able to support team members identifying opportunities and providing support.	
03.01	Identify opportunities and difficulties faced by team members.
03.02	Discuss identified opportunities and difficulties with team members.
03.03	Provide advice and support to team members to overcome identified difficulties and challenges.
03.04	Provide advice and support to team members to make the most of identified opportunities.
Be able to monitor and evaluate progress and recognise individual and team achievement.	
04.01	Monitor and evaluate individual and team activities and progress.
04.02	Provide recognition when individual and team objectives have been achieved.

Qualification Framework	: RQF
Title	: Contribute to disaster recovery and contingency planning
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 31
Unit Credit Value	: 5
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/7053 : Contribute to disaster recovery and contingency planning

Understand the principles and processes involved in disaster recovery and contingency planning	
Assessment Criterion - The learner can:	
01.01	Explain the main features of a disaster recovery and contingency planning policy within a facilities management context
01.02	Identify the sector specific legislation, regulations, guidelines and codes of practice relating to disaster recovery and contingency planning
01.03	Describe ways in which disaster recovery and contingency planning policies and procedures are communicated to others
01.04	Explain procedures for identifying hazards and assessing risks in relation to disaster planning and contingency planning
01.05	Describe the procedures and systems for monitoring, measuring and reporting on disaster recovery and contingency planning
01.06	Identify the major parties/stakeholders with an interest in disaster recovery and contingency planning
Able to identify disaster recovery and contingency planning requirements	
02.01	Identify your personal responsibilities and contribution to disaster recovery and contingency planning policies and plans
02.02	Seek and make use of specialist expertise in relation to disaster planning and contingency planning
02.03	Develop a partnership with clients to address adequately all recovery aspects of business functionality in relation to facilities management services
02.04	Ensure that a system is in place for identifying hazards and assessing risks in your area of responsibility and take measures to eliminate or control them
02.05	Ensure that sufficient resources are allocated across your area of responsibility to deal with disaster recovery and contingency planning issues
Able to monitor and adjust disaster recovery and contingency planning processes	
03.01	Develop a culture within your area if responsibility which puts disaster recovery and contingency planning a major priority
03.02	Consult regularly with people in your area of responsibility or their representatives on disaster recovery and contingency planning issues
03.03	Operate systems for the effective monitoring, measuring, implementation testing and reporting of disaster recovery and contingency planning performance in your area of responsibility

Qualification Framework	: RQF
Title	: Manage space
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 33
Unit Credit Value	: 6
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/7054 : Manage space

Understand the principles of space utilisation	
Assessment Criterion - The learner can:	
01.01	Explain how to identify, prioritise and balance the space needs of individual clients in a managed facility
01.02	Identify the criteria used in the allocation of space to ensure that the needs of all clients are taken into account
01.03	Identify the legislative and regulatory factors influencing the use of space
Be able to identify the space needs of clients	
02.01	Allocate space and facility allocation against identified needs and priorities
02.02	Ensure that space and facility allocation is confirmed with property owners, clients and other interested parties
02.03	Ensure that space and facility allocation is compatible with adjacent uses and relevant legislation
02.04	Ensure that approvals required for planned allocation of space and facilities are notified to clients
02.05	Identify where space and/or facilities requested exceed what is available or can be provided and realistic alternatives discussed with clients
02.06	Ensure regular consultation with people in your area of responsibility or their representatives on space management issues
02.07	seek and make use of specialist expertise in relation to space management
Able to manage the space needs of clients	
03.01	Review the options for occupancy, use, facilities, servicing and maintenance regularly with clients and advise on potential benefits of any planned change
03.02	Operate appropriate monitoring and control systems to ensure the continuing effective use of space
03.03	Ensure that legal and regulatory requirements are met in relation to: - insurance cover linked to types of use and categories of occupier -required certificates, approvals and inspection reports
03.04	Conduct regular reviews with clients on existing and future space and facility needs and revise delivery plans

Qualification Framework	: RQF
Title	: Monitoring operational performance
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 5
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/7001 : Monitoring operational performance

