



Course Name	Professional Diploma in Facilities Management
Unit Title	Procurement of Facilities Management Services
Unit Code	FM700

Summary

Status	core
Learning Hours	20 hours of guided learning
Qualification Level	Level 7
Credit Value	TBC

Summary of Learning Outcomes

Learning outcomes are results of learning that students will have achieved on successfully completing a course. The following reference points were used in designing the learning outcomes;

- QAA Subject Benchmark Statements to ensure: that appropriate and effective teaching, support, assessment and learning resources are provided for students; that the learning opportunities provided are monitored; and that the provider considers how to improve them; and
- The professional competencies required by the ICES, the AACE and the SCL.

Learning outcomes are expressed under three broad headings of achievement in both threshold and typical standards:

U: Understanding (a general awareness of the activity)

K: Knowledge (a more detailed level of understanding of the activity)

S: Skills (to be able, without supervision, to perform relevant functions)



Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1. Understand the fundamentals of Facilities Management	<ul style="list-style-type: none">1.1 Understand the purpose of Facilities Management1.2 Determine the meaning of FM applicable to your business, from the various definitions of Facilities Management1.3 Understand the difference between Facilities and Asset Management1.4 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	<ul style="list-style-type: none">2.1 Identify the relationships between the core business and the facilities and real estate requirements2.2 Analyse the buildings, assets and facilities to be able to determine requirements, scopes and specifications2.3 Develop an appreciation of the various stakeholders views and requirements2.4 Understand the short-, medium- and long-term objectives of the business to formulate a property and facilities strategy2.5 Develop an FM Strategy that satisfies the requirements of the business/organisation



<p>3. Recognise the various Facilities Service Delivery Models and know when to use them</p>	<p>3.1 Evaluate a Total Facilities Management service delivery model</p> <p>3.2 Outline Single Service Line Facilities Management service delivery model</p> <p>3.3 Demonstrate an understanding of In house Facilities Management service delivery model</p> <p>3.4 Assess the advantages and disadvantages of the various FM delivery models</p>
<p>4. Understand the key stages of the Procurement Process</p>	<p>4.1 Understand the requirement for an effective Procurement process for facilities services</p> <p>4.2 Define the key stages of the Procurement process</p> <p>4.3 Identify the key success factors in procuring a facilities services contract</p>
<p>5. Understand the Supplier Selection and Validation process</p>	<p>5.1 Understand the requirement for suitable Suppliers/ Service Partners.</p> <p>5.2 Develop a Prequalification process to be able assess suppliers</p> <p>5.3 Evaluate a PPQ return to determine supplier suitability to tender</p> <p>5.4 Understand the requirement for adequate supplier management, collaboration and ongoing partnering</p>
<p>6. Define the Scope, Specification & Requirements for tender</p>	<p>6.1 Understand the need for a comprehensive scope of service document, with detailed specifications</p> <p>6.2 Create a concise scope of service document</p> <p>6.3 Identify the components of an effective specification</p>



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 Be able to assess the financial component of the tender returns 8.3 Be able to assess the qualitative component of the tender returns 8.4 Be able to assess the commercial component of the tender returns 8.9 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 document 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	CS1 Case Study: Procurement of a Mechanical & Electrical contract - National, 90 Buildings CS2 Case Study: Procurement of a Mechanical & Electrical contract - Central London, 6 Trophy Buildings CS3 Case Study: Procurement of a Security and Front of House - Central London, 6 Trophy Buildings

Module: Procurement and Supply Chain Strategies

Unit code: FM710

Level 7

Credit value: 7

Guided learning hours: 16

Unit aim

This unit provides the learner with an understanding of the range of procurement strategies for the design and of third-party supply solutions designed for use in a Construction and Facilities Management environment as well as in other similar service areas.

This module is designed to take the Learner through the all the key stages procurement lifecycle up to setting up the contract and mobilization.

At the end of the module the learner will be able to demonstrate the knowledge and skills to design, oversee and support any requirement from standard to bespoke and have the tools to challenge practice that does not offer value for money to the business.

Introduction

Your unit will be delivered by a Fellow of the Chartered Institute of Procurement and Supply who work as a practitioner for a national energy research establishment but who has previously headed up a large Facilities team managing a range of buildings including developing and leading a major transformation to Grade 11 * historic building to bring the building to life and a range of wider uses to the public and deliver several new revenue streams.

In addition, designing the construction procurement models for a range of new builds and restorations.

The unit will be delivered over 8 weeks of 2-hour sessions online. All sessions are recorded so that you can catch up if you unable to attend any session.

