

WAMITAB Level 3 Certificate in Facilities Management

Guided Learning Hours: 24
Total Qualification time: 76

Qualification Code: 601/1722/9
WAMITAB Code: FMCER3



Version 8, September 2019

About WAMITAB and this Qualification Handbook

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.

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.

The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 3 Certificate in Facilities Management. 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

Name

WAMITAB Candidate Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Assessor Name

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Frequently Asked Questions

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.

What is the objective of this qualification?

This qualification offers a range of units that cover the delivery of services within the public and private sectors. It ensures that learners have the underpinning knowledge and understanding to perform customer service, management and leadership skills that are vital for progression within the facilities management industry. Individuals with this qualification are in high demand amongst Local Authorities, private companies and contractors responsible for operating facilities and delivering a range of services.

Who is it for?

- Apprentices
 - Newly appointed facilities managers, supervisors or first line managers
 - Experienced workers seeking a formal qualification
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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 3 Certificate in Facilities Management do not require any other qualifications or levels of attainment.

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 associate professional and technical occupations in the following job roles:

- Property manager
 - Facilities management coordinator
 - Facilities manager
 - First line managers/ supervisors
 - Contract manager
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What do I need to achieve?

To achieve the qualification, learners must complete all units from Mandatory Group A, and a minimum of six units from Optional Group B. However, if learners choose units ILM37, ILM38, WF4 or WF6 they will only need to complete a total of five units from Optional Group B.

Mandatory Units

- Understanding health and safety in the workplace (ILM25)
- Understanding Facilities Management Within the Context of an Organisation (ILM26)
- Understanding and developing relationships in the workplace (ILM27)
- Delivering facilities management service in the workplace (ILM28)

Optional Group

- Solving Problems and Making Decisions (ILM29)
- Understanding innovation and change in an organisation (ILM30)
- Understanding how to establish an effective team (ILM31)
- Developing Yourself and Others (ILM32)
- Understanding recruitment and selection of new staff in the workplace (ILM33)
- Understanding the induction of new staff in the workplace (ILM34)
- Understanding costs and budgets in an organisation (ILM35)
- Understanding how to manage the efficient use of materials and equipment (ILM36)
- Understanding the need for effective management of space within own organisation (ILM37)
- Understanding sustainability and environmental issues in an organisation (ILM38)
- Understanding utility services and energy efficiency in the workplace (ILM39)
- Understand how to manage contracts and contractors in the workplace (ILM40)
- Understanding incident management and disaster recovery in the workplace (ILM41)
- Understanding leadership in the management role (ILM42)
- Understanding how to motivate to improve performance (ILM43)
- Understanding security measures in the workplace (ILM44)
- Understanding organising and delegating in the workplace (WF1)
- Understanding performance management –(WF2)
- Understanding procurement and supplier management in the workplace (WF3)
- Introduction to managing and maintaining property and assets (WF4)
- Managing workplace projects (WF5)

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- Understanding support services operations in an organisation (WF6)
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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.

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.

What are my responsibilities as a candidate?

As a candidate you will need to:

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- 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.

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)
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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

ILM25: Understanding health and safety in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the organisation's policy and responsibilities for ensuring a safe and healthy working environment	1.1 List current legislation and industry regulations relating to health, safety and welfare at work as relevant to a specific organisation			
	1.2 Describe an organisation's policy in relation to one specific item of legislation or regulation			
2. Understand own responsibilities for health and safety in the workplace	2.1 Explain the difference between a hazard and a risk			
	2.2 Describe how to conduct a risk analysis			
	2.3 Identify the main areas of own responsibility for health and safety in the workplace			
	2.4 Describe how to ensure the team is aware of the health and safety requirements in the workplace			
	2.5 Describe how to monitor health and safety in the workplace			

