

# WAMITAB Level 3 Certificate in Facilities Management Practice

*Guided Learning Hours: 38*  
*Total Qualification time: 107*

*Qualification Code: 600/0031/4*  
*WAMITAB Code: FMP3*



*Version 9, 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 Practice. 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.
-

## Candidate Information

---

**Name**

---

**WAMITAB Candidate Number**

---

**Registration Date**

---

**Enrolment Date**

---

**Centre Name**

---

**Centre Address**

---

**Centre Contact**

---

**Assessor Name**

---

## Contents

About WAMITAB and this Qualification Handbook.....	2
Candidate Information.....	3
Frequently Asked Questions.....	5
Useful Words.....	9
Unit Terms.....	11
Mandatory Group .....	13
FM301: Provide and monitor facilities for clients.....	14
MSCD1: Develop working relationships with colleagues.....	16
MSCE6: Develop and implement a risk assessment plan in own area of responsibility.....	17
Option Group 1 .....	18
ICSC5: Monitor and solve customer service problems .....	19
FM305: Contribute to the management of incidents and emergencies .....	21
MSCB5: Set objectives and provide support for team members .....	23
MSCE15: Procure supplies .....	24
Option Group 2 .....	25
FM311: Operate security measures.....	26
FM310: Monitoring operational performance .....	27
FM312: Maintain property and assets.....	28
FM314: Contribute to disaster recovery and contingency planning .....	29
FM315: Manage space.....	31
FM316: Carry out energy management.....	33
FM308: Manage facilities management projects .....	35
Option Group 3 .....	37
MSCB6: Provide leadership and direction for own area of responsibility.....	38
FM4.19: Understanding sustainability, environmental issues and the impact on FM .....	39
MSCD3a: Recruit staff in own area of responsibility .....	40
MSCE1: Manage a budget for own area or activity of work.....	41
MSCC6: Implement change in own area of responsibility.....	42

## 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 supports learners to develop the practical skills needed to successfully run and maintain a facility on behalf of clients. It ensures that learners gain the 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
  - Individuals working in (or wishing to progress to) a supervisory or management role
  - Experienced workers seeking a formal qualification
- 

### 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 Practice do not require any other qualifications or levels of attainment. However, learners will need to be employed in a suitable position, or have access to the working environment, as the qualification is assessed 'on the job'.

---

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

For many in the facilities management sector, this qualification will 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
-

---

## What do I need to achieve?

To achieve this qualification, learners must complete:

- All units in the mandatory unit group;
- A minimum of one unit from optional group 1 **unless** you select 'procure supplies' (MSCE15) then you **must** choose an additional unit from this group;
- A minimum of two units from optional group 2; and
- A minimum of one unit from optional group 3.

### Mandatory Units

- Provide and monitor facilities for clients (FM301)
- Develop working relationships with colleagues (MSCD1)
- Develop and implement a risk assessment plan in own area of responsibility (MSCE6)

### Option Group 1

- Monitor and solve customer service problems (ICSC5)
- Contribute to the management of incidents and emergencies (FM305)
- Set objectives and provide support for team members (MSCB5)
- Procure supplies (MSCE15)

### Option Group 2

- Operate security measures (FM311)
- Monitoring operational performance (FM310)
- Maintain property and assets (FM312)
- Contribute to disaster recovery and contingency planning (FM314)
- Manage space (FM315)
- Carry out energy management (FM316)
- Manage facilities management projects (FM308)

### Option Group 3

- Provide leadership and direction for own area of responsibility (MSCB6)
- Understanding sustainability and environmental issues and the impact on facilities management (FM4.19)
- Recruit staff in own area of responsibility (MSCD3a)
- Manage a budget for own area or activity of work (MSCE1)
- Implement change in own area of responsibility (MSCC6)

---

### **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.

---

### **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.

---

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

You have two years to complete your qualification from date of registration. 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 Assessor**

The assessor is the person you will have the most contact with as you work towards your qualification. They will:

- Help you identify any training you need.
- Help you plan your workload and organise your evidence.
- Observe you carrying out your job in the workplace over a period of time.
- Ask questions about the work you do.
- Make decisions about your evidence.
- Judge when you are competent.
- Provide feedback.