To get the best from your studies for this diploma you are encouraged to attend the live sessions so you can interact with other Learners.

Whilst there will not be any extra work issued during the delivery of the module until the final session you may be given some recommended reading to do to aid the session the following week.

The final assessment will need to be completed by the learner after completion of week 8. Full details of the assignment will be provided by the college together with timelines for completion.

Learning outcomes and assessment criteria

To achieve pass from this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria across all four units will need to be demonstrated in the final assessment to achieve a pass.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Understand the Principles of Strategic Procurement.</p>	<p>1.1 Understand the fundamental of procurement and its role in the business.</p> <p>1.2 Understand strategic procurement planning concepts (Objectives, Market Analysis, Sustainability, Risks, Choices, and Strategy)</p> <p>1.3 Understand the principles of the purchasing strategy.</p> <p>1.4 The difference between public and private sector procurement routes</p> <p>1.5 Understand strategic and financial issues related to procurement.</p> <p>1.6 Apply tools and techniques to evaluate suppliers and vendors and analyse value and price structure.</p> <p>1.7 Understand and apply professional ethics, standards, and cultural influences.</p> <p>1.8 Government direction and legislative overview relating to procurement</p>
<p>2 Be able to design and deliver the most appropriate procurement strategy relevant to the supply requirement.</p>	<p>2.1 Assessment of routes to market, design and contract.</p> <p>2.2 Create, implement, and maintain necessary documentation.</p> <p>2.3 Develop supplier strategies for selection, evaluation, and control.</p> <p>2.4 Develop selection criteria to evaluate quality vs price vs risks.</p> <p>2.5 Identify, analyse and respond to priority risks.</p> <p>2.6 Understand e-procurement and supply chain processes.</p> <p>2.7 Conduct purchasing negotiations, develop appropriate negotiation strategies and evaluate the success of negotiations</p> <p>2.8 Using Value Engineering (VE) to achieve competitive pricing</p> <p>2.9 Apply special safeguarding against supplier risks.</p> <p>2.10 Create e-Auctions and determine e-Ordering.</p>

	<p>2.11 Understand real-world examples and case studies to develop effective procurement strategies.</p>
<p>3 Be able to plan and execute strategic and sustainable supply chain management.</p>	<p>3.1 The importance of effective mobilisation, roles and responsibilities</p> <p>3.2 Manage relationships with customer 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 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 Contingency planning and project delays</p>
<p>4 Be able to 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 Safety of everyone as the number one assessment tool</p> <p>4.4 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 Using market intelligence to build future supply arrangements</p>
<p>5 Understand the changes affecting the design of future contracts</p>	<p>5.1 Climate change and drive to net zero carbon</p> <p>5.2 The importance of ESG</p> <p>5.3 Understanding and offering Social Value in future contracts</p> <p>5.2 International supply chains and reputation and supply certainty</p>

Unit 3: Environmental management and corporate social responsibility practices

Unit code: FM720

Level 5:

Credit value:

Guided learning hours: 60

Unit aim

The unit consists of four distinct areas which are critical for learners to have both knowledge and working experience within a facilities Management role.

Part 2 enables a learner to apply the principles of energy and utilities management, analyse and improve energy and utility efficiency and develop and implement energy and utility policies.

Part 3 enables a learner to develop and manage sustainability and environmental policies which support corporate responsibility. Furthermore, to review and influence the impact of FM functions, to manage waste and promote wider awareness.

Part 4 enables a learner to apply the principles of quality management, in order to improve and evaluate the quality of facilities management and develop a quality management system

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1. Manage and Implement health and safety Policies in FM	<p>1.1 Understand the legislative framework for health and safety in the workplace in an FM context</p> <p>1.2 Be able to develop, monitor and review health and safety policies and procedures.</p> <p>1.3 Understand and be able to investigate and report incidents.</p> <p>1.4 Be able to monitor health and safety compliance and legislation in FM</p>
2. Environmental Strategy and Performance	<p>2.1 Understand the impact of the FM function on the environment.</p> <p>2.2 Be able to develop and manage a policy that protects the environment and supports corporate responsibility.</p> <p>2.3 Be able to improve environmental awareness and corporate responsibility in FM.</p>
3. Optimise the Use of Energy within Buildings	<p>3.1 Understand the principles of energy management.</p> <p>3.2 Be able to develop and implement an energy management policy.</p> <p>3.3 Be able to implement Energy Management Plans</p> <p>3.4 Be able to manage and measure energy efficiency</p>
4. Optimise Water Usage within Buildings	<p>4.1 Understand the principles of water management.</p> <p>4.2 Be able to develop and implement a water management policy.</p> <p>4.3 Be able to implement Water Management Plans.</p> <p>4.4 Be able to manage and measure water usage efficiency</p>

