

**IWFM LEVEL 3 AWARD IN FACILITIES
MANAGEMENT**

**CANDIDATE INFORMATION PACK
ONLINE DISTANCE LEARNING**

The
Business
School
UK

Programme Information

The IWFM Level 3 Award in Facilities Management is designed to develop an understanding and knowledge of facilities management matters. This qualification follows on from the general knowledge gained in the IWFM Level 2 qualifications, and provides more in-depth information on the core business subjects and specialist areas.

Qualification Awarded

The Institute of Workplace and Facilities Management (IWFM) is recognised by Ofqual as an Awarding Organisation. The IWFM Level 3 Award in Facilities Management is on the Register of Regulated Qualifications, and is delivered by The Business School (UK) Ltd, an approved IWFM centre for the delivery of its qualifications.

Target Audience

The IWFM Level 3 Award is designed for first line managers or supervisors in the facilities management sector, or if you are new to the industry. This is an open access qualification, although Learners would benefit from having some prior knowledge of facilities management operations.

Structure of Programme:

The qualification is made up of 2 units. Units are measured by level, by credit value and by guided learning hours (the numbers of hours learners will devote to their study). These are designated by IWFM and approved by Ofqual, the regulatory body for qualifications in the UK.

Each learner must complete the two mandatory units as below.

Unit	Credit Value
Mandatory Units	
Introduction to Facilities Management	6
Customer and Stakeholder Relations in Facilities Management	5
TOTAL REQUIRED FOR CERTIFICATION	11 credits

The aims of these units and other information are to be found in the Syllabus, which can be obtained from us.

These units are all assessed by The Business School (UK) through the completion of a variety of activities, detailed on assessment briefs. Your assessment briefs are available for download on the system.

Assessment work should be completed and uploaded to your assessor in either Adobe pdf or Microsoft Word format. You should, of course, keep a secure copy yourself. When your assessment work is completed, please upload onto the system.

Guided Learning Hours

This denotes the general amount of time you will spend on the unit. This includes working on materials and reading you have been sent, responding to tutorial input, additional reading and research, completing your assessment, receiving and acting upon feedback from your assessor, contact with your assessor.

Progression

This qualification will provide progression opportunities to other qualifications including the IWFM Level 3 Certificate in Facilities Management or onto Level 4 qualifications.

Learner Registration

The registration period is the time in which a Learner is registered onto the qualification and in which they must complete this. For this qualification, the registration period is two years.

- It is vital that you complete the registration information on Moodle prior to the submission of your first assessment work to your tutor. Your IWFM registration will be processed at this time so that you are able to claim successful completion of your units and qualifications at the appropriate time. If you are not registered, you will be unable to claim your certificate, regardless of whether you have produced the work and been assessed as passing.

At the end of the registration period all Learners will be withdrawn from the relevant qualification and their complimentary Studying membership (as detailed below) will be ceased. However, if an extension is required, we can contact the Awarding Organisation to request this. Extensions may be granted on a 6 month basis and will be granted up to a maximum of 18 months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to register the Learner again. A cost will be incurred for this, along with the full Registration fee.

We would strongly recommend that you complete your studies and assessment work as soon as possible!

Distance Learning

You have chosen to study via online Distance Learning. You have a maximum of 2 years study time to complete this Award. The online system will contain the following information

- Course materials relevant to your chosen course
- Assessments briefs relevant to your chosen course
- Personal Tutor Contact Details
- Welcome Pack and Study Guide
- Assignment Guide

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Please ensure you read the welcome pack and study guide thoroughly before commencing your studies.

Your Tutor

Your tutor is personally assigned to you and their role is to offer advice, guidance and support for your learning, and to assess your work. Contact is made with your tutor via the online learning system. They should be your first contact in case of any query.

Assessment – Assignments

Each unit is assessed through the Centre Assessment Route by your tutor. Assessment activities have been developed by The Business School (UK) Ltd, which have been approved by IWFm. Each assessment brief gives information regarding exactly what needs to be covered and other supporting information such as word count and referencing guide.

You should submit your assessment work or any queries regarding the assessment work to your tutor for assessment.

Your tutor will assess your work and complete a mark-sheet and give you feedback. You will be allowed one re-submission of your work. Once your tutor is satisfied that your work reaches the required standards, this will then go through a process of internal quality assurance within The Business School (UK) Ltd and then a process of external quality assurance through IWFm. These procedures are laid down by the Awarding Organisation and are rigidly followed by The Business School (UK) Ltd. These are all administered through the online learning system.

Certification

Once you have successfully completed all the assessment work necessary for your qualification, your certificate will be claimed through the IWFm external quality assurance process by The Business School (UK) Ltd.