---

### 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:

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

---

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

1. **Planning:** Your assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** You will gather evidence for your portfolio (see next question for types of evidence).
3. **Feedback:** Your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor confirms you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

---

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

The primary sources of evidence for this qualification are:

- **Observation (O):** Direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.
- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** Should be used as a last resort where allowed. Please see the Assessment Strategy for further information.

---

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

- your assessor
- your qualification handbook
- 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 on the Qualification Credit Framework. 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

### FM301: Provide and monitor facilities for clients

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand the facilities service needs of clients	1.1 Describe how different organisational structures and cultures create different types of facilities management requirements			
	1.2 Describe the relationship between the client's core business drivers and facilities management functions			
	1.3 Explain the role of facilities management services in achieving the client's business objectives			
	1.4 Identify the types of additional or improved services which can be offered to clients in order to exploit business opportunities			
2. Be able to negotiate the delivery of services to clients	2.1 Assist clients in establishing the nature of the facilities management services they require			
	2.2 Identify cost effective facilities management services which are consistent with the client's objectives, policies and constraints			
	2.3 Check that proposed services comply with legal and regulatory requirements			
	2.4 Identify the range of office services, equipment and resources to be used to deliver the agreed facilities management programme			
	2.5 Agree effective formal agreements with clients and how they will be monitored			
	2.6 Agree channels of communication with clients and arrangements for dealing with issues and problems in service delivery			
3. Be able to organise the delivery of services	3.1 Explain the content and requirements of service level agreements to deliver services			
	3.2 Carry out work in accordance with service level agreements, approved procedures and instructions			
	3.3 Ensure behaviour, appearance and dress meet organisational requirements			
	3.4 Communicate with colleagues, clients and others in a way that promotes effective formal and informal working relationships			

	3.5 Ensure that information, instructions and documentation given to others is authorised, accurate and up to date			
	3.6 Work safely following agreed procedures			
4. Be able to monitor the effective delivery of services to clients	4.1 Follow procedures for monitoring the delivery of the agreed services			
	4.2 Maintain accurate and up-to-date records of all monitoring and evaluation activity using agreed formats			
	4.3 Identify problems likely to affect the safety and use of premises and take immediate remedial action			
	4.4 Report on service delivery to clients			
	4.5 Evaluate if facilities and services are meeting original requirements and identify additional services that could be offered			
	4.6 Identify alternative ways of improving service delivery and make recommendations and suggestions to clients			

### MSCD1: Develop working relationships with colleagues

<b>Level: 2</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 3</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Understand the benefits of working with colleagues.	1.1 Describe the benefits of productive working relationships.			
2. Be able to establish working relationships with colleagues.	2.1 Identify colleagues within own and other organisations.			
	2.2 Agree the roles and responsibilities for colleagues.			
3. Be able to act in a professional and respectful manner when working with colleagues.	3.1 Explain how to display behaviour that shows professionalism.			
4. Be able to communicate with colleagues.	4.1 Identify, information to others clearly and concisely.			
	4.2 Explain how to receive and clarify own understanding of information.			
5. Be able to identify potential work-related difficulties and explore solutions.	5.1 Identify potential work-related difficulties and conflicts of interest.			
	5.2 Explain how to resolve identified potential difficulties.			

### MSCE6: Develop and implement a risk assessment plan in own area of responsibility

<b>Level: 4</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 6</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Understand the legal requirements and personal responsibilities for health and safety within an organisation.	1.1 State the legal requirements that apply to own role in relation to health and safety.			
	1.2 Consult with specialist advisor(s) on health and safety policy and procedures.			
	1.3 Explain an organisation's health and safety responsibilities.			
	1.4 Describe health and safety responsibilities in own area of responsibility.			
2. Be able to promote the importance of health and safety practices.	2.1 Communicate an organisation's written health and safety policy to individuals within own area of responsibility.			
	2.2 Allocate sufficient resources to deal with health and safety issues in own area of responsibility.			
3. Be able to ensure that hazards and risks are identified and managed in own area of responsibility.	3.1 Consult with colleagues on health and safety hazards and risks in own area of responsibility.			
	3.2 Assess health and safety hazards and risks in own area of responsibility.			
	3.3 Identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements.			
	3.4 Develop and implement a plan in own area of responsibility.			
4. Be able to monitor and review health and safety performance and policy in own area of responsibility.	4.1 Establish procedures that monitor health and safety performance in own area of responsibility.			
	4.2 Review the health and safety performance of own area of responsibility.			
	4.3 Review the health and safety policy in own area of responsibility.			