ILM26: Understanding Facilities Management within the Context of an Organisation

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Have an appreciation of trends within facilities management	1.1 Examine and explain trends within facilities management and identify a potential trend that may benefit own organisation			
	1.2 Examine and describe which organisations are considered to be market leaders in terms of facilities management			
2. Understand the importance of facilities management within the context of own organisation	2.1 Briefly define the role of the facilities manager			
	2.2 Briefly describe the organisation's purpose, its culture, its performance goals and objectives and explain how facilities management can assist the organisation in achieving its purpose			
	2.3 Briefly describe the organisational structure and explain how facilities management operates within it			
	2.4 Briefly explain possible consequences of poor and ineffective facilities management			
	2.5 Briefly reflect on own ability to influence others to accept both popular and unpopular facilities management actions within the context of own organisation			
3. Know how to set team and individual objectives that will ensure effective facilities management in own organisation	3.1 Set team and individual objectives that will ensure effective facilities management to support organisational performance			
	3.2 Describe the structure of the facilities management department in which they work			
4. Know what external factors could affect facilities management within an organisation	4.1 Give examples of external factors that could affect facilities management within an organisation			

5. Be able to raise the profile of facilities management in the organisation and local community	5.1 Explain ways that they could raise the profile of facilities management			
	5.2 Examine own organisation's locality and functions within the context of the local community and identify ways of building relationships that enhance the organisation and contribute towards social responsibility targets set by own organisation			
	5.3 Reflect on ways that they could personally raise the profile of their facilities management role			

ILM27: Understanding and developing relationships in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the needs and/or expectations of others	1.1 Identify and examine the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace			
	1.2 Explain the importance of knowing what customers, colleagues, key stakeholders and relevant others in the workplace require			
2. Know how to meet the needs and/or expectations of others	2.1 Determine ways of meeting the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace within organisational constraints			
	2.2 Explain ways of checking that the needs and/or expectations of others have been met			
3. Know how to manage relationships where it is not possible to meet the needs and/or expectations of others	3.1 Describe ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints			

ILM28: Delivering facilities management service in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Be able to deliver service in the workplace	1.1 Identify a facilities management service that must be delivered in the workplace			
	1.2 Plan the delivery of the facilities management service identified including all resource requirements			
	1.3 Explain how the delivery of the facilities management service identified will be communicated			
2. Understand how to collect feedback and evaluate service delivery in the workplace	2.1 Explain ways in which you could collect and evaluate feedback from relevant people about the facilities management service			
3. Understand how to monitor the service delivery activity to ensure continuous improvement	3.1 Explain what tools you would use to continuously monitor the effective delivery of facilities management services to ensure continuous improvement			

Optional Units

ILM29: Solving Problems and Making Decisions

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Know how to describe a problem, its nature, scope and impact	1.1 Describe a problem, its nature scope and impact			
2. Know how to gather and interpret information to solve a problem	2.1 Gather and interpret information to identify possible solutions to a problem			
3. Know how to solve a problem	3.1 Briefly summarise the options, providing facts and evidence, not just opinion			
	3.2 Use at least one simple decision making technique to evaluate options to arrive at the best solution			
4. Know how to plan the implementation and communication of decisions	4.1 Plan the implementation and communication of the decision			
	4.2 Briefly discuss which monitoring and review techniques could be used to evaluate outcomes			

ILM30: Understanding innovation and change in an organisation

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand innovation and change in an organisation	1.1 Explain the benefits of innovation and change for the organisation			
	1.2 Identify the barriers to change and innovation in the organisation			
	1.3 Explain practical ways of overcoming these barriers			
2. Understand how to plan, monitor and review the implementation and communication of innovation and change in an organisation	2.1 Describe which planning, monitoring and review techniques could be used to manage innovation and change			
	2.2 Explain why communication is important in successful implementation of innovation and change			
3. Understand the effects of innovation and change on people and teams in an organisation	3.1 Explain possible human effects of innovation and change upon people and teams in an organisation			

