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| Title: | **Understanding support services operations in an organisation** |
| Level: | **3** |
| Credit value: | **3** |
| Unit guided learning hours | **7** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the range of support services required by the organisation and the legislation that impacts on these services
 | 1.11.2 | Describe the range of support services that is required by own organisation, distinguishing between ‘hard’ and soft’ servicesIdentify the legislation that impacts on these services |
| 1. Understand what support services are and how they are currently being provided and delivered
 | 2.12.22.3 | Describe the role of service level agreements, their typical structure and content Describe how service level agreements are used with both customers and suppliers in own organisationDescribe 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  | 3.13.2 | Explain various ways of providing support services to meet organisational requirementsExplain how the quality of support services is measured and monitored |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop an understanding of support services operations in an organisation. |
| 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: FM305, FM317 |
| 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) | M3.40 - Understanding support services operations in an organisation |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Knowledge and understanding of the products or services required by the organisation (for example location, resources available to pay for it, image, constraints of physical buildings)
* Requirements of occupants of buildings in terms of the ‘soft’ facilities management support services they need to function effectively (for example catering, waste disposal, reprographics, mail room functions, visitor management)
* Awareness of new trends in support service operations (for example scanning of documents, use of micro-fibres for cleaning, healthy eating, employer of choice campaigns, daytime cleaning, performance monitoring, re-cycling)
* Relevant legislation (for example all applicable Workplace Health, Safety and Fire Regulation, Working Time Regulations, Workplace Regulations, Private Security Industry Act, Transfer of Undertakings for the Protection of Employment (TUPE), Environmental Legislation)
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| 2 | * Awareness and understanding of service level agreements, their typical and content and how they are used both with customers and suppliers
* Interpretation of formal agreements with clients and customers for the delivery of services
* Customer service procedures (for example help desk operations, how to log customer information, how to initiate service calls, how to close jobs)
* Authorisation procedures (e.g. how to confirm caller identity, how to validate requests)
* Escalation, resolution and complaint handling
* Quality assurance procedures
* Compliance with relevant legislation and regulations (e.g. Health and Safety at Work Act)
* Maintenance and communication of facilities management/department brand or image
	+ Range of support services (for example cleaning, catering, security, reception, reprographics, ‘front of house’ and ‘back-office’ administration)
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| 3 | * + Range of delivery options (for example in-house, external contractor, partnership working, joint-ventures and shared services)
* Performance measurement and monitoring tools (key performance indicators (KPIs), inspections, audits, customer surveys, visual management, in-house incident records, helpdesk reports)
* Internal, external or third party certification audits
* Managing contractors and suppliers, contract administration
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