Learner Affiliate Membership of IWFm

Upon registration all IWFm Learners will receive a complimentary one year Studying membership of IWFm. This will give them privileged access to a range of benefits and services designed to help and support them throughout their studies and future careers, including access to resources to support learning, and events. Further information is available on the IWFm website at www.iwfm.org.uk.

Membership Eligibility

Successful completion of the IWFm Level 3 Award in Facilities Management meets the educational requirement for Associates Member grade of the Institute, offered when certain experience requirements are met. Associate Member grade allows Learners to use the designatory letters AIWFm after their name. For further details on applying for membership please refer to the membership section of the website at www.iwfm.org.uk

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or alternatively contact the Membership Department on +44 (0)1279 712651 or membership@iwfm.org.uk.

About The Business School (UK) Ltd

We provide training and qualifications to corporate organisations, individuals and graduates both in the UK and internationally. We offer credible, professional delivery, quality assurance and administration to national and international audiences in the UK and overseas. Our comprehensive spread of complementary skills and experiences, spanning more than 50 years, includes logistics, transport and management training, business development, quality assurance, inspection and moderation, assessment and verification, strategy and business planning, and administration. We are a first-class professional development provider, delivering leading edge training to give a unique advantage to our clients. We do this by building on academic achievements, exploring the application of key theories, tools and techniques, expert training and broader education, and through excellent administration, customer service and support.

Our trainers have extensive international and national experience across a range of sectors including petroleum, oil & gas, maritime, defence, manufacturing and education. We work only with trainers who are qualified, accredited and committed to their own development.

Our directors are both qualified and experienced External Verifiers and have a range of other qualifications and experience including EQFM, professional body Fellows and Strategic Management. Quality assurance is key to any training establishment, and we work with a number of bodies who externally assure the quality of what we do. These include the Institute of Leadership and Management and the Chartered Institute of Logistics and Transport. We are able to deliver qualifications, accredited or bespoke development via taught, distance or blended learning.

The Institute of Workplace and Facilities Management (IWFM)

IWFM is the professional body for facilities management. Founded in 1993, they promote excellence in facilities management for the benefit of practitioners, the economy and society. They support and represent thousands of members around the world, both individual FM professionals and organisations, and thousands more through qualifications and training. See www.iwfm.org.uk.

Policies and Principles

All Business School courses are developed and designed to be delivered in English, and therefore a good standard of English is required to offer maximum chance of success, enjoyment, participation and learning.

We will use your feedback within course reviews, annual self-evaluation for our business and will ask permission to use this for marketing purposes.

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We believe that no student should be disadvantaged by reason of disability. We expect reasonable behaviour from our learners and their representatives, and for them to refrain from language that may be thought of as offensive, abusive, racist, libellous or defamatory. We reserve the right to terminate the registration of students or their representatives should behaviour be found, in our opinion, to be unreasonable.

Other policies and documents are available to learners on request to The Business School (UK) Ltd:

- Data Protection Policy
- Health and Safety Policy and checklist
- Equal Opportunities Policy
- Internal Quality Assurance Policy
- Access to Assessment Policy

Appeals against Assessment Procedure

This is the procedure to be used where a candidate wishes to appeal against an assessment decision made on a programme carried out by The Business School (UK) Ltd. All appeals must be made through your assessor at The Business School (UK) Ltd.

Making an appeal against an assessment decision

Where a candidate wishes to appeal against an assessment decision taken on a IWFM programme this is the process:

- The candidate must make an appeal by email to The Business School (UK) Ltd within 14 working days of the candidate receiving the assessment decision.
- The Business School (UK) Ltd will acknowledge receipt of an appeal, in writing to the candidate, within 5 working days.
- The Business School (UK) Ltd will check the status of the candidate's registration.
- The original piece of work will be re-assessed by an internal quality assurance assessor.
- The outcome of the appeal will be notified in writing to the candidate within 35 working days of its receipt by The Business School (UK) Ltd.
- This decision will be final.

Please note that all assessment and verification staff at The Business School (UK) Ltd are registered with the Awarding Organisation and suitably qualified both as assessors and verifiers and at an appropriate occupational level.

Plagiarism

Plagiarism, that is the presentation of another person's thoughts or words as though they were your own, must be avoided, with particular care in assignments. Note that you are encouraged to read, evaluate, critique, contrast and compare the work of others as much as possible at this level. You are expected to incorporate this in your thinking and in your assignments. You must acknowledge and reference your sources.

Direct quotations from the published or unpublished work of others, from the internet, or from any other source must always be clearly identified as such. A full reference to their source must be provided in the proper form and quotation marks used. Remember that a series of short quotations from several different sources, if not clearly identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a single source. Equally, if you summarise another person's ideas or judgements, figures, diagrams or software, you must refer to that person in your text, and include the work referred to in your bibliography or as footnotes or endnotes.