ILM31: Understand how to establish an effective team

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand how to develop and maintain effective working relationships	1.1 Explain the benefits of effective working relationships in developing and maintaining the team			
	1.2 Describe behaviours which could develop and maintain trust at work			
	1.3 Explain the role of communication in developing effective team working			
2. Understand how to build a team	2.1 Explain the differences between a group and a team			
	2.2 Describe the stages of an established model of group formation			
	2.3 Explain how a manager could benefit from knowing team members' preferred roles as defined in an established team role model			

ILM32: Developing Yourself and Others

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Know how to identify development needs and develop self and others to achieve organisational objectives	1.1 Use at least one simple technique for identifying own development needs and the development needs of one other member of the team			
	1.2 Identify own learning style(s) and the learning style(s) of one other member of the team			
	1.3 Briefly analyse two learning/development options to meet need(s) of self and one other member of the team			
	1.4 Identify barriers to learning and explain how these barriers can be overcome			
	1.5 Identify support mechanisms for the development of self and one other member of the team			
	1.6 Describe methods used to monitor the development of self and one other member of the team			

ILM33: Understanding recruitment and selection of new staff in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Know how to plan to recruit and select new staff in the workplace	1.1 Identify an organisation's policies and procedures that could guide the manager in recruitment and selection			
	1.2 Explain how to conduct a job analysis and prepare a job description and person specification for an identified post			
2. Know how to select the right person	2.1 Explain how a manager would prepare for selection interviews to ensure impartiality and optimum decision making in selecting the most suitable applicant			
	Explain a recognised selection technique that could be used during interviews			

ILM34: Understanding the induction of new staff in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the induction process	1.1 Explain the importance of effective induction			
	1.2 Describe the phases of induction in an organisation			
	1.3 Describe which legal aspects should be included in an organisation's induction process			
2. Understand the effectiveness of an induction process	2.1 Explain a method that could be used to record an individual's progress during induction			
	2.2 Explain how an induction process could be evaluated			

ILM35: Understanding costs and budgets in an organisation

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand budgets within an organisation	1.1 Explain the importance of agreeing to a budget and operating within it			
	1.2 Describe the process by which a budget is agreed in an organisation			
	1.3 Explain the process of gathering information to be used for the determination and/or revision of budgets			
	1.4 Describe a method to monitor variance between actual and budgeted performance			
2. Understand costs within an organisation	2.1 Explain fixed and variable costs in relation to the organisation			
	2.2 Explain the concept of break even in relation to the organisation			
	2.3 Explain the purpose and nature of basic cost statements			
	2.4 Explain the value of standard costing and its role as a control mechanism			
	2.5 Describe mechanisms in the organisation to maintain control of costs			

ILM36: Understanding how to manage the efficient use of materials and equipment

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand how material stocks are acquired, controlled and recorded in an organisation	1.1 Describe how to determine stock requirements in the workplace			
	1.2 Explain consequences of not maintaining optimum stocks in the workplace			
	1.3 Identify the workplace principles and procedures for stores/stock control			
	1.4 Explain the workplace procedures for recording receipt and issue of supplies			
	1.5 Describe why it is important to maintain records for quality standards			
2. Understand the need for effective and efficient use of equipment	2.1 Explain why equipment should be used effectively and efficiently			
	2.2 Describe how the use of equipment is monitored and controlled in the workplace			
	2.3 Explain why it is important to have a scheduled maintenance programme for equipment in the workplace			
	2.4 Compile a simple maintenance programme for equipment in the workplace			
	2.5 Conduct a simple risk assessment of equipment security in the workplace and explain how these risks could be reduced			
3. Know how to minimise waste in an organisation	3.1 Identify potential waste in the organisation			
	3.2 Describe the techniques and/or methods for measuring and monitoring waste in the organisation			
	3.3 Compile a simple action plan to minimise waste in the workplace			

ILM37: Understanding the need for effective management of space within own organisation

