



Programme	SBCS Assured Certificate in Facilities Management
Course Title	Facilities Management: Stakeholders and Risk
Guided Learning Hours	120

Aims

This programme provides the learner with an in-depth understanding of Facilities Management

The course focuses on the process of managing facilities starting with development of policies and strategies. After identifying the various types of facilities and their interaction with each other, the roles and responsibilities of the Facility Manager are established. The student shall be able to determine types of maintenance required and evaluate between in-house or outsourced resources to prepare appropriate maintenance strategies. Learner shall be capable of discussing indoor air quality as it pertains to sick building syndrome and learn to evaluate feasibility of maintenance options using financial tools such as net present value and future value as well as life cycle costing to prepare business cases. In addition, students shall be able to use appropriate project management framework to execute facilities management projects as well as understand the operations of a Computerized Maintenance Management System.

Detailed focus is placed on financial tools, the process of scoping projects adequately in order to prepare proper contracts and agreements and execute projects within budget. Other key areas addressed are incident and emergency planning, and emphasis on carrying out energy efficient maintenance or replacement projects.

Learning Outcomes:

On successful completion of this course a student will be able to:

#	Topic
1	Develop working relationships with colleagues
2	Monitor and solve customer service problems
3	Set objectives and provide support for team members
4	Provide leadership and direction for own area of responsibility
5	Implement change in own area of responsibility
6	Recruit staff in own area of responsibility
7	Develop and implement a risk assessment plan in own area of responsibility
8	Contribute to the management of incidents and emergencies
9	Operate security measures
10	Contribute to disaster recovery and contingency planning

Indicative Content

- Develop working relationships with colleagues: understand the benefits of working with colleagues, be able to establish working relationships with colleagues, be able to act in a professional and respectful manner when working with colleagues, be able to communicate with colleagues, and be able to identify potential work-related difficulties and explore solutions.
 - Monitor and solve customer service problems: be able to solve immediate customer service problems, be able to identify repeated customer service problems and options for solving them, be able to take action to avoid the repetition of customer service problems, understand how to monitor and solve customer service problems.
 - Set objectives and provide support for team members: be able to communicate a team's purpose and objectives to the team members, be able to develop a plan with team members showing how team objectives will be met, be able to support team members identifying opportunities and providing support, be able to monitor and evaluate progress and recognise individual and team achievement.
 - Provide leadership and direction for own area of responsibility: be able to lead in own area of responsibility, be able to provide direction and set objectives in own area of responsibility, be able to communicate the direction for own area of responsibility and collect feedback to inform improvement, be able to assess own leadership performance.
 - Implement change in own area of responsibility: understand how to implement change in own area of responsibility, be able to involve and support others through the change process, be able to implement and monitor a plan for change in own area of responsibility.
 - Recruit staff in own area of responsibility: be able to review human resource requirements to meet business objectives in own area of responsibility, understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements, be able to participate in the recruitment and selection process, be able to evaluate the recruitment and selection process and identify improvements for the future.
 - Develop and implement a risk assessment plan in own area of responsibility: understand the legal requirements and personal responsibilities for health and safety within an organisation, be able to promote the importance of health and safety practices, be able to ensure that hazards and risks are identified and managed in own area of responsibility, be able to monitor and review health and safety performance and policy in own area of responsibility.
 - Contribute to the management of incidents and emergencies: understand the procedures for dealing with incidents and emergencies, be able to report incidents and emergencies, be able to contribute to the correction of incidents and emergencies.
 - Operate security measures: be able to determine the effectiveness of current security measures, be able to report any weaknesses in security measures.
 - Contribute to disaster recovery and contingency planning: understand the principles and processes involved in disaster recovery and contingency planning, be able to identify disaster recovery and contingency planning requirements, be able to monitor and adjust disaster recovery and contingency planning processes.
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Learner Competencies:

Develop working relationships with colleagues (6 hrs)

- describe the benefits of productive working relationships
- identify colleagues within own and other organisations
- agree the roles and responsibilities for colleagues
- explain how to display behaviour that shows professionalism
- identify information to others clearly and concisely
- explain how to receive and clarify own understanding of information
- identify potential work-related difficulties and conflicts of interest
- explain how to resolve identified potential difficulties

