

## ILM Level 3

# Qualifications in Facilities Management



### Who are these qualifications for?

The Level 3 Award, Certificate or Diploma in Facilities Management is for learners who are considering a move into facilities management (FM), or have some operational experience in the role and want to consolidate their knowledge and develop their skills. These qualifications are ideal for those seeking to develop FM competencies backed by broader leadership skills.

### Benefits for individuals

- Understand the key operational, managerial and strategic aspects of the FM role
- Plan, organise and deliver FM services in your own organisation
- Successfully respond to and manage change
- Build relationships, communicate and influence key stakeholders.

### Benefits for employers

- Efficient and competent FM teams
- FM staff with the soft skills to manage people and relationships
- Greater innovation in strategies and processes
- A broad range of optional units – tailor this qualification to your organisation's learning and development needs.

The Award comprises two mandatory units. These focus on giving learners a thorough grounding in the FM role as it applies to their organisation, health and safety policies and best practice, with optional units on dealing with specific FM competencies, broader management and leadership skills.

The Certificate has two additional mandatory units focusing on delivering and improving FM services, and dealing with building relationships and influencing stakeholders for effective take-up of FM policies.

In the Diploma, there are four more mandatory units. One covers managing and maintaining property and assets, in the context of the learner's organisation. The remaining three focus on soft leadership and management skills – including solving problems, making decisions and developing yourself and others.

### Progression

Successful learners completing this qualification are able to progress to a range of qualifications including:

- ILM Level 3 Certificate or Diploma in Leadership and Management
- ILM Level 4 Award, Certificate or Diploma in Leadership and Management.

## Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
<b>Level 3 Award in Facilities Management</b> QAN: 600/5686/1	10 credits	100 hours	38	<ul style="list-style-type: none"> <li>One hour induction</li> <li>At least one hour tutorial support</li> <li>Two mandatory units*</li> <li>Choice of optional Level 3 units</li> </ul>
<b>Level 3 Certificate in Facilities Management</b> QAN: 600/5685/X	21 credits	210 hours	72	<ul style="list-style-type: none"> <li>Two hour induction</li> <li>At least two hours tutorial support</li> <li>Four mandatory units*</li> <li>Choice of optional Level 3 units</li> </ul>
<b>Level 3 Diploma in Facilities Management</b> QAN: 600/5663/0	37 credits	370 hours	138	<ul style="list-style-type: none"> <li>Two hour induction</li> <li>At least three hours tutorial support</li> <li>Eight mandatory units*</li> <li>Choice of optional Level 3 units</li> </ul>

\*Refer to table below for unit details

## Rules of combination

### Award

- Two mandatory units (total credit value of 6)
- Choice of optional units (total credit value of 4)

### Certificate

- Four mandatory units (total credit value of 10)
- Choice of optional units (total credit value of 11)

### Diploma

- Eight mandatory units (total credit value of 19)
- Choice of optional units (total credit value of 18)

## Overview of units

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8753-300	Solving Problems and Making Decisions	3	2	9	D
8753-301	Developing Yourself and Others	3	2	9	D
8753-302	Understanding Health and Safety in the Workplace	3	2	7	A C D
8753-303	Introduction to Managing and Maintaining Property and Assets	3	3	14	D
8753-304	Understanding Facilities Management Within the Context of an Organisation	3	4	18	A C D
8753-305	Understanding and Developing Relationships in the Workplace	3	2	8	C D
8753-306	Delivering Facilities Management Service in the Workplace	3	2	6	C D
8753-307	Understanding Leadership in the Management Role	3	2	6	D
8753-308	Understanding Innovation and Change in an Organisation	3	2	9	
8753-309	Understand How to Establish an Effective Team	3	1	5	
8753-310	Understanding How to Motivate to Improve Performance	3	2	9	
8753-311	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7	
8753-312	Understanding the Induction of New Staff in the Workplace	3	1	3	
8753-313	Understanding Organising and Delegating in the Workplace	3	1	4	
8753-314	Managing Workplace Projects	3	2	7	
8753-315	Understanding Performance Management	3	2	7	
8753-316	Understanding Costs and Budgets in an Organisation	3	1	7	
8753-317	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7	

## Overview of units

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8753-318	Understanding the Need for Effective Management of Space Within Own Organisation	3	3	11	
8753-319	Understanding Support Services Operations in an Organisation	3	3	7	
8753-320	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10	
8753-321	Understanding Utility Services and Energy Efficiency in the Workplace	3	2	7	
8753-322	Understanding Procurement and Supplier Management in the Workplace	3	2	7	
8753-323	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8	
8753-324	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7	
8753-325	Understanding Security Measures in the Workplace	3	2	7	

\*Credit value \*\*Guided learning hours \*\*\*A=Award C=Certificate D=Diploma

### Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

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ILM is a City & Guilds Group Business. City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

### Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

### Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

### Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance. We believe this delivers well-rounded managers with a proven ability to perform to the required standards.