

●●● **LEARN IT NOW**

**The
Business
School
UK**

The Business School (UK) Ltd

Briefing Document

Decide Today to Succeed

STUDYING WITH US

We believe that personal development is important for everyone and by studying an accredited course you will:

- Raise your commercial awareness
- Gain accredited transferable skills
- Broaden your perspective within your area to access emerging practice
- Offer added value through your extended skills and knowledge
- Enhance your CV, for current and future careers

We also understand that it's not always possible to "drop" everything to study. This is one of the reasons we created our own Virtual Learning Environment (VLE). By taking a course online you are able to:

- Study in your own time
- Study at your own pace, to your own schedule
- Study anywhere (you can study online, save the documents to your PC, or print them)
- Receive timely, expert tutor support
- Take advantage of a cost-effective way of gaining professional recognition

We understand that the thought of studying alone can be daunting. However, it need not be. Studying with us means you will never be alone. We are on hand to provide guidance with all aspects of your course. This starts with providing advice, if you need it, on selecting the right course and units for you, continuing with our ongoing expert tutor support all the way through until you finish your course.

Our VLE is simple and intuitive to use, with full instructions on how to use it under the Help section on the VLE. However, if you do need any technical assistance, our friendly and knowledgeable technical support is on hand to help you.

This briefing document provides you with all the information you need to know about getting started studying with us. It also contains contact information for us, should you have any questions or require any assistance.

We look forward to you studying with us,

The Business School (UK)

IWFM LEVEL 3 AWARD IN FACILITIES MANAGEMENT

Key points	Work at your own pace, in your own time Assessment at any time to suit you Cost-effective Access to IWFM member benefits	
Cost	£500 full – no additional payments Instant access to course once payment arranged Payment by PayPal, credit or debit card, or by invoice to employer Includes IWFM membership	Inclusive of VAT
Duration	Learner dependant – 3-6 months	Up to learner – could be done in a month
Entry requirements	Level 2 relevant qualification OR relevant experience	Contact to discuss if you need advice
Delivery	Via Virtual Learning Environment http://vle.thebusinessschool.uk.com/enrol/index.php?id=220	Plus tutor support phone or email Reading list
Modules	1. Introduction to Facilities Management 2. Customer and stakeholder relations in facilities management	Mandatory Mandatory
Assessment	One assignment per module	Pass or Resubmission (x 2) Submitted online
Enrolment	Enrol via the Virtual Learning Environment directly (see Guide) or email to helen@thebusinessschool.uk.com Pay in full by PayPal (credit or debit card) online, or by invoice	
Progression	IWFM Level 3 Certificate in Facilities Management IWFM Level 4 Certificate in Facilities Management	
Completion	Success in all assignments Full payment made External verification by IWFM (up to 3 months)	
Support	Technical support	natasha@thebusinessschool.uk.com
	Payment support General enquiries	helen@thebusinessschool.uk.com
	Career and progression support	david@thebusinessschool.uk.com
	VLE Help documents are found under the Help tab on the VLE navigation menu. This includes a complete site guide.	
	Policy documents are found under the Information tab on the VLE navigation menu.	

STEP BY STEP PROCESS

1. Contact helen@thebusinessschool.uk.com or call Helen on 0116 367 4858 to arrange to pay for your course or enrol directly on the Virtual Learning Environment.
2. Once you have received your welcome email and been given your log in details, log into the VLE at <http://vle.thebusinessschool.uk.com/>.
3. Choose the FM Public Courses option.



The screenshot shows the website interface for The Business School UK. The top navigation bar includes 'Courses', 'Information', and 'Help'. A dropdown menu is open under 'Courses', showing 'My Courses', 'All Business School Courses', 'Logistics and Transport', 'Facilities Management', and 'BIFM Courses'. A sub-menu is open under 'Facilities Management', showing 'FM Public Courses'. The main banner features the school's logo and the text 'Welcome to The Business School UK Virtual Learning Environment'. Below the banner is a testimonial: 'The Business School (UK) delivers the best in training, nationally and internationally. We are dedicated to your success and your future by providing you with specialised training for your discipline.' The course categories are set to 'Facilities Management / FM Public Courses'. The main content area is titled 'Studying with The Business School UK' and provides contact information and course details.

Studying with The Business School UK

To get started studying with The Business School UK please contact us at: training@thebusinessschool.uk.com

We will discuss your requirement with you, and create an account for you on our Virtual Learning Environment. Once you have your account you will be able to purchase your chosen course online, and can get started straight away with your studies.

The courses contain optional units, which means you can build a programme to suit you and your career aspirations at your chosen level.

Some of our courses are studied fully online. Others are currently a mix of online and paper based studies depending on the options selected.