Monitor and solve customer service problems (18 hrs)

- respond positively to customer service problems following organisational guidelines
- solve customer service problems when they have sufficient authority
- work with others to solve customer service problems
- keep customers informed of the actions being taken
- check with customers that they are comfortable with the actions being taken
- solve problems with service systems and procedures that might affect customers before customers become aware of them
- inform managers and colleagues of the steps taken to solve specific problems
- identify repeated customer service problems
- identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
- work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
- obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated action their agreed solution
- keep their customers informed in a positive and clear manner of steps being taken to solve any service problems
- monitor the changes they have made and adjust them if appropriate
- describe organisational procedures and systems for dealing with customer service problems
- describe the organisational procedures and systems for identifying repeated customer service problems
- 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
- explain how to negotiate with and reassure customers while their problems are being solved

Set objectives and provide support for team members (15 hrs)

- Describe the purpose of a team
- Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- Communicate the team's purpose and objectives to its members
- Discuss with team members how team objectives will be met
- Ensure team members participate in the planning process and think creatively
- Develop plans to meet team objectives

- Set SMART personal work objectives with team members
- Identify opportunities and difficulties faced by team members
- Discuss identified opportunities and difficulties with team members
- Provide advice and support to team members to overcome identified difficulties and challenges
- Provide advice and support to team members to make the most of identified opportunities
- Monitor and evaluate individual and team activities and progress
- Provide recognition when individual and team objectives have been achieved

Provide leadership and direction for own area of responsibility (15 hrs)

- Identify own strengths and ability to lead in a leadership role
- Evaluate strengths within own area of responsibility
- Outline direction for own area of responsibility
- Implement objectives with colleagues that align with those of the Organisation
- Communicate the agreed direction to individuals within own area of responsibility
- Collect feedback to inform improvement
- Assess feedback on own leadership performance
- Evaluate own leadership performance

Implement change in own area of responsibility (12 hrs)

- Explain the main models and methods for managing change
- Communicate the benefits of and reasons for change and how they relate to business objectives
- Implement and agree a plan to support change
- Apply SMART (Specific, Measurable, Achievable, Realistic and Timebound) objectives with individuals and teams to plan for change
- Assess opportunities and barriers to change
- Review action plans and activities according to identified opportunities and barriers to change

Recruit staff in own area of responsibility (12 hrs)

- Examine the human resources required to meet objectives in own area of responsibility
- Identify gaps between current and required human resources to meet objectives
- Assess the options for human resource requirements to meet objectives
- Explain how to ensure recruitment and selection processes are fair
- Explain how to ensure that legal requirements, industry regulations, organizational policies and professional codes are met
- Explain when to seek specialist expertise throughout the recruitment process
- Consult with relevant others to produce or update job descriptions
- Agree with colleagues the stages in the recruitment and selection process for identified vacancies
- Identify the methods and criteria that will be used in the recruitment and selection process
- Assess and select candidates using agreed methods and criteria
- Evaluate the recruitment and selection methods and criteria used in own area of responsibility
- Identify ways of improving future recruitment and selection

Develop and implement a risk assessment plan in own area of responsibility (9 hrs)

- State the legal requirements that apply to own role in relation to health and safety
- Consult with specialist advisor(s) on health and safety policy and procedures
- Explain an organization's health and safety responsibilities

- Describe health and safety responsibilities in own area of responsibility
- Communicate an organization's written health and safety policy to individuals within own area of responsibility
- Allocate sufficient resources to deal with health and safety issues in own area of responsibility
- Consult with colleagues on health and safety hazards and risks in own area of responsibility
- Assess health and safety hazards and risks in own area of responsibility
- Identify hazards and risks that require action to be taken to ensure compliance with legal and organizational requirements
- Develop and implement a plan in own area of responsibility
- Establish procedures that monitor health and safety performance in own area of responsibility
- Review the health and safety performance of own area of responsibility
- Review the health and safety policy in own area of responsibility

Contribute to the management of incidents and emergencies (15 hrs.)