Level: 3	Evidence	Result	Comments
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Learning outcomes	Assessment criteria	Type		
1. Understand the principles that guide and the legislation that impacts on the planning and management of space	1.1 Explain the key concepts and principles of space planning and management			
	1.2 State the relevant legislation that impacts on space management activities in own organisation			
2. Understand how to plan accommodation changes	2.1 Describe the planning and implementation of a space management project			
	2.2 Effectively interpret a space layout drawing			
	2.3 List examples of changes to labels and mark-ups that have to be updated on drawings and documents upon completion of a space management project			
3. Understand optimisation of space utilisation	3.1 List examples of ways that space is used in own organisation and explain how it could be better utilized			
	3.2 Describe how to encourage responsible space occupancy			

ILM38: Understanding sustainability and environmental issues in an organisation

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand sustainability and corporate social responsibility	1.1 Explain the terms sustainability and corporate social responsibility			
	1.2 Identify the key legislation associated with sustainability and corporate social responsibility			
2. Understand environmental issues affecting the organisation and how these issues can be managed	2.1 List the environmental standards required in own organisation			
	2.2 Explain the environmental issues affecting own organisation			
	2.3 Describe environmentally friendly ways to manage issues affecting own organisation			
3. Understand the constraints and opportunities of an organisation's building(s) in being environmentally friendly	3.1 Explain the constraints of own organisation's building(s) on environmentally friendly procedures and practices			
	3.2 Explain the opportunities to enhance own organisation's building(s) environmentally friendly performance			

ILM39: Understanding utility services and energy efficiency in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand own organisation's utility services requirements	1.1 Identify what utility services are required by own organisation and examine what are actually provided			
	1.2 Explain the options of acquiring utility services to bridge the gap between own organisation's requirements and actual provision			
2. Understand the efficiency of own organisation's energy consumption	2.1 Explain the importance of energy management for own organisation			
	2.2 Examine how own organisation measures energy requirements and actual consumption to determine efficiency			
	2.3 Identify ways of improving own organisation's energy efficiency			

ILM40: Understand how to manage contracts and contractors in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand how contracts are managed in the workplace	1.1 Briefly outline contract management procedures and tools used in own workplace			
	1.2 Describe a contract that you have assisted in managing and explain how you do this			
2. Understand how contractors can be managed in the workplace	2.1 Explain how to communicate all relevant information to contractor(s) in the workplace			
	2.2 Give an example of a contractor that you manage and explain what information the contractor will require to perform their function safely			
	2.3 Using the example provided explain a control tool that you could use to monitor the contractors work			
	2.4 Using the example provided explain how you could stop a contractor working if the work were unsafe, unauthorised or causing business disruption			

ILM41: Understanding incident management and disaster recovery in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand business risk management and potential threats to the organisation	1.1 Explain the process of business risk management			
	1.2 Describe potential threats and major incidents that could occur in own workplace			
	Describe potential outcomes if hazards and incidents are not managed			
2. Understand how to reduce the impact of business interruption on people and the organisation	2.1 Explain how to reduce the impact of business interruption on people and the organisation			
	2.2 List mitigation measures used to prevent major incidents in the organisation			
	2.3 Describe monitoring and review processes that are used in own organisation			
3. Understand how to recover after a major incident has occurred in the workplace	3.1 Explain the recovery procedures in own organisation			
	3.2 Describe a major incident that could occur in own workplace and explain your role should this incident occur			

ILM42: Understanding leadership in the management role

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the importance of leadership within the management role	1.1 Describe the responsibilities of the manager in achieving the organisation's goals and objectives			
	1.2 Explain the importance of leadership skills for the manager			
2. Understand management leadership styles	2.1 Describe the main features of a recognised model of leadership styles			
	2.2 Explain how the choice of leadership style could have an impact on the manager achieving their goals and objectives			
3. Know how to review own preferred leadership style and the potential impact in the workplace	3.1 Identify own preferred leadership style using a recognised model			
	3.2 Explain the potential impact of this particular style on performance in the workplace			
	3.3 Identify ways in which the manager might need to modify this leadership style in order to maximise team performance in the workplace			