Understand the principles of operational performance measurement	
Assessment Criterion - The learner can:	
01.01	Explain how performance measurement contributes to organisational objectives and activities
01.02	Identify external operational standards and standard setting bodies
01.03	Explain procurement theories, models and practices for operational and contract management
01.04	Identify systems for gathering business data to allow the measurement of historical performance
Be able to establish and monitor performance indicators	
02.01	Align operational business activities to a common set of objectives to improve effectiveness
02.02	Specify performance indicators that can be cost effectively measured in terms of what needs to be delivered, to what standard and in what timeframe(s)
02.03	Ensure that systems are in place to set, gather, collate, analyse and refine the key performance information from operational clusters
02.04	Establish and operate systems for communicating variances between actual performance and targets clearly to permit senior management to take appropriate action
02.05	Ensure regular monitoring of contractor performance against contracts, service level agreements and other performance measurement tools
02.06	. Establish effective control systems to monitor progress and identify and record deviations from service levels
02.07	Re-define contract results where monitoring indicates this is necessary
02.08	Provide contractors with the necessary information and accurate feedback on their work to enable them to deliver the required operational outcomes

Qualification Framework	: RQF
Title	: Carry out energy management
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 39
Unit Credit Value	: 6
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/7055 : Carry out energy management

Understand the principles of energy management	
Assessment Criterion - The learner can:	
01.01	Explain the importance of energy management in the workplace
01.02	Identify the legislation, regulations, guidelines, codes of practice and best practice which impact on energy management
01.03	Explain the major methods and systems for managing energy use
01.04	Explain methods of creating and communicating energy management policies and procedures
01.05	Explain ways of evaluating the advantages and disadvantages of different strategies and methods for implementing energy management policies
Be able to identify energy management processes	
02.01	Identify realistic goals for savings and improvements in energy usage
02.02	Identify own personal responsibilities and liabilities for energy management
02.03	Agree the strategies and methods for implementing the energy management policy
02.04	Identify sources of energy and water wastage on site and make recommendations on how to minimise them
02.05	Seek and make use of specialist expertise in relation to energy management
02.06	Ensure advice on energy management is based on accurate, relevant and up to date information
02.07	Give advice to clients which takes into account organisational objectives and constraints which influence energy use
02.08	Ensure that sufficient resources are allocated across your area of responsibility to deal with energy management issues
02.09	Ensure that systems are in place for the effective monitoring, measuring, implementation, testing and reporting of energy management performance in your area of responsibility
02.10	Conduct regular reviews with clients on existing and future energy management needs and revise delivery plans

Qualification Framework	: RQF
Title	: Operate security measures
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 3
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8599 : Operate security measures

Be able to determine the effectiveness of current security measures	
Assessment Criterion - The learner can:	
01.01	Carry out a security risk assessment
01.02	. Collate and review information on the operation and effectiveness of current security systems and procedures
01.03	. Carry out physical checks on all security systems
01.04	. Identify the weaknesses, restrictions and limitations of current security systems and procedures
Be able to report any weaknesses in security measures	
02.01	Identify any immediate risks to assets and inform own organisation and clients of critical weaknesses in security measures
02.02	. Provide own organisation and clients with information on the effectiveness of security measures
02.03	. Make recommendations for improvements to security measures to the appropriate person

Qualification Framework	: RQF
Title	: Maintain property and assets
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/7051 : Maintain property and assets

Be able to identify maintenance requirements	
Assessment Criterion - The learner can:	
01.01	Identify the different types of maintenance required for particular properties and assets
01.02	Identify the legislation controlling the carrying out of maintenance activities
01.03	Review information on propertys age, condition and usage together with previous maintenance activity
01.04	. Conduct maintenance inspections and identify faults and problems requiring corrective or preventative action and keep accurate records of inspections
01.05	. Ensure that clients and building users obligations comply with statutory and lease requirements
Be able to plan and schedule the maintenance of property and assets	
02.01	. Prioritise the type and nature of maintenance activity required
02.02	. Prepare or review existing maintenance plans and schedules
02.03	. Identify the resources or expertise required to carry out maintenance activity against agreed budget
02.04	. Organise the required resources, expertise or specialist services and agree timing and costs of activity
Be able to carry out required maintenance activities	
03.01	Ensure authorisation has been given for maintenance activity and costs
03.02	. Agree with clients and building users the nature and timing of maintenance activity and any implications for them
03.03	. Monitor the quality of maintenance activities and maintain accurate records
03.04	. Review maintenance requirements over time in relation to building and assets usage and recommend changes as required

Qualification Framework	: RQF
Title	: Manage facilities management projects
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 37
Unit Credit Value	: 6
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/6984 : Manage facilities management projects

Understand the project planning process	
Assessment Criterion - The learner can:	
01.01	Identify the primary components of project planning
01.02	. Describe different models of project management and planning
01.03	Identify methods for assessing risk and ways of minimising them
01.04	Explain the impact of resources and financial control on project planning
01.05	Identify ways of estimating the human, physical and time resources required for delivery of the project
01.06	Identify measurable outcomes and evaluation methods
Plan the delivery of projects	
02.01	Establish the projects scope and definition and its contribution to the wider objectives of the organisation
02.02	Identify the key stakeholders and their expectations of the project
02.03	Establish the financial, physical and time resources and constraints for the project
02.04	Conduct a risk assessment and identify risk control measures required
02.05	Agree methods of communication and reporting o project progress
02.06	Identify measures by which the project outcomes will be assessed
02.07	Plan for contingencies throughout the life of the project
02.08	Establish the skills mix required to achieve the projects outcomes and where to obtain the skills
02.09	Develop a detailed project plan and evaluate its feasibility
Carry out facilities management projects	
03.01	Establish and assign roles and responsibilities for those involved in project
03.02	Assist in selecting and supporting team members
03.03	Establish and maintain clear lines of reporting and control
03.04	Contribute to effective communication and information exchange across team members
03.05	Set up and operate effective financial and resource control systems, working with others
03.06	Obtain feedback on success of project against agreed outcomes

Qualification Framework	: RQF
Title	: Manage a budget for own area or activity of work
Unit Level	: Level 5
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 7
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/600/9695 : Manage a budget for own area or activity of work

Be able to prepare a budget for own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Evaluate information on resource requirements for own area of activity or work.
01.02	Produce a draft budget.
01.03	Communicate the final budget with relevant stakeholders.
Be able to manage a budget.	
02.01	Analyse variances between planned and actual expenditure.
02.02	Provide information on performance to relevant stakeholders.
02.03	Explain how to take corrective action within the limits of own authority, in response to budget variances and developments.
02.04	Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority.
Be able to review budget management performance.	
03.01	Review performance against budget.
03.02	Assess improvements for future budget planning and management.
03.03	Monitor budget performance and implement changes within the limits of own authority or obtain agreement.

Qualification Framework :	RQF
Title :	Specify, commission and manage external contracts and agreements
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	18
Unit Credit Value :	9
SSAs :	1.4 Public Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed.

Unit: F/601/4090 : Specify, commission and manage external contracts and agreements

Understand the requirements for specifying, commissioning and managing external contracts and agreements	
Assessment Criterion - The learner can:	
01.01	Outline national and organisational polices and procedures on commissioning and service level agreements
01.02	Specify different sources of external suppliers/service providers and how to select them
01.03	Describe the different types of contractual agreements that may be used across the sector
01.04	Outline the difference between inputs, outputs and outcomes
01.05	Describe how to monitor and evaluate contract/agreement progress and compliance, and what steps to take if requirements are not met
01.06	Outline the rewards and sanctions relating to the performance of the contractor
01.07	Explain the ethical and legal requirements relating to the commissioning process
Be able to specify, commission and manage external contracts and agreements	
02.01	Assess the need for outsourcing products/services and agree with appropriate stakeholders
02.02	Develop the contract/agreement specification and agree with appropriate stakeholders
02.03	Publicise contract specification in appropriate ways and invite tenders/bids
02.04	Draw up a shortlist of potential suppliers/service providers using agreed criteria
02.05	Select contractor and establish contractual agreement following agreed national and organisational procedures
02.06	Agree and review quality control compliance monitoring procedures
02.07	Keep internal and external stakeholders informed about the contractual process
02.08	Develop a contract compliance monitoring plan, agreeing protocols and procedures with stakeholders and external suppliers
02.09	Implement and manage contract/agreement compliance with external supplier
02.10	Review and evaluate contract progress and outcomes with supplier/service provider and agree any actions

Qualification Framework :	RQF
Title :	Implement change in own area of responsibility
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	25
Unit Credit Value :	6
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: M/600/9659 : Implement change in own area of responsibility

Understand how to implement change in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Explain the main models and methods for managing change.
Be able to involve and support others through the change process.	
02.01	Communicate the benefits of and reasons for change and how they relate to business objectives.
02.02	Implement and agree a plan to support change.
Be able to implement and monitor a plan for change in own area of responsibility.	
03.01	Apply SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with individuals and teams to plan for change.
03.02	Assess opportunities and barriers to change.
03.03	Review action plans and activities according to identified opportunities and barriers to change.

