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| Title: | **Delivering facilities management service in the workplace**  |
| Level: | **3** |
| Credit value: | **2** |
| Unit guided learning hours | **6** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Be able to deliver service in the workplace
 | 1.11.21.3 | Identify a facilities management service that must be delivered in the workplacePlan the delivery of the facilities management service identified including all resource requirementsExplain how the delivery of the facilities management service identified will be communicated |
| 1. 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 |
| 1. 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 |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of delivering service in the workplace. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Facilities Management 2008 NOS: FM301, FM305, FM309 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Asset Skills |
| Equivalencies agreed for the unit (if required) | M3.47 - Delivering service in the workplace |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Identification of facilities management services (for example ‘hard’ and ‘soft’ services, in-house and outsourced)
* Effective planning and organisational techniques/tools/methods (for example planned preventative maintenance, service level agreements, benchmarking, risk management, emergency procedures, business continuity plans, asset registers)
* Resource requirements within facilities management (for example setting and managing budgets, staff availability and rotas, contracted-out versus in-house service provision, inventory, record keeping)
* Ways of communicating effectively (for example board reports, management meetings, team briefings, site inductions, signage and notice boards)
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| 2 | * Ways of collecting and evaluating feedback from others about service delivery (for example questionnaires, surveys, comment cards, verbal feedback, electronic feedback)
* Ways of dealing with feedback that identify significant problems and issues in the delivery of the facilities management services (for example regular analysis of ‘help-desk’ activities and incident reporting system, swift response times, publication of up-dates on intra-net)
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| 3 | * Explanation of continuous improvement (for example kaizen, improved key performance indicators [KPIs], cost savings, improved services and products)
* Tools and techniques for monitoring effective delivery of services (for example complaint log books, comment cards, user surveys, analysis of help-desk fault reports, analysis of down-time of equipment, analysis of incidents etc)
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