## Option Group 1

### ICSC5: Monitor and solve customer service problems

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Solve immediate customer service problems	1.1 respond positively to customer service problems following organisational guidelines			
	1.2 solve customer service problems when they have sufficient authority			
	1.3 work with others to solve customer service problems			
	1.4 keep customers informed of the actions being taken			
	1.5 check with customers that they are comfortable with the actions being taken			
	1.6 solve problems with service systems and procedures that might affect customers before they become aware of them			
	1.7 inform managers and colleagues of the steps taken to solve specific problems			
2. Identify repeated customer service problems and options for solving them	2.1 identify repeated customer service problems			
	2.2 identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option			
	2.3 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation			
3. Take action to avoid the repetition of customer service problems	3.1 obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated			
	3.2 action their agreed solution			
	3.3 keep their customers informed in a positive and clear manner of steps being taken to solve any service problems			
	3.4 monitor the changes they have made and adjust them if appropriate			
4. Understand how to monitor and solve customer service problems	4.1 describe organisational procedures and systems for dealing with customer service problems			
	4.2 describe organisational procedures and systems for identifying repeated customer service problems			

	4.3 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			
	4.4 explain how to negotiate with and reassure customers while the customers problems are being solved			

**FM305: Contribute to the management of incidents and emergencies**

<b>Level: 3</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 5</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Understand the procedures for dealing with incidents and emergencies	1.1 Explain the implications of statutory requirements when dealing with incidents and emergencies			
	1.2 Identify the emergency procedures for plant and site for different types of incidents and emergencies			
	1.3 Explain the types of incidents and emergencies which should be reported including: <ul style="list-style-type: none"> <li>• Fire</li> <li>• Flood</li> <li>• Toxic vapour and/or liquid release</li> <li>• Explosions</li> <li>• Injured personnel</li> <li>• Major plant or service failure</li> </ul>			
	1.4 Explain how to interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies			
	1.5 Explain the procedure for responding in the early stages of an incident and/or emergency			
	1.6 Describe own role and responsibilities during incidents and emergencies			
	1.7 Identify communication channels to be used in different types of incident and/or emergency			
	1.8 Explain the correct first response to dealing with casualties			
2. Be able to report incidents and emergencies	2.1 Identify the nature, location and scope of the incident and/or emergency			
	2.2 Raise the appropriate alarms			
	2.3 Report the incident to appropriate people in accordance with organisational and/or plant reporting procedures			

	2.4 provide accurate and unambiguous information to appropriate people Complete all relevant documentation accurately following agreed formats			
3. Be able to contribute to the correction of incidents and emergencies	3.1 Follow appropriate procedures after the situation has been assessed			
	3.2 act promptly and in association with others			
	3.3 Interpret operational policies, procedures, instructions, codes of practice, standards and schedules relating to incidents and emergencies			
	3.4 Select, issue and use appropriate personal protective equipment appropriate to the incident and/or emergency			
	3.5 Select and use the correct emergency equipment			
	3.6 Inform appropriate people as actions are taken			
	3.7 Take the correct actions promptly, in accordance with procedures to deal with the incident and/or emergency in a safe manner			
	3.8 Minimise damage, waste and loss resulting from the incident and/or emergency Modify actions in response to changing conditions			
	3.9 Work safely in accordance with operational requirements			

### MSCB5: Set objectives and provide support for team members

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Be able to communicate a team's purpose and objectives to the team members.	1.1 Describe the purpose of a team.			
	1.2 Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).			
	1.3 Communicate the team's purpose and objectives to its members			
2. Be able to develop a plan with team members showing how team objectives will be met.	2.1 Discuss with team members how team objectives will be met.			
	2.2 Ensure team members participate in the planning process and think creatively.			
	2.3 Develop plans to meet team objectives.			
	2.4 Set SMART personal work objectives with team members.			
3. Be able to support team members identifying opportunities and providing support.	3.1 Identify opportunities and difficulties faced by team members.			
	3.2 Discuss identified opportunities and difficulties with team members.			
	3.3 Provide advice and support to team members to overcome identified difficulties and challenges.			
	3.4 Provide advice and support to team members to make the most of identified opportunities.			
4. Be able to monitor and evaluate progress and recognise individual and team achievement.	4.1 Monitor and evaluate individual and team activities and progress.			
	4.2 Provide recognition when individual and team objectives have been achieved.			

