Unit Title: **Managing business facilities**

OCR unit number: 8

Sector unit number: 15.2 Administration, 15.3 Business Management

Level: 4

Credit value: 5

Guided learning hours: 24

Unit reference number: T/503/6142

Unit aim and purpose

The aim of this unit is to develop an understanding of the management of facilities and accommodation and how this impacts internally and externally on working practices and the environment.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will:	**The Learner can:**	

1 Understand the role of facilities management in a business	1.1 Explain the contribution of facilities management to an organisation
	
	1.2 Evaluate the relationship between the operations function and facilities management
		Facilities management
		
		• Definition and purpose
		
		• Relationship to
		    ○ Aims and objectives
		    ○ Organisational structure
		    ○ Working practices
		    ○ Operations and operations management
		    ○ Resource utilisation
		    ○ Performance management
		    ○ Management functions
		
		Sustainable facilities management
		
		Green business
		
		Environmental impact

Learning Outcomes	Assessment Criteria	Teaching Content
	1.3 Analyse the role and responsibilities of facilities managers	Facilities managers • Roles and responsibilities • Strategic and operational roles
	1.4 Analyse how effective facilities management can contribute to improved organisational performance	

2 Understand the management of organisational accommodation	2.1 Analyse the relationship between business needs and space planning	Accommodation management
		• Definition and purpose
		• Relationship to
		   o Business requirements
		   o Operations
		   o Utilisation
		
		Outsourcing of accommodation requirements
		
		Health and Safety at Work Act

	2.2 Explain the ergonomic considerations when planning improvements to the use of space	Design of equipment, furniture and working areas Human dimension
	2.3 Explain the factors to be taken into account when planning and managing changes to accommodation	Space management • Plans • Policies • Time and motion studies • Work flow • Communication systems and networks
3 Understand the influence of health, safety and environmental legislation on facilities management	3.1 Explain the health, safety, sustainability, energy management, environmental issues and applicable legislation relevant to an organisation	Impact on the environment of • Energy sources • Renewable v non-renewable • Carbon footprint • Legal considerations
	3.2 Assess the environmental impact of equipment, energy and consumables used by an organisation	Impact on the environment of • Energy sources • Renewable v non-renewable • Carbon footprint • Legal considerations Relationship to business • Aims and objectives • Working practice • CSR

Learning Outcomes	Assessment Criteria	Teaching Content
		Relationship to business • Working practice • Location and facilities Environmental impact audit • Green business • Recycling • Sustainability
	3.3 Identify how a business might minimize its impact on the environment	
	3.4 Identify the environmental and security issues to be addressed in an organisation's waste management procedures	Waste management • Definition and purpose • Confidential waste • Hazardous waste • Recycling • Procedures
	3.5 Explain how to carry out a risk assessment	Risk assessment • Definition and purpose of risk assessment • Workplace hazards • Risk and disability • Mental and physical • Five steps to risk assessment

Assessment

Centres may design their own assessment for this unit. However, a model assessment is available from the Level 4 Diploma in Business and Administration webpage:
http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-and-administration-level-4-diploma-10337/

The OCR model assessment includes:

- notes for tutors
- evidence requirements
- information on assessment expectations
- glossary for command verbs

Should centres design their own assessment, this **must be** accompanied by an Evidence Checklist to enable assessors and moderators to record and identify where, within the submitted assessment, each criterion and evidence requirement has been met.

Candidate work for this unit will be assessed by the centre and externally-moderated by OCR.

Evidence requirements

Candidates are expected to evidence the application of knowledge in their own working environment. Where this is not possible candidates can chose an organisation in which to apply their knowledge, providing this will allow all assessment criteria to be met.

Details of evidence requirements can be found in the OCR model assessments which support this unit. If centre-developed assessments are used, they must allow candidates to cover all of the evidence requirements detailed on the Evidence Checklist.

Evidence can be presented in a number of ways which can be determined by the centre. These decisions should take into account the accessibility of the assessment requirements by individual candidates and the bespoke nature of a candidate or candidate group.

Evidence could be presented through assessed presentations, assessor observations, professional discussions or word processed documents. Recordings of professional discussions are an acceptable form of evidence. All evidence submitted must be legible.

Candidates may be able to draw on previous experiences to demonstrate they can meet the assessment criteria and evidence requirements. In this instance a professional discussion supported by applicable documentation could be accepted as suitable and adequate evidence, on the provision that all relevant requirements are met.

Where assessor observations or professional discussions are carried out, the content of these must be detailed on a Witness Statement form. The Witness Statement form must be submitted with the candidate evidence. Witness Statement forms can be downloaded from the OCR L4 Diploma in Business and Administration webpage:

http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-and-administration-level-4-diploma-10337/.

Whilst observation and professional discussion are acceptable forms of evidence, we would not expect these to be the sole methods employed for evidencing a complete unit.

Evidence from related Level 4 NVQ units can be used to infer understanding of this unit's content where appropriate.

Guidance on assessment and evidence requirements

Candidates should be advised that incomplete evidence **should not** be submitted.

All evidence **must** be assessed by the centre before submitting to OCR for moderation. This should be indicated through a tick and/or feedback comment on each marking point. Assessors should check that there are no gaps in the evidence.

Centres must have an internal moderation process in place to ensure consistency of assessment, especially where there is more than one assessor in the assessment team. The internal moderator should sign the front cover of those assessments which have been included in the internal sampling process.

If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013* available at:

http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/access-arrangements-reasonable-adjustments-and-special-consideration-2012-2013

Scribed work should be annotated with the scribe's initials.

OCR is unable to return candidate work to centres, so **centres should take a copy before submitting** work to OCR for moderation.

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice.*

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
CFAM & LEB1	NA	Provide healthy, safe, secure and productive working environments and practices
CFAM & LEB3	NA	Manage physical resources
CFAM & LEB4	NA	Manage the environmental and social impacts of your work

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	x	Representing		Use ICT systems	x
Reading	x	Analysing		Find and select information	x
Writing	x	Interpreting		Develop, present and communicate information	x

Resources

Booty, F. (2009) *Facilities Management Handbook* Butterworth-Heinemann

Duncan, M., Cahill, F. and Heighway, P. (2006) *Health and Safety at Work Essentials: The One-stop Guide for Anyone Responsible for Health and Safety Issues in the Workplace* 5th Edition Lawpack Publishing

www.bifm.org.uk

www.hse.gov.uk

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .