



College of Contract Management
United Kingdom

Professional Diploma in Facilities Management



Syllabus

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1. Course Structure and Rules of Combination

1.1 Rationale

This Professional Diploma in Facilities Management is ideal for those who are aiming to be a Facilities Manager, Operations Manager, Estates Manager, Technical Services Manager, Asset Manager or Property Manager. Even if you are already working in one of these professions, this Professional Diploma will help vastly enhance your capabilities and therefore, further your professional value. Regardless of your prior experience, this course will grant you the ability to work for all different types of organisations. The skills learnt from this course can be applied across all sectors, private, public and charity organisations across multiple industries such as factories, councils, schools, laboratories and business parks and consultancies.

This Professional Diploma in Facilities Management is delivered via live online lectures. Our course lecturers have significant experience within the industry and will relate lecture content to real-life scenarios. In addition to this, lectures also include both practical examples and case studies. Through this delivery style, learners will be able to reflect on the practical challenges faced by professionals in the industry and establish an understanding of how to act in these situations in a manner that still works towards success.

1.2 Career Progression

With this Professional Diploma in Facilities Management learners will have the knowledge required to progress through the ranks to that of a senior position. Through the online lectures you will enhance your understanding of the theory behind leadership and team management, internal and external communications, and safety management. Further to that you will learn organisational skills and problem-solving skills taking into consideration both technical capabilities and sustainability. Once completed, this course will provide learners with a dramatically increased professional value, making them a considerable asset to potential employers.

1.3 Course Rules of Combination

The course can be completed in 7 months (approximately 28 weeks), and includes an assessment at the end of each module. Each module is worth 7 credits.

- FM700: Procurement of Facilities Management Services
- FM710: Procurement and Supply Chain Strategies
- FM720: Environmental Management and Corporate Social Responsibility Practices
- FM730: Facilities Management: Continual Responsibilities and Relationships

To achieve the Professional Diploma, candidates are required to complete all modules and pass their respective final assessments.

1.4 Entry Requirements

- Minimum 18 years old **and**
- Experience within the facilities management industry.

1.5 Module and Assessment Grades

The Assessor will award a grade for the achievement of each module (Fail, Pass, Merit or Distinction). Grades apply to overall performance in modules and assessments.

Indicative marking descriptors for differentiating between levels of achievement when marking assessments are provided below (Section 1.8).

The overall grade for a qualification is calculated using a points system. Each module grade attracts points as follows:

Fail	0 points
Pass	1 point
Merit	2 points
Distinction	3 points

1.6 Assessment

The assessment process is set by the College of Contract Management, defining the requirements learners are expected to meet in order to demonstrate that a learning outcome has been achieved. All learning outcomes must be achieved in order to gain attainment of credit for that module.

All completed assessments are marked and verified internally, and are subject to approval by our partner universities or awarding bodies.

The assessment criteria are based on 3 areas:

- 1. Task Achievement** - This is a measure of how well the candidate answers the task question(s) and identifies the important aspects of the task.
- 2. Technical Content** - This is a measure of how well the candidate identifies, describes and evaluates the technical aspects of the task.
- 3. Presentation** - This is a measure of how well the candidate presents the assessment, which includes the quality of the structure and paragraphing, the quality and relevance of visual or graphical content and the referencing used for quoted sources.

1.7 Assessment Policies

1. All submission of assessments must include:
 - a. a copy of the full brief given by the Examinations Officer or Course Administrator;
 - b. all source material must be cited in the text and a full bibliography of source material (including author, title, publisher, edition and page) listed at the end of the submission.
2. All submissions must be submitted into our system as instructed by the Examination Officer or Course Administrator.
3. All submissions under the student's name must only be the work of that student. All information sources must be acknowledged. There is the **possibility of failing the modules if the content of the assessment are deemed be plagiarised** as set out in the rules and regulations of the College.
4. All submissions should be in pdf format (unless software files are specified) and students must keep a copy of all submitted work for reference purposes. Receipt will be acknowledged by the College once the work is submitted via our online exam portal.
5. Whenever a candidate submits work after the approved deadline without an authorised extension, a maximum "Pass" grade will be awarded.
6. The Assessor will comment on the quality of the work for learning purposes.
7. Application for an extension must be requested prior to the submission deadline. Submissions must be made on the exam portal for each module extension request. A primary extension (two weeks) request can be made without the submission of any evidence or reasoning, any further extension requests will require submission of supporting documentation. All requests must be addressed to the Examination Officer or Course Administrator.