ILM43: Understanding how to motivate to improve performance

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the factors that influence motivation levels in the workplace	1.1 Define the term motivation			
	1.2 Describe the factors that may affect motivation levels in the workplace			
	1.3 Explain how individual differences affect levels of motivation in the workplace			
	1.4 Explain the potential impact on organisational performance if employee motivation levels are low			
2. Understand how a theory of motivation can be used to improve performance levels	2.1 Describe a recognised theory of motivation			
	2.2 Describe ways in which knowledge of a theory of motivation can be used to improve performance in the workplace			
	2.3 Explain how to use employee engagement to increase motivation levels			

ILM44: Understanding security measures in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand security measures in the workplace and associated legislation	1.1 identify and explain security measures in the workplace			
	1.2 describe relevant legislation affecting security measures in the workplace			
2. Understand whether the prescribed security measures are effective in the organisation	2.1 examine the effectiveness of prescribed security measures in the workplace			
	2.2 identify potential gaps between the intentions of prescribed security measures and what happens in practice			
3. Know how to identify improvements to existing security measures	3.1 state possible improvements to security measures based on the most important potential weaknesses identified			

WF1: Understanding organising and delegating in the workplace

Level:3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand how to organise people to achieve objectives	1.1 explain the importance of making effective and efficient use of people's knowledge and skills while planning a team's work to achieve objectives			
	1.2 explain how to identify the correct person for an activity in the workplace			
	1.3 explain how human resource planning can be used to assure output and quality in the workplace			
2. Understand how to delegate to achieve workplace objectives	2.1 explain how to delegate tasks effectively			
	2.2 describe the benefits of empowerment in the workplace			
	2.3 identify barriers to delegation and how these can be overcome			
	2.4 explain a technique that could be used to monitor the outcomes of delegation in the workplace			

WF2: Understanding performance management

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the value of assessing performance to meet organisational and individual needs	1.1 describe the value of formal and informal performance assessment in the workplace			
	1.2 explain the role of the first line manager in performance management			
2. Know how to manage performance of individuals in the team	2.1 identify ways to ensure an objective formal assessment			
	2.2 explain how to set SMART objectives for a team member			
	2.3 explain how to set performance standards for a team member			
	2.4 explain how to measure performance against agreed standards			
3. Understand the value of feedback in the workplace	3.1 explain the importance of feedback to improve performance			
	3.2 describe how to give effective feedback			
4. Know how to manage underperformance in the workplace	4.1 identify potential areas of underperformance in the workplace			
	4.2 identify causes for failure to meet agreed performance levels			
	4.3 describe actions to restore performance to acceptable levels			

WF3: Understanding procurement and supplier management in the workplace

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand procurement in own organisation	1.1 explain procurement procedures in own organisation			
	1.2 describe how procurement requirements can be identified and validated			
	1.3 identify purchases in own area of responsibility			
	1.4 describe supply chain in own organisation			
2. Understand how specialists and suppliers are identified and managed in own organisation	2.1 list specialists and suppliers used by own organisation and explain how these specialists and suppliers are selected			
	2.2 explain how the performance of specialists and suppliers is monitored and how continuous improvement is encouraged			

WF4: Introduction to managing and maintaining property and assets

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the estate management function	1.1 describe the property portfolio of own organisation			
	1.2 explain the benefits and disadvantages of being a tenant and an owner-occupier			
	1.3 describe the basics of property law			
	1.4 describe the purpose of having a property asset register			
2. Understand premises and building services maintenance	2.1 list the building services and fabric components within own organisation's estate			
	2.2 explain the purpose of a building fixed asset register			
	2.3 list the ongoing maintenance activities that are carried out			
	2.4 identify the resources they or others may need for one of these maintenance tasks			
	2.5 describe the types of maintenance regimes			
	2.6 explain what factors you should consider when developing maintenance plans and schedules			
	2.7 explain how computerised maintenance management systems can enhance performance of recording and scheduling maintenance activities			