### MSCE15: Procure supplies

<b>Level: 3</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 2</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Be able to identify requirements for supplies.	1.1 Select colleagues to agree requirements for supplies.			
	1.2 Produce a specification for supply requirements.			
2. Be able to evaluate suppliers that meet identified requirements.	2.1 Identify suppliers that meet resource, organisational and legal requirements.			
	2.2 Evaluate suppliers against requirements.			
3. Be able to select suppliers and obtain supplies.	3.1 Select supplier(s) that best meet requirements.			
	3.2 Explain how to agree with the contractual terms with selected supplier(s).			
4. Be able to monitor supplier performance.	4.1 Identify how to monitor supplier performance and delivery against agreed contractual terms.			
	4.2 Explain the procedure for dealing with breaches of contract.			

## Option Group 2

### FM311: Operate security measures

<b>Level: 3</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 3</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Be able to determine the effectiveness of current security measures	1.1 Carry out a security risk assessment			
	1.2 Collate and review information on the operation and effectiveness of current security systems and procedures			
	1.3 Carry out physical checks on all security systems			
	1.4 Identify the weaknesses, restrictions and limitations of current security systems and procedures			
2. Be able to report any weaknesses in security measures	2.1 Identify any immediate risks to assets and inform own organisation and clients of critical weaknesses in security measures			
	2.2 Provide own organisation and clients with information on the effectiveness of security measures			
	2.3 Make recommendations for improvements to security measures to the appropriate person			

### FM310: Monitoring operational performance

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Understand the principles of operational performance measurement	1.1 Explain how performance measurement contributes to organisational objectives and activities			
	1.2 Identify external operational standards and standard setting bodies			
	1.3 Explain procurement theories, models and practices for operational and contract management			
	1.4 Identify systems for gathering business data to allow the measurement of historical performance			
2. Be able to establish and monitor performance indicators	2.1 Align operational business activities to a common set of objectives to improve effectiveness			
	2.2 Specify performance indicators that can be cost effectively measured in terms of what needs to be delivered, to what standard and in what timeframe(s)			
	2.3 Ensure that systems are in place to set, gather, collate, analyse and refine the key performance information from operational clusters			
	2.4 Establish and operate systems for communicating variances between actual performance and targets clearly to permit senior management to take appropriate action			
	2.5 Ensure regular monitoring of contractor performance against contracts, service level agreements and other performance measurement tools			
	2.6 Establish effective control systems to monitor progress and identify and record deviations from service level			
	2.7 Re-define contract results where monitoring indicates this is necessary			
	2.8 Provide contractors with the necessary information and accurate feedback on their work to enable them to deliver the required operational outcomes			

### FM312: Maintain property and assets

<b>Level: 3</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 5</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Be able to identify maintenance requirements	1.1 Identify the different types of maintenance required for particular properties and assets			
	1.2 Identify the legislation controlling the carrying out of maintenance activities			
	1.3 Review information on property's age, condition and usage together with previous maintenance activity			
	1.4 Conduct maintenance inspections and identify faults and problems requiring corrective or preventative action and keep accurate records of inspection			
	1.5 Ensure that clients and building users obligations comply with statutory and lease requirement			
2. Be able to plan and schedule the maintenance of property and assets	2.1 Prioritise the type and nature of maintenance activity require			
	2.2 Prepare or review existing maintenance plans and schedule			
	2.3 Identify the resources or expertise required to carry out maintenance activity against agreed budge			
	2.4 Organise the required resources, expertise or specialist services and agree timing and costs of activity			
3. Be able to carry out required maintenance activities	3.1 Ensure authorisation has been given for maintenance activity and costs			
	3.2 Agree with clients and building users the nature and timing of maintenance activity and any implications for them			
	3.3 Monitor the quality of maintenance activities and maintain accurate record			
	3.4 Review maintenance requirements over time in relation to building and assets usage and recommend changes as require			