1.8 Indicative Marking Descriptors

Note: Please note that the bands below describe indicative characteristics only. An overall holistic approach is required when assessing a candidate's work and assigning a grade. Please read these grading bands in conjunction with the College of Contract Management Assignment Policy.

Grade	Task Achievement - The Relevance of the Response	Inclusion of Relevant Technical Knowledge in Content	Presentation/Coherence
Distinction			
70%+	The work demonstrates a comprehensive understanding of the task. All relevant information is included. The main issues are effectively identified and analysed. There is evaluation and some analysis of solutions to issues relevant to the task. The response shows control of content within the word count.	The work demonstrates a strong understanding of a wide range of technical issues relevant to the task. There is analysis of the advantages/disadvantages of possible choices, risks and potential outcomes.	The work is appropriately structured and the argument is developed coherently. There is a recognised form of source referencing which supports the points in the task. Paragraphing and titling are used effectively to assist the reader. The use of visual/graphical information is clear and effective in assisting the reader. The graphical information is relevant to the task and is accurate.
Merit			
60-69%	The work demonstrates a clear understanding of the main issues relevant to the task. The issues are explained effectively and potential solutions identified. There is some attempt to analyse the merits of the solutions to the task. The task is broadly achieved within the word count, if relevant to assessment.	The work demonstrates an understanding of the key technical issues of the task. There is clear description of relevant technical aspects with some attempt to evaluate the merits of these as appropriate to the task.	Demonstrates an awareness of presentation and an attempt to present the information with clarity and coherence. There is referencing of sources and use of paragraphing and titling to assist the reader. There is use of clear graphical information to support the assessment which has broad relevance to the task. There may be some limited inaccuracies/ omissions in these.
Pass			
40-59%	The work demonstrates an understanding of the task. The main points are identified and the task is achieved. There is no attempt to evaluate or analyse the solutions. There may be some inaccuracies, omissions and irrelevant content. There may be lack of control in relation to the word count.	The work demonstrates an understanding of the main technical issues which are identified. This may be limited to description with little evidence of evaluation. There may be some omissions and inaccuracies in the detail. There may be some irrelevant details.	There is an attempt to structure the information. There is evidence of paragraphing and titling which is not always appropriate. Some basic graphical information may be included which is of some assistance to the reader. There may be some omissions or inaccuracies. The work is generally coherent but there may be occasional lapses in coherence and structure.
Fail			
0-39%	The work shows a poor understanding of the task. Frequent inaccuracies. Failure to identify important aspects of the task. Much of the information is irrelevant to the task. There may be evidence of copy and paste from external sources. The response may be limited to lists of words with no attempt to explain the relevance/merits of these to the task. The assessment falls short of the word count.	The work demonstrates a lack of understanding of the technical aspects. There are omissions of important technical information. Errors are evident in the technical content. There is no attempt to explain the relevance of the technical content to the task.	Lacks structure and may be limited to lists of points which are not developed. Disorganised in structure causing difficulty for the reader to understand the points. The response is illegible or incoherent in places. No referencing of external sources. The graphical illustrations are of poor quality or absent. They may be irrelevant. There may be errors and a lack of clarity causing difficulty for the reader to understand.

1.9 Calculating Overall Qualification Grade

To calculate the overall qualification grade, the individual module grades should be added together and compared to the table below.

Candidates must pass all 4 modules of the course.

Total Points for all 4 Modules	Overall Grade
12	Distinction
11	
10	
9	Merit
8	
7	
6	Pass
5	
4	
3 or fewer	Fail

Candidates must achieve at least a Pass in all 4 modules to be awarded the Professional Diploma.