Courses and Prices

- Level 3 Award in Facilities Management – £399
- Level 3 Certificate in Facilities Management – £649
- Level 4 Award in Facilities Management – £449
- Level 4 Certificate in Facilities Management – £699

Available Soon

More courses available soon, including:

- Level 5 Award in Facilities Management
- Level 5 Certificate in Facilities Management

4. Scroll down and choose the IWFM Level 3 Award in Facilities Management course.


IWFM Level 3 Award in Facilities Management

BIFM Level 3 Award in Facilities Management

The BIFM Level 3 qualifications in facilities management are for you if you are a first-line manager or supervisor in facilities management or if you are new to the industry. They are designed to develop an understanding and knowledge of facilities management matters.

We at The Business School have designed the programme to meet your specific needs. You will undergo learning by reading written materials, reviewing presentations, accessing external links to other websites, and downloading further information. You will be supported by a tutor throughout your studies.

Your tutor will also act as your assessor. Once you have worked through the programme of learning, you will be asked to undertake some written tasks, which will be assessed against the standards in the BIFM qualifications. Once your assessor has confirmed that your work has reached the standard required, further quality assurance on that assessment will take place. Once this process is complete, you will be awarded the BIFM qualification!

Further information can be found in this Course Information document 

5. Open up the course by clicking on the title.

BIFM Level 3 Award in Facilities Management


Course Introduction


This is the starting point for your studies to achieve the **BIFM Level 3 Certificate in Facilities Management** qualification.


You must complete 2 mandatory units:

- **FM3.01 Introduction to Facilities Management**
- **FM3.03 Customer and Stakeholder Relations in Facilities Management**

More information can be found via the links below:

 Welcome Letter

 Detailed Course Information

 Facilities Management Glossary

6. Read Welcome Letter by clicking the icon.
7. Read Detailed Course Information by clicking the icon.
8. Have a look at the Facilities Management Glossary – remembering you can always refer back to this as you work through the course.
9. Now click the icon for the first module – in this case, Introduction to Facilities Management.

BIFM Level 3 Certificate in Facilities Management - Introduction to Facilities Management



Introduction to Facilities Management

This unit addresses the definition of facilities management, its role within organisations, and how it can be set up in ways that will help the organisation to function more effectively. The unit addresses the potential impact of an organisation's arrangements for facilities management on the organisation's internal environment.

Your tutor for this unit is **David Ockleton**



[Reading list for the whole course.](#)

10. This is an example of the sort of learning materials you will see.

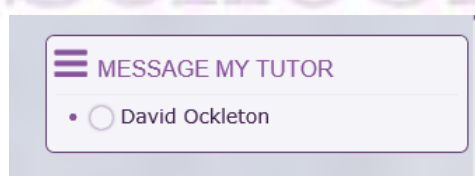
Service Delivery Models

Service Delivery covers the provision of services to meet a customer need. There are two broad delivery models of interest to the FM. These are:

- In-house or self-perform
- Outsource to specialist(s) (Single or packaged services, 'bundled' services, 'Total facilities management, managing agent, Private Finance Initiative)

The decision to meet a service delivery using **In House** resources is dependent on the capability of that organisation. It is made more complex by the level, and type of service required, the number of locations, duration, and so on. It is necessary to generate a team capable of liaising with each of the business areas affected by the requirement and it may be necessary to assign staff to be responsible for each of the features of the capability required, such as drainage, sewage, drinking water, heating, etc. It may be necessary to keep a service in-house due to location required, or security for example, regardless of the increased cost that may be incurred. The main advantage of in-house provision is that it can be closely

11. Use the Message My Tutor to contact the tutor for that module by clicking on the name in the box to the right of the screen.



12. When all learning materials have been read, and notes taken, read the Preparation for Submission and IWFM Assignment Instructions. Note you can re-read the learning materials as many times as you like, and use them to complete your assignment.


IWFM Level 3 Award in Facilities Management


Introduction to Facilities Management Assignment


Once you have read and understood the materials, you can now start work on the assignment. You will be allowed two submissions, so make sure you have attempted it all before submitting to your tutor.

You can go back and refer to your materials as much as you like whilst attempting this assignment.

Please ensure that you read the Preparation for Submission carefully, and follow all the requirements when submitting drafts or assignments for marking. Your tutor may return your work unmarked if these requirements are not met.

 Preparation for Submission

 BIFM Assignment Instructions

 **Unit assignment not available until personal details have been updated**

13. Note that the assignment will not be available until you have completed your personal details.
14. Complete personal details by clicking Edit profile settings in the right hand menu. Scroll down to see the Additional information for awarding organisation registration. Note you will not be registered with IWFM until this is completed and appropriate payment arrangements have been made. Note that the address you use will be the address to which your certificate will be sent.
15. Complete the assignment questions and submit them to your tutor via the VLE. Note that your assignments need to be completed in either Microsoft Word or Adobe pdf format.
16. Once your tutor has confirmed your success in the assignment and sent you the relevant marksheet with feedback, complete the module feedback form.
17. Download your successful completion certificate.
18. Now move onto the next module.

Use the links below to access the unit indicated

 Unit 1 - Introduction to Facilities Management	 Unit 2 - Customer & Stakeholder Relations
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19. When all modules are successfully completed, The Business School will commence quality assurance processes and then claim your IWFM qualification certificate. This may take up to 3 months, but usually less.



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