WF5: Managing workplace projects

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Know how to manage a simple workplace project	1.1 identify a simple workplace project			
	1.2 use a simple tool for determining the financial viability of the project			
	1.3 produce a project plan using an agreed project planning technique			
	1.4 set objectives and targets/milestones to monitor performance and review plans within the project			
	1.5 use a project evaluation technique to evaluate the project			
2. Understand the financial and non-financial implications of a workplace project	2.1 list areas where net savings can be achieved as a result of the workplace project			
	2.2 identify wider non-financial implications that can result from the workplace project			

WF6: Understanding support services operations in an organisation

Level: 3		Evidence Type	Result	Comments
Learning outcomes	Assessment criteria			
1. Understand the range of support services required by the organisation and the legislation that impacts on these services	1.1 describe the range of support services that is required by own organisation, distinguishing between 'hard' and 'soft' services			
	1.2 identify the legislation that impacts on these services			
2. Understand what support services are and how they are currently being provided and delivered	2.1 describe the role of service level agreements, their structure and content			
	2.2 describe how service level agreements are used with both customers and suppliers in own organisation			
	2.3 describe what support services are currently being provided by the facilities management department and how these are delivered			
3. Understand the options of delivering support services	3.1 explain various ways of providing support services to meet organisational requirements			
	3.2 explain how the quality of support services is measured and monitored			

Appendix 1: Qualification Structure

To achieve this qualification, learners must complete the four mandatory units and

To achieve the qualification, learners must complete all units from Mandatory Group A, and a minimum of six units from Optional Group B. However, if learners choose units ILM37, ILM38, WF4 or WF6 they will only need to complete a total of five units from Optional Group B.

Mandatory Group A

Ofqual Code	Unit Title	Level	WAMITAB Code
A/503/9351	Understanding health and safety in the workplace	3	ILM25
L/503/9371	Understanding facilities management within the context of an organisation	3	ILM26
R/503/9372	Understanding and developing relationships in the workplace	3	ILM27
D/503/9374	Delivering facilities management service in the workplace	3	ILM28

Optional Units B

Ofqual Code	Unit Title	Level	WAMITAB Code
D/503/9326	Solving problems and making decisions	3	ILM29
K/503/9328	Understanding innovation and change in an organisation	3	ILM30
R/503/9338	Understand how to establish an effective team	3	ILM31
L/503/9340	Developing yourself and others	3	ILM32
K/503/9345	Understanding recruitment and selection of new staff in the workplace	3	ILM33
M/503/9346	Understanding the induction of new staff in the workplace	3	ILM34
L/503/9354	Understanding costs and budgets in an organisation	3	ILM35
R/503/9355	Understanding how to manage the efficient use of materials and equipment	3	ILM36
F/503/9366	Understanding the need for effective management of space within own organisation	3	ILM37
L/503/9368	Understanding sustainability and environmental issues in an organisation	3	ILM38
R/503/9369	Understanding utility services and energy efficiency in the workplace	3	ILM39
Y/503/9373	Understand how to manage contracts and contractors in the workplace	3	ILM40
H/503/9375	Understanding incident management and disaster recovery in the workplace	3	ILM41
L/503/9337	Understanding leadership in the management role	3	ILM42
Y/503/9339	Understanding how to motivate to improve performance	3	ILM43
F/505/6815	Understanding security measures in the workplace	3	ILM44
L/505/6817	Understanding organising and delegating in the workplace	3	WF1
R/505/6818	Understanding performance management	3	WF2
L/505/6820	Understanding procurement and supplier management in the workplace	3	WF3
R/505/6821	Introduction to managing and maintaining property and assets	3	WF4

Y/505/6822	Managing workplace projects	3	WF5
A/505/6831	Understanding support services operations in an organisation	3	WF6





WAMITAB
Peterbridge House
3 The Lakes
Northampton
NN4 7HE

Tel: 01604 231950

Email: info.admin@wamitab.org.uk

Web: www.wamitab.org.uk



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