### FM314: Contribute to disaster recovery and contingency planning

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Understand the principles and processes involved in disaster recovery and contingency planning	1.1 Explain the main features of a disaster recovery and contingency planning policy within a facilities management context			
	1.2 Identify the sector specific legislation, regulations, guidelines and codes of practice relating to disaster recovery and contingency planning			
	1.3 Describe ways in which disaster recovery and contingency planning policies and procedures are communicated to others			
	1.4 Explain procedures for identifying hazards and assessing risks in relation to disaster planning and contingency planning			
	1.5 Describe the procedures and systems for monitoring, measuring and reporting on disaster recovery and contingency planning			
	1.6 Identify the major parties/stakeholders with an interest in disaster recovery and contingency planning			
2. Able to identify disaster recovery and contingency planning requirements	2.1 Identify your personal responsibilities and contribution to disaster recovery and contingency planning policies and plans			
	2.2 Seek and make use of specialist expertise in relation to disaster planning and contingency planning			
	2.3 Develop a partnership with clients to address adequately all recovery aspects of business functionality in relation to facilities management services			
	2.4 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			
	2.5 Ensure that sufficient resources are allocated across your area of responsibility to deal with disaster recovery and contingency planning issues			
3. Able to monitor and adjust disaster	3.1 Develop a culture within your area of responsibility which puts disaster recovery and contingency planning a major priority			

recovery and contingency planning processes	3.2 Consult regularly with people in your area of responsibility or their representatives on disaster recovery and contingency planning issues			
	3.3 Operate systems for the effective monitoring, measuring, implementation testing and reporting of disaster recovery and contingency planning performance in your area of responsibility			

### FM315: Manage space

<b>Level: 3</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 6</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Understand the principles of space utilisation	1.1 Explain how to identify, prioritise and balance the space needs of individual clients in a managed facility			
	1.2 Identify the criteria used in the allocation of space to ensure that the needs of all clients are taken into account			
	1.3 Identify the legislative and regulatory factors influencing the use of space			
2. Be able to identify the space needs of clients	2.1 Allocate space and facility allocation against identified needs and priorities			
	2.2 Ensure that space and facility allocation is confirmed with property owners, clients and other interested parties			
	2.3 Ensure that space and facility allocation is compatible with adjacent uses and relevant legislation			
	2.4 Ensure that approvals required for planned allocation of space and facilities are notified to clients			
	2.5 Identify where space and/or facilities requested exceed what is available or can be provided and realistic alternatives discussed with clients			
	2.6 Ensure regular consultation with people in your area of responsibility or their representatives on space management issues			
	2.7 seek and make use of specialist expertise in relation to space management			
3. Able to manage the space needs of clients	3.1 Review the options for occupancy, use, facilities, servicing and maintenance regularly with clients and advise on potential benefits of any planned change			
	3.2 Operate appropriate monitoring and control systems to ensure the continuing effective use of space			

	3.3 Ensure that legal and regulatory requirements are met in relation to: - insurance cover linked to types of use and categories of occupier -required certificates, approvals and inspection reports			
	3.4 Conduct regular reviews with clients on existing and future space and facility needs and revise delivery plans			

### FM316: Carry out energy management

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand the principles of energy management	1.1 Explain the importance of energy management in the workplace			
	1.2 Identify the legislation, regulations, guidelines, codes of practice and best practice which impact on energy management			
	1.3 Explain the major methods and systems for managing energy use			
	1.4 Explain methods of creating and communicating energy management policies and procedures			
	1.5 Explain ways of evaluating the advantages and disadvantages of different strategies and methods for implementing energy management policies			
2. Be able to identify energy management processes	2.1 Identify realistic goals for savings and improvements in energy usage			
	2.2 Identify own personal responsibilities and liabilities for energy management			
	2.3 Agree the strategies and methods for implementing the energy management policy			
	2.4 Identify sources of energy and water wastage on site and make recommendations on how to minimise them			
	2.5 Seek and make use of specialist expertise in relation to energy management			
	2.6 Ensure advice on energy management is based on accurate, relevant and up to date information			
	2.7 Give advice to clients which takes into account organisational objectives and constraints which influence energy use			
	2.8 Ensure that sufficient resources are allocated across your area of responsibility to deal with energy management issues			

	2.9 Ensure that systems are in place for the effective monitoring, measuring, implementation, testing and reporting of energy management performance in your area of responsibility			
	2.10 Conduct regular reviews with clients on existing and future energy management needs and revise delivery plans			