1.10 Mandatory Modules

Module Reference	Title	LH	Credit Value
FM700	Procurement of Facilities Management Services	70	7
FM710	Procurement and Supply Chain Strategies	70	7
FM720	Environmental Management and Corporate Social Responsibility Practices	70	7
FM730	Facilities Management: Continual Responsibilities and Relationships	70	7

FM700: Procurement of Facilities Management Services

Learning outcomes: The learner will	Assessment criteria: The learner can
1. Understand the fundamentals of Facilities Management.	1.1 Determine the purpose of Facilities Management. 1.2 Identify the meaning of Facilities Management applicable to your business, from the various definitions of Facilities Management. 1.3 Determine the difference between Facilities and Asset Management. 1.4 Determine the core and non-core functions of a business/organisation and how they impact Facilities Management.
2. Demonstrate understanding of the planning & strategy development process in order to deliver a Facilities Management strategy.	2.1 Identify the relationships between the core business and the facilities and real estate requirements. 2.2 Analyse the buildings, assets and facilities to be able to determine requirements, scopes and specifications. 2.3 Develop an appreciation of the various stakeholders views and requirements. 2.4 Understand the short, medium and long-term objectives of the business to formulate a property and facilities strategy. 2.5 Develop a Facilities Management strategy that satisfies the requirements of the business/organisation.
3. Recognise the various facilities service delivery models and know when to use them.	3.1 Evaluate a total Facilities Management service delivery model. 3.2 Outline single service line Facilities Management service delivery model. 3.3 Demonstrate an understanding of in-house Facilities Management service delivery model. 3.4 Assess the advantages and disadvantages of the various Facilities Management delivery models.
4. Understand the key stages of the procurement process.	4.1 Understand the requirement for an effective procurement process for facilities services. 4.2 Define the key stages of the procurement process. 4.3 Identify the key success factors in procuring a facilities services contract.
5. Determine the supplier selection and validation process.	5.1 Understand the requirement for suitable suppliers/ service partners. 5.2 Develop a pre-qualification process to be able to assess suppliers. 5.3 Evaluate a PPQ return to determine supplier suitability to tender. 5.4 Understand the requirement for adequate supplier management, collaboration and ongoing partnering.

6. Define the scope, specification & requirements for tender.	6.1 Understand the need for a comprehensive scope of service document, with detailed specification. 6.2 Create a concise scope of service document. 6.3 Identify the components of an effective specification.
7. Be fully conversant with the tender process.	7.1 Identify all stages of the tender process. 7.2 Understand the requirements of each stage of the tender process. 7.3 Assess the outcomes of each stage of the process in order to progress effectively.
8. Determine the methodology and priorities for the analysis & award stage.	8.1 Understand the methods of analysing the tender returns. 8.2 Assess the financial component of the tender returns. 8.3 Assess the qualitative component of the tender returns. 8.4 Assess the commercial component of the tender returns. 8.5 Create a balanced scorecard leading to an award recommendation.
9. Understand the form of contract and supporting documentation to enter into a formal contract.	9.1 Understand the requirements of a contract documents. 9.2 Identify the key components of a contract. 9.3 Recognise the various types of contract document. 9.4 Understand the contract variation process.
10. Determine the service provider review methodology and assess how effective relationships will be created.	10.1 Understand the principles of service provider reviews. 10.2 Understand the need and techniques of relationships with service providers. 10.3 Identify causes of breakdown and methods to repair relationships with service providers.
11. Case studies.	11.1 Procurement of a Mechanical & Electrical contract - National, 90 Buildings. 11.2 Procurement of a Mechanical & Electrical contract - Central London, 6 Trophy Buildings. 11.3 Procurement of a Security and Front of House - Central London, 6 Trophy Buildings.

FM710: Procurement and Supply Chain Strategies

Learning outcomes: The learner will	Assessment criteria: The learner can
1. Understand the principles of strategic procurement.	1.1 Understand the fundamental of procurement and its role in the business. 1.2 Comprehend multiple strategic procurement planning concepts (Objectives, Market Analysis, Sustainability, Risks, Choices, and Strategy). 1.3 Understand the principles of the purchasing strategy. 1.4 Compare the differences between public and private sector procurement routes. 1.5 Identify strategic and financial issues related to procurement. 1.6 Apply tools and techniques to evaluate suppliers and vendors and analyse value and price structure. 1.7 Apply professional ethics, standards, and cultural influences. 1.8 Navigate Government direction and legislative overview relating to procurement.
2. Design and deliver the most appropriate procurement strategy relevant to the supply requirement.	2.1 Carry out an assessment of routes to market, design and contract. 2.2 Create, implement, and maintain necessary documentation. 2.3 Develop supplier strategies for selection, evaluation, and control. 2.4 Develop selection criteria to evaluation quality vs price vs risks. 2.5 Identify, analyse and respond to priority risks. 2.6 Understand e-procurement and supply chain processes. 2.7 Conduct purchasing negotiations, develop appropriate negotiation strategies and evaluate the success of negotiations. 2.8 Use Value Engineering (VE) to achieve competitive pricing. 2.9 Apply special safeguarding against supplier risks. 2.10 Create e-Auctions and determine e-Ordering. 2.11 Understand real-world examples and case studies to develop effective procurement strategies.

