

# WAMITAB Level 2 Certificate in Facilities Services Principles

*Maximum Guided Learning Hours: 21*

*Total Qualification time: 69*

*Total Credits: 13*

*Qualification Code: 600/6308/7*

*WAMITAB Code: FSP2*



*Version 6, October 2017*

## About WAMITAB and this Qualification Handbook

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### About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

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### Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

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### The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 2 Certificate in Facilities Services Principles. It contains:

- The units you need to achieve to complete your qualification.
  - Information about your responsibilities as a candidate.
  - Reference information covering each learning outcome and assessment criteria.
  - Activities you can use to test your understanding.
  - Forms you can use to record and organise your evidence.
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## Candidate Information

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**Name**

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**WAMITAB Candidate Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Assessor Name**

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## Frequently Asked Questions

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### What is a qualification?

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

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### What is the objective of this qualification?

Develop facilities services knowledge suitable for roles in the public or private sector by taking the WAMITAB Level 2 Certificate in Facilities Services Principles. The qualification covers a wide range of topics including:

- Working in facilities services
- Health and safety for facilities services
- Working with customers
- Working with others
- Sustainability and environmental issues for facilities services

The skills and knowledge you will gain throughout this programme are in high demand amongst Local Authorities, private companies and contractors responsible for operating facilities.

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### Who is it for?

- New entrants to the facilities management industry
  - Long-term unemployed who wish to retrain
  - Experienced workers seeking a formal qualification
  - Team leader/supervisors
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### What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 2 Certificate in Facilities Services Principles does not require any other qualifications or levels of attainment.

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### What job role could this qualification lead to or support?

For many in the facilities management sector, this qualification will therefore act as a gateway to new jobs, opportunities for career progression and as an introduction to further education by building the confidence of employees and providing the workforce with the skills required to facilitate sector growth. There are currently over 207,800 people employed in the facilities management sector (ONS, 2013) and this qualification is ideal for those employed in

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associate professional and technical occupations in the following job roles:

- Specialist caretaker
- Contract manager
- Property manager
- Facilities management co-ordinator
- Facilities manager
- Team leader/ supervisor

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### **What do I need to achieve?**

To achieve this qualification, you will need to complete all the mandatory units.

#### **Mandatory Unit Group**

- Working in Facilities Services (FS01)
- Health and Safety for Facilities Services (FS02)
- Working with Customers and Others in Facilities Services (FS03)
- Sustainability and Environmental Issues for Facilities Services (FS04)

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### **What is a unit?**

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: Describe what tasks you will be able to do as a result of learning.
- Assessment criteria: Describe what activities you will need to do and what you must know to complete each task.

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### **What is an approved WAMITAB Centre?**

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
- Provide a candidate registration number.
- Apply for your certificate when you have completed your qualification or units.

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### **How long will it take?**

There is no time limit set by WAMITAB for you to complete your qualification. However, your centre may also have some requirements that they will explain to you.

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### Who will help me achieve my qualification?

The following people at the approved WAMITAB centre will help you to achieve your qualification.

#### Your Tutor

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

#### Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

#### External Quality Assurer

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

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### What are my responsibilities as a candidate?

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB.
- Comply with health and safety law and regulations.

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### What steps will I need to take to complete my qualification?

1. **Planning:** Your tutor will tell you about the mandatory units of the qualification.
2. **Learning:** You will spend time with your tutor and this workbook developing your knowledge of the facilities management sector.
3. **Assessment:** Your centre will set assignments or exams.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

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### What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification will be the results from your exams or assignments.

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### Where do I go if I need more information about my qualification and assessments?

- your tutor
- your qualification workbook
- WAMITAB (01604 231950/ [www.wamitab.org.uk/info.admin@wamitab.org.uk](http://www.wamitab.org.uk/info.admin@wamitab.org.uk))

## Useful Words

### Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

### Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

### Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

### Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

### Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

### External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.



### **Internal Quality Assurer**

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

### **Learner**

A person who is registered to work towards achievement of a qualification – i.e. you!

### **Learning Outcome**

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

### **Portfolio**

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

### **Unit – Mandatory and Optional**

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

### **Vocational**

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

### **WAMITAB**

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

## Unit Terms

### Analyse

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

### Apply

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

### Compare

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

### Critically Compare

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

### Demonstrate

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

### Describe

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

### Determine

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

### Develop

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

**Differentiate/ Distinguish**

Look at the characteristics of an item or situation/ activity and explain the differences.

**Evaluate/Justify**

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

**Explain**

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

**Identify**

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

**Implement**

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

**List**

Produce a number of relevant items which apply to the question. Further description is not required.

**Manage**

After a development process ensure that the product/process works using relevant management techniques.

**Recognise**

Be aware of, familiar with and able to identify an activity or product.