- Explain the implications of statutory requirements when dealing with incidents and emergencies
- Identify the emergency procedures for plant and site for different types of incidents and emergencies
- 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
- Explain how to interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies
- Explain the procedure for responding in the early stages of an incident and/or emergency
- Describe own role and responsibilities during incidents and emergencies
- Identify communication channels to be used in different types of incident and/or emergency
- Explain the correct first response to dealing with casualties
- Identify the nature, location and scope of the incident and/or emergency
- Raise the appropriate alarms
- Report the incident to appropriate people in accordance with organizational and/or plant reporting procedures
- Provide accurate and unambiguous information to appropriate people
- Complete all relevant documentation accurately following agreed formats
- Follow appropriate procedures after the situation has been assessed
- Act promptly and in association with others
- Interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies
- Select, issue and use appropriate personal protective equipment appropriate to the incident and/or emergency
- Select and use the correct emergency equipment
- Inform appropriate people as actions are taken
- Take the correct actions promptly, in accordance with procedures to deal with the incident and/or emergency in a safe manner
- Minimize damage, waste and loss resulting from the incident and/or emergency

- Modify actions in response to changing conditions
- Work safely in accordance with operational requirements

Operate security measures (6 hrs.)

- Carry out a security risk assessment
- Collate and review information on the operation and effectiveness of current security systems and procedures
- Carry out physical checks on all security systems
- Identify the weaknesses, restrictions and limitations of current security systems and procedures
- Identify any immediate risks to assets and inform own organization and clients of critical weaknesses in security measures
- Provide own organization and clients with information on the effectiveness of security measures
- Make recommendations for improvements to security measures to the appropriate person

Contribute to disaster recovery and contingency planning (12 hrs.)

- Explain the main features of a disaster recovery and contingency planning policy within a facilities management context
- Identify the sector specific legislation, regulations, guidelines and codes of practice relating to disaster recovery and contingency planning
- Describe ways in which disaster recovery and contingency planning policies and procedures are communicated to others
- Explain procedures for identifying hazards and assessing risks in relation to disaster planning and contingency planning
- Describe the procedures and systems for monitoring, measuring and reporting on disaster recovery and contingency planning
- Identify the major parties/stakeholders with an interest in disaster recovery and contingency planning
- Identify your personal responsibilities and contribution to disaster recovery and contingency planning policies and plans
- Seek and make use of specialist expertise in relation to disaster planning and contingency planning
- Develop a partnership with clients to address adequately all recovery aspects of business functionality in relation to facilities management services
- 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
- Ensure that sufficient resources are allocated across your area of responsibility to deal with disaster recovery and contingency planning issues
- Develop a culture within your area of responsibility which puts disaster recovery and contingency planning a major priority
- Consult regularly with people in your area of responsibility or their representatives on disaster recovery and contingency planning issues
- Operate systems for the effective monitoring, measuring, implementation testing and reporting of disaster recovery and contingency planning performance in your area of responsibility

Portfolio details:

1. Typical organization chart and job descriptions
 2. Typical inventory of repeated customer service problems
 3. SWOT analysis for an existing FM department
 4. Individual performance plans and individual performance assessments
 5. Change management procedure
 6. Human resource deficiency analysis
 7. Develop risk assessment plan
 8. Prepare emergency response plan
 9. Prepare security risk assessment
 10. Prepare disaster recovery and contingency plan
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Assessment Details

Assessment Details:		
Methods of SUMMATIVE Assessment	Portfolio	Examination
Nature of FORMATIVE assessment supporting student learning		
Outcome(s) assessed by summative assessment (Please use the numbers above to refer to these)		
Grading Mode	Numeric	Numeric
Weighting %	50%	50%
Pass Mark	40%	40%
Word Length	5,000-10,000	N/A
Outline Details	Portfolio of formative and summative assessments	3 hour unseen
Are students required to pass all components in order to pass the course?	Yes. 40% minimum in each component. 50% overall for the unit.	