<p>3. Plan and execute strategic and sustainable supply chain management.</p>	<p>3.1 Identify the importance of effective mobilisation, roles and responsibilities.</p> <p>3.2 Manage relationships with customers and supplier chain partners.</p> <p>3.3 Identify, manage, and review relationships with the supplies and stakeholders.</p> <p>3.4 Apply supply chain strategy to establish effective process and data flows.</p> <p>3.5 Manage reverse logistics.</p> <p>3.6 Evaluate challenges in strategic supply chain management and apply techniques to achieve effectiveness.</p> <p>3.7 Assess and improve supply chain performance.</p> <p>3.8 Apply MRP and ERP systems within Supply Chain Management.</p> <p>3.9 Complete case studies to understand hidden financial and regulatory risks present in supply chains.</p> <p>3.10 Understand the impact of data breaches and cyber security in the e-procurement process.</p> <p>3.11 Understand contingency planning and project delays.</p>
<p>4. Develop procurement strategies to implement facilities management.</p>	<p>4.1 Understand the objectives of the organisations and project overview.</p> <p>4.2 Develop specifications to use and manage contracts to comply with business needs and relevant legislations.</p> <p>4.3 Demonstrate using the safety of everyone as the number one assessment tool.</p> <p>4.4 Assess supply design-fragmented or supplier broker.</p> <p>4.5 Understand the real-world examples and case studies to implement facilities management.</p> <p>4.6 Build and enhance Supply Chain Resilience and prepare an action plan to implement facilities management at your workplace.</p> <p>4.7 Use market intelligence to build future supply arrangements.</p>
<p>5. Understand the changes affecting the design of future contracts.</p>	<p>5.1 Evaluate climate change and the drive to net zero carbon.</p> <p>5.2 Determine the importance of ESG.</p> <p>5.3 Understand and offer social value in future contracts.</p> <p>5.4 Assess international supply chains and reputation and supply certainty.</p>

FM720: Environmental Management and Corporate Social Responsibility Practices

Learning outcomes: The learner will	Assessment criteria: The learner can
1. Manage and implement health and safety policies in Facilities Management.	1.1 Understand the legislative framework for health and safety in the workplace in an Facilities Management context. 1.2 Develop, monitor and review health and safety policies and procedures. 1.3 Investigate and report incidents. 1.4 Monitor health and safety compliance and legislation in Facilities Management.
2. Report on environmental strategy and performance.	2.1 Understand the impact of the Facilities Management function on the environment. 2.2 Develop and manage a policy that protect the environment and supports corporate responsibility. 2.3 Improve environmental awareness and corporate responsibility in Facilities Management.
3. Optimise the use of energy within buildings.	3.1 Understand the principles of energy management. 3.2 Develop and implement an energy management policy. 3.3 Implement energy management plans. 3.4 Manage and measure energy efficiency.
4. Optimise water usage within buildings.	4.1 Understand the principles of water management. 4.2 Develop and implement a water management policy. 4.3 Implement water management plans. 4.4 Manage and measure water usage efficiency.
5. Optimise waste management.	5.1 Investigate the principles of waste minimisation, including sustainable waste management policies and plans. 5.2 Utilise methods and system used to manage waste. 5.3 Understand the relevant legislation in relation to handling, transporting, treating, and disposing of waste.
6. Carry out quality management in Facilities Management.	6.1 Apply principles of quality management to the Facilities Management function. 6.2 Evaluate the impact of quality standards and accreditation schemes. 6.3 Manage a programme of continuous improvement.