### FM308: Manage facilities management projects

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand the project planning process	1.1 Identify the primary components of project planning			
	1.2 Describe different models of project management and planning			
	1.3 Identify methods for assessing risk and ways of minimising them			
	1.4 Explain the impact of resources and financial control on project planning			
	1.5 Identify ways of estimating the human, physical and time resources required for delivery of the project			
	1.6 Identify measurable outcomes and evaluation methods			
2. Plan the delivery of projects	2.1 Establish the project's scope and definition and its contribution to the wider objectives of the organisation			
	2.2 Identify the key stakeholders and their expectations of the project			
	2.3 Establish the financial, physical and time resources and constraints for the project			
	2.4 Conduct a risk assessment and identify risk control measures required			
	2.5 Agree methods of communication and reporting on project progress			
	2.6 Identify measures by which the project outcomes will be assessed			
	2.7 Plan for contingencies throughout the life of the project			
	2.8 Establish the skills mix required to achieve the project's outcomes and where to obtain the skills			
	2.9 Develop a detailed project plan and evaluate its feasibility			
3. Carry out facilities management projects	3.1 Establish and assign roles and responsibilities for those involved in project			
	3.2 Assist in selecting and supporting team members			
	3.3 Establish and maintain clear lines of reporting and control			
	3.4 Contribute to effective communication and information exchange across team members			
	3.5 Set up and operate effective financial and resource control systems, working with others			

	3.6 Obtain feedback on success of project against agreed outcomes			
--	---	--	--	--

## Option Group 3

**MSCB6: Provide leadership and direction for own area of responsibility**

<b>Level: 4</b>		<b>Evidence Type</b>	<b>Portfolio Ref Number</b>	<b>Comments</b>
<b>Credit Value: 5</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Be able to lead in own area of responsibility.	1.1 Identify own strengths and ability to lead in a leadership role.			
	1.2 Evaluate strengths within own area of responsibility.			
2. Be able to provide direction and set objectives in own area of responsibility.	2.1 Outline direction for own area of responsibility.			
	2.2 Implement objectives with colleagues that align with those of the organisation.			
3. Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement.	3.1 Communicate the agreed direction to individuals within own area of responsibility.			
	3.2 Collect feedback to inform improvement.			
4. Be able to assess own leadership performance.	4.1 Assess feedback on own leadership performance.			
	4.2 Evaluate own leadership performance.			

### FM4.19: Understanding sustainability, environmental issues and the impact on FM

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand sustainability and corporate responsibility	1.1 Explain the terms sustainability and corporate responsibility.			
	1.2 Explain the legislation that is associated with sustainability and environmental issues.			
	1.3 Explain the role and responsibility that a Facilities Manager has in supporting a corporate responsibility policy.			
2. Understand the impact of facilities management on the environment	2.1 Explain the range of impacts of facilities management activities on the environment.			
	2.2 Explain how the Facilities Manager can mitigate, reduce or manage the impact of their activities on the environment.			
	2.3 Explain the environmental advantages and disadvantages inherent within the various resources utilised by Facilities Managers.			
	2.4 Explain new and ongoing developments in environmental management and explain how these may affect Facilities Managers.			
3. Understand how to manage waste and its safe disposal	3.1 Explain the principles of waste minimisation.			
	3.2 Describe methods and systems used to manage waste.			
	3.3 Identify the relevant legislation in relation to handling, transporting, treating and disposing of waste.			
4. Understand how to improve environmental awareness and responsibility	4.1 Explain how the Facilities Manager can influence uses of natural resources, consumption and emissions control to improve the environment.			
	4.2 Explain how the Facilities Manager can increase awareness and involvement of staff, contractors and suppliers in relation to environmental policies and sustainability.			

### MSCD3a: Recruit staff in own area of responsibility

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to review human resource requirements to meet business objectives in own area of responsibility.	1.1 Examine the human resources required to meet objectives in own area of responsibility.			
	1.2 Identify gaps between current and required human resources to meet objectives.			
	1.3 Assess the options for human resource requirements to meet objectives.			
2. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.	2.1 Explain how to ensure recruitment and selection processes are fair.			
	2.2 Explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met.			
	2.3 Explain when to seek specialist expertise throughout the recruitment process.			
3. Be able to participate in the recruitment and selection process.	3.1 Consult with relevant others to produce or update job descriptions.			
	3.2 Agree with colleagues the stages in the recruitment and selection process for identified vacancies			
	3.3 Identify the methods and criteria that will be used in the recruitment and selection process.			
4. Be able to evaluate the recruitment and selection process and identify improvements for the future.	4.1 Assess and select candidates using agreed methods and criteria.			
	4.2 Evaluate the recruitment and selection methods and criteria used in own area of responsibility.			
	4.3 Identify ways of improving future recruitment and selection.			