Qualification Framework	:	RQF
Title	:	Understanding sustainability and environmental issues and the impact on facilities management
Unit Level	:	Level 4
Unit Sub Level	:	None
Guided Learning Hours	:	12
Unit Credit Value	:	3
SSAs	:	15.3 Business Management
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance.

Unit: R/601/2134 : Understanding sustainability and environmental issues and the impact on facilities management

Understand sustainability and corporate responsibility	
Assessment Criterion - The learner can:	
01.01	Explain the terms sustainability and corporate responsibility.
01.02	Explain the legislation that is associated with sustainability and environmental issues.
01.03	Explain the role and responsibility that a Facilities Manager has in supporting a corporate responsibility policy.
Understand the impact of facilities management on the environment	
02.01	Explain the range of impacts of facilities management activities on the environment.
02.02	Explain how the Facilities Manager can mitigate, reduce or manage the impact of their activities on the environment.
02.03	Explain the environmental advantages and disadvantages inherent within the various resources utilised by Facilities Managers.
02.04	Explain new and ongoing developments in environmental management and explain how these may affect Facilities Managers.
Understand how to manage waste and its safe disposal	
03.01	Explain the principles of waste minimisation.
03.02	Describe methods and systems used to manage waste.
03.03	Identify the relevant legislation in relation to handling, transporting, treating and disposing of waste.
Understand how to improve environmental awareness and responsibility	
04.01	Explain how the Facilities Manager can influence uses of natural resources, consumption and emissions control to improve the environment.
04.02	Explain how the Facilities Manager can increase awareness and involvement of staff, contractors and suppliers in relation to environmental policies and sustainability.

Qualification Framework :	RQF
Title :	Provide leadership and direction for own area of responsibility
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	30
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/9601 : Provide leadership and direction for own area of responsibility

Be able to lead in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Identify own strengths and ability to lead in a leadership role.
01.02	Evaluate strengths within own area of responsibility.
Be able to provide direction and set objectives in own area of responsibility.	
02.01	Outline direction for own area of responsibility.
02.02	Implement objectives with colleagues that align with those of the organisation.
Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement.	
03.01	Communicate the agreed direction to individuals within own area of responsibility.
03.02	Collect feedback to inform improvement.
Be able to assess own leadership performance.	
04.01	Assess feedback on own leadership performance.
04.02	Evaluate own leadership performance.

Qualification Framework	: RQF
Title	: Recruit staff in own area of responsibility
Unit Level	: Level 5
Unit Sub Level	: None
Guided Learning Hours	: 25
Unit Credit Value	: 4
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/9663 : Recruit staff in own area of responsibility

Be able to review human resource requirements to meet business objectives in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Examine the human resources required to meet objectives in own area of responsibility.
01.02	Identify gaps between current and required human resources to meet objectives.
01.03	Assess the options for human resource requirements to meet objectives.
Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.	
02.01	Explain how to ensure recruitment and selection processes are fair.
02.02	Explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met.
02.03	Explain when to seek specialist expertise throughout the recruitment process.
Be able to participate in the recruitment and selection process.	
03.01	Consult with relevant others to produce or update job descriptions.
03.02	. Agree with colleagues the stages in the recruitment and selection process for identified vacancies.
03.03	Identify the methods and criteria that will be used in the recruitment and selection process.
Be able to evaluate the recruitment and selection process and identify improvements for the future.	
04.01	Assess and select candidates using agreed methods and criteria.
04.02	Evaluate the recruitment and selection methods and criteria used in own area of responsibility.
04.03	Identify ways of improving future recruitment and selection.

Unit Specification
R/600/6351
Develop yourself in the job role

Qualification Framework	: RQF
Title	: Develop yourself in the job role
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 2
SSAs	: 7.3 Service Enterprises
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/600/6351 : Develop yourself in the job role

know how to develop him/her self in the job	
Assessment Criterion - The learner can:	
01.01	identify activities that could help with self development
01.02	describe how to set targets for personal development
01.03	state the importance of setting achievable personal development targets
01.04	identify the types of support available to achieve targets
01.05	describe the procedures for accessing support
01.06	state the importance of reviewing and updating progress against targets
01.07	describe the procedures for reviewing and updating progress
01.08	list the benefits of discussing progress with others
be able to develop him/her self in the job	
02.01	identify and agree areas where they could develop further
02.02	agree achievable targets for personal development
02.03	agree the time and support required to achieve targets
02.04	demonstrate new skills in the workplace
02.05	request and use feedback on own performance from others