<p>5. Optimise Waste Management</p>	<p>5.1 Investigate the principles of waste minimization, including sustainable waste management policies and plans.</p> <p>5.2 Be able to utilise methods and systems used to manage waste.</p> <p>5.3 Understand the relevant legislation in relation to handling, transporting, treating, and disposing of waste.</p>
<p>6. Quality Management in FM</p>	<p>6.1 Be able to apply principles of quality management to the FM function</p> <p>6.2 Be able to evaluate the impact of quality standards and accreditation schemes</p> <p>6.3 Be able to manage a programme of Continuous Improvement</p>
<p>Case Study (to complete)</p>	<p>Case Study: Analyse EPC Data. Using EPC data provided, carry out a research project which analyses .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. DiscussProf. Vincenzo CORRADO (2018)</p> <p>Department of Energy, Politecnico di Torino, Torino, Italy</p> <p>Case Study: Mobilisation of Nissan TFM Contract</p> <p>Case Study: Setting up a Service Desk for Empiric Student Property (90 Buildings/ 28 Cities across UK)</p> <p>Case Study: Achieving Compliance across a large property portfolio - Empiric</p>

	Student Property
--	------------------

Unit: Facilities Management: Continual Responsibilities and Relationships

Unit code: FM730

Level 5

Credit value:

Guided learning hours: 20

Unit aim

Unit introduction

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
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 Project Manage to successful completion	4.1 Differentiate of Capital works from Maintenance & Reactive works 4.2 Evaluate the funding options for Capital Works 4.3 Develop a Capital works programme from Life Cycle Plans 4.4 Identify the stages of Capital Works planning and execution 4.5 Understand the role of specialist consultants and contractors in delivering a Project 4.6 Demonstrate the fundamentals of Project Mangement

<p>5 Understand the consumption, cost and overall impact of Utilities in the management of buildings</p>	<p>5.1 Demonstrate an understanding of the impact of utilities on buildings and Facilities Management</p> <p>5.2 Understand the utility procurement process</p> <p>5.3 Identify opportunities to manage Utilities effectively</p>
<p>6 Assess the Environmental & Sustainability impact on Property Portfolios</p>	<p>6.1 Identify the impact of Buildings and the Facilities Management on the Environment</p> <p>6.2 Identify Sustainability issues that can be mitigated by effective Facilities Management</p> <p>6.3 Identify when "spend to save" measures would be needed and their principles</p>
<p>7 Understand the requirement for ESG & CSR strategies, and how to achieve them</p>	<p>7.1 Explain the principles and necessity of ESG</p> <p>7.2 Create an outline ESG Strategy</p> <p>7.3 Identify the key Environmental components of an ESG Strategy</p> <p>7.4 Identify the key Social components of an ESG Strategy</p> <p>7.5 Identify the key Governance components of an ESG Strategy</p> <p>7.6 Explain the fundamentals of CSR - Corporate Social Responsibility</p>
<p>8 Identify FM Technology systems; CAFM, BIM, BMS, Bespoke portals</p>	<p>8.1 Explain the use and benefits of a CAFM system</p> <p>8.2 Identify various CAFM systems and assess their relative merits and drawbacks</p> <p>8.3 Identify the purpose and benefits of BMS - Building Management Systems</p> <p>8.4 Identify the purpose and benefits of BIM - Building Information Modelling</p>

<p>9 Understand and Assess FM Information Management Systems</p>	<p>9.1 Assess the impact of ISO 41001 on FM within an organization</p> <p>9.2 Assess the impact of UK Government Facilities Management Standards 001 on FM within an organization</p> <p>9.3 Identify other ISOs that impact on Facilities Management and associated activities</p>
<p>Case Studies</p>	<p>Case Study: Undertaking Condition Surveys and developing Life Cycle Plans - Empiric Student Property - 90 Buildings</p> <p>Case Study: Undertaking Capital Works Projects - Chiller Replacement - 1 Curzon Street</p> <p>Case Study: Developing an ESG Strategy at Empiric Student Property</p> <p>Case Study: Setting up a CAFM System at Empiric Student Property; utilizing the data.</p> <p>Case Study: Creating the FM Structure at Empiric Student Property; ongoing Management and Relationships</p>