### MSCE1: Manage a budget for own area or activity of work

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 7				
Learning Outcome	Assessment Criteria			
1. Be able to prepare a budget for own area of responsibility.	1.1 Evaluate information on resource requirements for own area of activity or work.			
	1.2 Produce a draft budget.			
	1.3 Communicate the final budget with relevant stakeholders.			
2. Be able to manage a budget.	2.1 Analyse variances between planned and actual expenditure.			
	2.2 Provide information on performance to relevant stakeholders.			
	2.3 Explain how to take corrective action within the limits of own authority, in response to budget variances and developments.			
	2.4 Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority.			
3. Be able to review budget management performance.	3.1 Review performance against budget.			
	3.2 Assess improvements for future budget planning and management.			
	3.3 Monitor budget performance and implement changes within the limits of own authority or obtain agreement.			

### MSCC6: Implement change in own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand how to implement change in own area of responsibility.	1.1 Explain the main models and methods for managing change.			
2. Be able to involve and support others through the change process.	2.1 Communicate the benefits of and reasons for change and how they relate to business objectives.			
	2.2 Implement and agree a plan to support change.			
3. Be able to implement and monitor a plan for change in own area of responsibility.	3.1 Apply SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with individuals and teams to plan for change.			
	3.2 Assess opportunities and barriers to change.			
	3.3 Review action plans and activities according to identified opportunities and barriers to change.			

## Appendix 1: Qualification Structure

To achieve this qualification, learners must complete:

- All units in the mandatory unit group;
- A minimum of one unit from optional group 1 **unless** you select 'procure supplies' (MSCE15) then you **must** choose an additional unit from this group;
- A minimum of two units from optional group 2; and
- A minimum of one unit from optional group 3.

### Mandatory Units

Ofqual Code	Unit Title	Level	WAMITAB Unit Code
H/601/6723	Provide and monitor facilities for clients	3	FM301
H/600/9660	Develop working relationships with colleagues	2	MSCD1
L/600/9703	Develop and implement a risk assessment plan in own area of responsibility	4	MSCE6

### Optional Group 1

Ofqual Code	Unit Title	Level	WAMITAB Unit Code
J/601/1515	Monitor and solve customer service problems	3	ICSC5
L/601/6974	Contribute to the management of incidents and emergencies	3	FM305
M/600/9600	Set objectives and provide support for team members	3	MSCB5
L/600/9734	Procure supplies	3	MSCE15

### Optional Group 2

Ofqual Code	Unit Title	Level	WAMITAB Unit Code
K/601/8599	Operate security measures	3	FM311
H/601/7001	Monitoring operational performance	3	FM310
M/601/7051	Maintain property and assets	3	FM312
A/601/7053	Contribute to disaster recovery and contingency planning	3	FM314
F/601/7054	Manage space	3	FM315
J/601/7055	Carry out energy management	3	FM316
T/601/6984	Manage facilities management projects	3	FM308

### Optional Group 3

Ofqual Code	Unit Title	Level	WAMITAB Unit Code
T/600/9601	Provide leadership and direction for own area of responsibility	4	MSCB6
R/601/2134	Understanding sustainability and environmental issues and the impact on facilities management	4	FM4.19
T/600/9663	Recruit staff in own area of responsibility	5	MSCD3a
A/600/9695	Manage a budget for own area or activity of work	5	MSCE1
M/600/9659	Implement change in own area of responsibility	4	MSCC6



WAMITAB  
Peterbridge House  
3 The Lakes  
Northampton  
NN4 7HE

Tel: 01604 231950

Email: [info.admin@wamitab.org.uk](mailto:info.admin@wamitab.org.uk)

Web: [www.wamitab.org.uk](http://www.wamitab.org.uk)



*Qualification Code: 600/0031/4*

*WAMITAB Code: FMP3*

*Version 9, September 2019*