# Mandatory Units

**FS01: Working in Facilities Services**

Level: 2		Evidence Type	Results	Comments
Credit value: 3				
Learning outcomes	Assessment criteria			
1. Know about the nature and range of services offered in the facilities sector	1.1 State the role of a facilities services organisation			
	1.2 List a range of typical services offered by a facilities services organisation			
	1.3 Describe a range of services that are offered in the facilities services sector			
2. Know about employment in the facilities services sector	2.1 Describe typical job roles within the facilities services sector			
	2.2 Identify career progression routes in the facilities services sector			
3. Understand the contribution facilities services make to organisations	3.1 Give examples of both 'hard' and 'soft' facilities services			
	3.2 Give examples of how facilities services can improve: <ul style="list-style-type: none"> <li>• Energy, water and waste management</li> <li>• Building services</li> <li>• The working environment</li> </ul>			

**FS02: Health and Safety for Facilities Services**

Level: 2		Evidence Type	Results	Comments
Credit value: 4				
Learning outcomes	Assessment criteria			
1. Understand the health and safety legislation which applies to facilities services	1.1 Describe the health and safety legislation and regulations which apply to facilities services			
	1.2 Describe employees responsibilities			
	1.3 Describe employers responsibilities			
	1.4 Explain the appropriate codes of behaviour in relation to health and safety			
2. Understand how to work in a safe manner	2.1 State job roles within organisations responsible for health and safety			
	2.2 Explain the correct use of: <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Materials</li> <li>• Chemicals</li> <li>• Personal Protective Equipment</li> </ul>			
	2.3 Describe types of security requirements when working on sites			
	2.4 Describe techniques for safe lifting and handling			
	2.5 Describe recommended procedures in the event of: <ul style="list-style-type: none"> <li>• Fire</li> <li>• Accident</li> <li>• Emergency</li> </ul>			
3. Understand the permit to work system	3.1 State the purpose of a permit to work			
	3.2 Explain how the permit to work should be completed			

	3.3 State when a permit to work would be necessary			
4. Understand how to control risks in the workplace	4.1 Explain the importance of personal hygiene in the workplace			
	4.2 Outline the required personal hygiene standards			
	4.3 Define the terms 'risk', 'hazard' and 'risk assessment'			
	4.4 Identify the types of hazards which might occur in the workplace			
	4.5 Describe health and safety procedures relating to controlling risks			
	4.6 Describe the procedures for reporting hazards			
	4.7 Explain the importance of following manufacturers' instructions			
	4.8 Explain the importance of clear communication in relation to risk assessment			
	4.9 Explain the importance of risk control measures			

**FS03: Working with customers and others in facilities services**

Level: 2		Evidence Type	Results	Comments
Credit value: 2				
Learning outcomes	Assessment criteria			
1. Understand how to communicate effectively with customers	1.1 Describe the importance of communicating with others			
	1.2 Describe appropriate ways of communicating with customers			
	1.3 State the importance of up to date, accurate and clear information			
	1.4 State key sources of job-related information			
	1.5 State reasons for adapting communication to different audiences			
	1.6 State procedures for acknowledging, responding to and recording customer communication			
	1.7 State the limits of authority for dealing with different types of customer communication			
2. Understand how to meet customers' needs	2.1 Explain the importance of positive behaviour and attitudes			
	2.2 Describe examples of positive behaviour and attitude			
	2.3 Explain the benefits of creating a positive impression			
	2.4 Describe different types of customer			
	2.5 Describe procedures for handling difficult customer			



	situations			
3. Understand how to contribute to effective team working	3.1 Explain the importance of teamwork			
	3.2 Describe roles and responsibilities within teams			
	3.3 List factors that contribute to effective teamwork			
	3.4 Describe key personal behaviours of team members			
	3.5 Describe how to respond to disagreements in a team			

**FS04: Sustainability and Environmental Issues for Facilities Services**

Level: 2		Evidence Type	Results	Comments
Credit value: 4				
Learning outcomes	Assessment criteria			
1. Understand the basic concepts of sustainability	1.1 List and explain common terms used to describe sustainability			
	1.2 List the principal types of natural resources			
	1.3 Identify the sustainability issues related to natural resources			
2. Understand environmental issues and legislation relevant to facilities services	2.1 Outline the main environmental issues facing facilities services			
	2.2 List relevant environmental legislation relating to facilities services			
	2.3 Give examples of waste materials handled by the sector			
	2.4 Explain why it is important to comply with legislation			
3. Know the importance of using energy and water resources efficiently and ways of reducing waste	3.1 State why it is important to use energy efficiently			
	3.2 Identify typical actions to reduce energy consumption			
	3.3 State why it is important to reduce water usage			
	3.4 Identify typical actions to reduce water usage			
	3.5 State why it is important to reduce waste			

	3.6 Identify typical actions to reduce waste			
4. Know the methods for monitoring usage of energy and water resources and managing the safe disposal of waste	4.1 State the methods for monitoring usage of energy and water resources			
	4.2 Describe methods for managing and disposing of waste in a safe manner			

## Appendix 1: Qualification Structure

Candidates must complete all mandatory units in order to achieve the qualification.

### Mandatory Units

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Unit Code
L/503/9631	Working in facilities services	3	2	FS01
R/503/9632	Health and safety for facilities services	4	2	FS02
Y/503/9633	Working with customers and others in facilities services	2	2	FS03
R/503/9629	Sustainability and environmental issues for facilities services	4	2	FS04





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