

●●● **LEARN IT NOW**

**The  
Business  
School  
UK**

**The Business School (UK) Ltd**

**Briefing Document**

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**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 CERTIFICATE IN FACILITIES MANAGEMENT

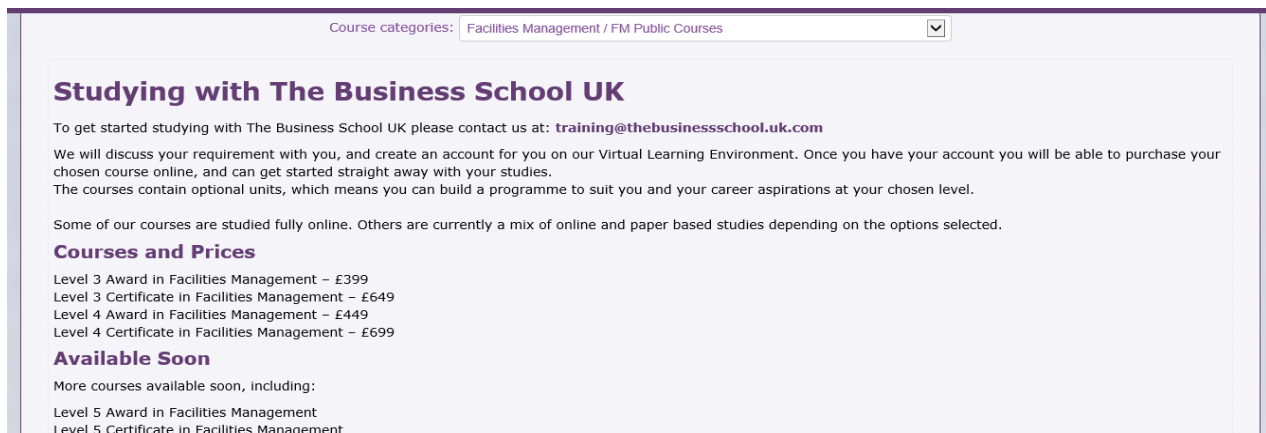
<b>Key points</b>	Work at your own pace, in your own time Assessment at any time to suit you Cost-effective Access to IWFM member benefits	
<b>Cost</b>	£1020 full – no additional payments Instant access to course once payment arranged Payment by PayPal, credit or debit card, or by invoice to employer Includes IWFM membership	Inclusive of VAT
<b>Duration</b>	Learner dependant – 6-9 months	Up to learner – could be done in a month
<b>Entry requirements</b>	Level 2 relevant qualification OR relevant experience	Contact to discuss if you need advice
<b>Delivery</b>	Via Virtual Learning Environment <a href="http://vle.thebusinessschool.uk.com/enrol/index.php?id=208">http://vle.thebusinessschool.uk.com/enrol/index.php?id=208</a>	Plus tutor support phone or email Reading list
<b>Modules</b>	<ol style="list-style-type: none"> <li>1. Introduction to Facilities Management</li> <li>2. Corporate social responsibility and sustainability in facilities management</li> <li>3. Customer and stakeholder relations in facilities management</li> <li>4. Specification and procurement of facilities supplies and services</li> <li>5. Project management within facilities management operations</li> <li>6. Budget management of facilities management operations</li> </ol>	<p>Mandatory</p> <p>Mandatory</p> <p>Mandatory</p> <p>Mandatory</p> <p>Optional</p> <p>Optional</p>
<b>Assessment</b>	One assignment per module Project Management assignment is based on your workplace	Pass or Resubmission (x 2) Submitted online
<b>Enrolment</b>	Enrol directly on the Virtual Learning Environment or via email to <a href="mailto:helen@thebusinessschool.uk.com">helen@thebusinessschool.uk.com</a> Pay in full by PayPal (credit or debit card) online, or by invoice	
<b>Progression</b>	IWFM Level 4 Award/Certificate in Facilities Management	
<b>Completion</b>	Success in all assignments Full payment made External verification by IWFM (up to 3 months)	
<b>Support</b>	Technical support	<a href="mailto:natasha@thebusinessschool.uk.com">natasha@thebusinessschool.uk.com</a>
	Payment support General enquiries	<a href="mailto:helen@thebusinessschool.uk.com">helen@thebusinessschool.uk.com</a>

## IWFM Level 3 Certificate in Facilities Management

	Career and progression support	<a href="mailto:david@thebusinessschool.uk.com">david@thebusinessschool.uk.com</a>
	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. Create your own account – go to <http://vle.thebusinessschool.uk.com/login/index.php> and look at the right hand side of the screen to Create Your Own Account (see also the additional guide to creating your account).
2. Choose the FM Public Courses option.



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

## IWFM Level 3 Certificate in Facilities Management


### BIFM Level 3 Certificate 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 

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

The Business School UK   Courses ▶   Information ▶   Help ▶

## BIFM Level 3 Certificate 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 4 mandatory units:


- **FM3.01 Introduction to Facilities Management**
- **FM3.02 Corporate Social Responsibility and Sustainability in Facilities Management**
- **FM3.03 Customer and Stakeholder Relations in Facilities Management**
- **FM3.04 Specification and Procurement of Facilities Supplies and Services**

You then have a choice of optional modules to complete – further information can be found in the Detailed Course Information below. You need to complete optional units to the value of a minimum of 7 credits and the credit values are detailed below:

- **Health and Safety Responsibilities in Facilities Management - 5 credits**
- **Project Management in Facilities Management - 5 credits**
- **Management operational performance in facilities management - 4 credits**

If your choice is marked in black, the materials for these units needs to be ordered for you, so please email [helen@thebusinessschool.uk.com](mailto:helen@thebusinessschool.uk.com) or call **0116 367 4858** to confirm.

More information can be found via the links below:

-  Welcome Letter
-  Detailed Course Information
-  Facilities Management Glossary

**Use the links below to access the unit indicated**

 <b>Unit 1 - Introduction to Facilities Management</b>	 <b>Unit 2 - Corporate Social Responsibility &amp; Sustainability</b>	 <b>Unit 3 - Customer &amp; Stakeholder Relations</b>
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5. Read Welcome Letter by clicking the icon.

## IWFM Level 3 Certificate in Facilities Management

6. Read Detailed Course Information by clicking the icon.
7. Have a look at the Facilities Management Glossary – remembering you can always refer back to this as you work through the course.
8. 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.](#)

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

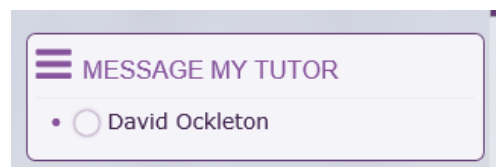
#### Service Delivery Models

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

10. 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.



11. 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.





### 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**

12. Note that the assignment will not be available until you have completed your personal details.
13. 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.
14. 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.
15. Once your tutor has confirmed your success in the assignment and sent you the relevant marksheet with feedback, complete the module feedback form.
16. Download your successful completion certificate.
17. Now move onto the next module.

[helen@thebusinessschool.uk.com](mailto:helen@thebusinessschool.uk.com) or call 0116 367 4858 to confirm.

More information can be found via the links below:

-  Welcome Letter
-  Detailed Course Information
-  Facilities Management Glossary

Use the links below to access the unit indicated



[Unit 1 - Introduction to Facilities Management](#)



[Unit 2 - Corporate Social Responsibility & Sustainability](#)



[Unit 3 - Customer & Stakeholder Relations](#)



## IWFM Level 3 Certificate in Facilities Management

18. 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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