7. Case studies.

- 7.1 Case Study: Analyse EPC Data. Using EPC data provided, carry out a research project which analyse, According to IEA the global buildings sector is responsible for 30% of final energy consumption and more than 55% of global electricity demand. Progress towards sustainable buildings is advancing, but improvements are still not keeping up with a growing buildings sector and rising demand for energy services. Discuss Prof. Vincenzo CORRADO (2018) Department of Energy, Politecnico di Torino, Torino, Italy.
- 7.2 Case Study: Mobilisation of Nissan TFM Contract.
- 7.3 Case Study: Setting up a Service Desk for Empiric Student Property (90 Buildings/28 Cities across UK).
- 7.4 Case Study: Achieving Compliance across a large property portfolio - Empiric Student Property.

FM730: Facilities Management: Continual Responsibilities and Relationship

Learning outcomes: The learner will	Assessment criteria: The learner can
1. Identify the types of property occupancy.	1.1 Distinguish between Freehold property occupancy & Leasehold Property occupancy. 1.2 Identify FRI (Fully Repairing & Insuring) responsibilities. 1.3 Explain serviced office property occupancy.
2. Identify the various condition surveys required to successfully manage a property portfolio.	2.1 Identify the requirement for a condition survey. 2.2 Identify the types of condition survey. 2.3 Assess the outcomes of condition survey.
3. Understand the importance and formulation of Life Cycle/Forward Maintenance Plans.	3.1 Identify the requirement for a Life Cycle Plan. 3.2 Create a Life Cycle Plan from the outcomes of a condition survey. 3.3 Assess risk and cost issues to determine priority order.
4. Create a Capital works programme and manage a project to successful completion.	4.1 Differentiate of Capital works from Maintenance & Reactive works. 4.2 Evaluate the funding options for Capital works. Develop a Capital work programme from Life Cycle Plans. 4.3 Identify the stages of Capital works planning and execution. 4.4 Understand the role of specialist consultants and contractors in delivering a project. 4.5 Demonstrate the fundamentals of project management.
5. Understand the consumption, cost and overall impact of utilities in the management of buildings.	5.1 Demonstrate an understanding of the impact of utilities on buildings and Facilities Management. 5.2 Understand the utility procurement process. 5.3 Identify opportunities to manage utilities effectively.
6. Assess the environmental & sustainability impact on property portfolios.	6.1 Identify the impact of buildings and the Facilities Management on the environment. 6.2 Identify sustainability issues that can be mitigated by effective Facilities Management. 6.3 Identify when "spend to save" measures would be needed and their principles.

<p>7. Understand the requirements for ESG & CSR strategies, and how to achieve them.</p>	<p>7.1 Explain the principles and necessity of ESG. 7.2 Create an outline ESG Strategy. 7.3 Identify the key environmental components of an ESG Strategy. 7.4 Identify the key social components of an ESG Strategy. 7.5 Identify the key governance components of an ESG Strategy. 7.6 Explain the fundamentals of CSR - Corporate Social Responsibility.</p>
<p>8. Identify Facilities Management technology systems; CAFM, BIM, BMS, Bespoke portals.</p>	<p>8.1 Explain the use and benefits of a CAFM system. 8.2 Identify various CAFM systems and assess their relative merits and drawbacks. 8.3 Identify the purpose and benefits of BMS - Building Management Systems. 8.4 Identify the purpose and benefits of BIM - Building Information Modeling.</p>
<p>9. Understand and assess Facilities Management information management systems.</p>	<p>9.1 Assess the impact of ISO 41001 on Facilities Management within an organisation. 9.2 Assess the impact of UK Government Facilities Management Standards 001 on Facilities Management within an organisation. 9.3 Identify other ISOs that impact on Facilities Management and associated activities.</p>
<p>10. Case studies.</p>	<p>10.1 Case Study: Undertaking Condition Surveys and developing Life Cycle Plans - Empiric Student Property - 90 Buildings. 10.2 Case Study: Undertaking Capital Works Projects - Chiller Replacement - 1 Curzon Street. 10.3 Case Study: Developing an ESG Strategy at Empiric Student Property. 10.4 Case Study: Setting up a CAFM System at Empiric Student Property; utilising the data. 10.5 Case Study: Creating the FM Structure at Empiric Student Property; ongoing Management and Relationships.</p>