The direct and unacknowledged repetition of your own work which has already been submitted for assessment can constitute self-plagiarism.

Complaints and Appeals Procedure

Introduction

Before having recourse to the Complaints Procedure, a learner should make every effort to resolve a problem with the individual(s) concerned or consult his/her tutor for help and advice. Only when these steps have failed, or when the learner has good cause for not pursuing these means of resolving the issue, should the Complaints Procedure be invoked. Submission of the Complaints Form initiates the formal Complaints Procedure. The Complaints Procedure shall not apply to cases in which an individual wishes to appeal against an academic decision by the centre or an awarding organisation; in such instances the applicant should follow the Appeals Procedure, information on which is given above.

No action will be taken in the case of complaints made anonymously.

Learners shall not be disadvantaged for lodging a complaint in good faith.

Procedure

Complaints received more than 6 months after the event in question will not normally be investigated.

The complaint should be in writing and addressed to the Operations Director at The Business School (UK) Ltd.

The Operations Director shall acknowledge receipt of the Complaint within 7 days of the receipt of the completed Complaints form. The purpose of the first stage of the procedure is to ascertain the nature and details of the complaint. For this purpose the Operations Director may invite the complainant to a meeting to clarify the complaint. The complainant may be accompanied by a friend or representative at this meeting and at any other meetings under this procedure. The friend or representative may make notes during the meeting. The purpose of the second stage of the procedure is to

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gather all material evidence relating to the complaint and for the Operations Director either to reach an immediate decision on the complaint.

Subject to the written consent of the complainant, and sufficient evidence, the following provisions apply:

- In order to investigate the complaint, the Operations Director will seek information as necessary from anyone else likely to be helpful in resolving the matter, including the complainant. Information may be sought in writing, via oral interview or both.
- Once all necessary information has been gathered, the Operations Director shall decide whether it is possible to reach a final decision on the complaint. Any decision will be communicated in writing to all parties to the complaint, with a summary of reasons for the decision.
- Appropriate action shall be taken in the light of the outcome of the investigation. The action will be intended to resolve the matter but may include the initiation of formal disciplinary action against a member of staff or a learner under the centre's disciplinary procedures.
- On the completion of the investigation the Operations Director shall notify the complainant and other parties to the complaint in writing of the outcome and of any consequential action to be taken. This will include a summary of the reasons for the decision.
- A complaint will normally be determined within 12 weeks from receipt of the complaint. However, you should be informed of the reasons should a longer period of investigation be required.

Appeals against the outcome

A complainant may seek a review of the outcome of their complaint only on the ground of procedural irregularity on the part of the Operations Director.

A complainant wishing to lodge an appeal about the outcome of a complaint which has been investigated shall do so in writing, addressing the appeal to the Business Development Director of The Business School (UK) Ltd, within 14 days of notification of the outcome of the investigation. The Business School (UK) Ltd will normally complete the review of an appeal within three weeks following its receipt.

If the Business Development Director, having reviewed the original complaint file and sought any evidence as appears to be necessary to reach a decision, considers there to be grounds for the appeal, he may make appropriate arrangements to have the complaint reconsidered. Any further action or outcome will be decided by the Business Development Director and will be final.

If a complaint from or on behalf of a learner remains unresolved after consideration by the school, there is provision for resolution of the complaint through a process which includes consideration by two alternative external independent adjudicators who have not been directly involved in the matters detailed in the complaint, and who are

independent of the management and running of the school. All relevant paperwork needs to be provided to the independent adjudicators, who will consider and give their verdict within one month. A fee may be chargeable at this stage.

Monitoring

The Operations Director will monitor:

- The number of complaints made, and upheld or rejected;
- The nature of the matters raised and any remedial action recommended and taken;
- The ethnic origin, gender and other data relating to the complainants for diversity monitoring purposes.

Confidentiality

All information which a complainant, or anyone else, provides to the Operations Director during the course of an investigation of a complaint shall be treated as confidential, subject to the need to divulge information to investigate a case and any requirements of the Data Protection Act. It is equally important that the complainant also respects the need for confidentiality throughout the complaints process.

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Contacts:

The Business School (UK) Ltd

Trading Address	Gravenor House 28 Rectory Lane Thurcaston Leicestershire LE7 7JQ
Telephone	+44 (0) 116 367 4858
Email	training@thebusinessschool.uk.com
Website	www.thebusinessschool.uk.com
Registered Address	77A Cheap Street Sherborne Dorset DT9 3BA

The Institute of Workplace and Facilities Management

Address	Number One Building The Causeway Bishop's Stortford Herts CM23 2ER
Telephone	+44 (0) 1279 712 651
Email	membership@ciltuk.org.uk
Website	www.iwfm.org.uk