

**BIFM LEVEL 3 CERTIFICATE IN
FACILITIES MANAGEMENT
BIFM LEVEL 3 CERTIFICATE IN
FACILITIES MANAGEMENT PRACTICE
CANDIDATE INFORMATION PACK
ONLINE DISTANCE LEARNING**

**The
Business
School
UK**

Programme Information

The BIFM Level 3 Certificate in Facilities Management and the BIFM Level 3 Certificate in Facilities Management Practice are designed to develop an understanding and knowledge of facilities management matters. These qualifications follow on from the general knowledge gained in the BIFM Level 2 qualifications, and provide more in-depth information on the core business subjects and specialist areas.

Qualification Awarded

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

Target Audience

The BIFM Level 3 Certificates are 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 qualifications are made up of 7 units in total. These are designated by BIFM and approved by Ofqual, the regulatory body for qualifications in the UK.

Each learner must complete the 7 mandatory units as below.

Unit	Credit Value
Mandatory Units	
Introduction to Facilities Management	6
Corporate Social Responsibility and Sustainability in Facilities Management	4
Customer and Stakeholder Relations in Facilities Management	5
Specification and Procurement of Facilities Supplies and Services	6
Health and Safety Responsibilities in Facilities Management	5
Project Management in Facilities Management	5
Management operational performance in facilities management	4

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

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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.

Note that you will require time for your studies away from your job, which equates to about 1 day per week.

Progression

This qualification will provide progression opportunities to other qualifications including the BIFM Level 4 Certificate in Facilities Management.

Learner Registration

The registration period is the time in which a Learner is registered onto the qualification and in which they must complete this. Although the BIFM registration period is two years, you are expected to complete your full apprenticeship within 15 months.

- It is vital that you complete the registration information on the Virtual Learning Environment within one month of your starting the course. Your BIFM 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 and you must complete them within one year. Your tutor will work with you on action planning and timetabling.

Distance Learning

You have chosen to study via online Distance Learning. 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

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 BIFM. 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 BIFM. 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 BIFM external quality assurance process by The Business School (UK) Ltd.

Learner Affiliate Membership of BIFM

Upon registration all BIFM Learners will receive complimentary Studying membership of BIFM and will remain so for one year. This will give them privileged access to a range of benefits and services designed to help and support them throughout their studies and

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future careers, including access to resources to support learning, and events. Further information is available on the BIFM website at www.bifm.org.uk.

Membership Eligibility

Successful completion of the BIFM Level 3 Certificate 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 ABIFM after their name. For further details on applying for membership please refer to the membership section of the website at www.bifm.org.uk or alternatively contact the Membership Department on +44 (0)1279 712651 or membership@bifm.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 British Institute of Facilities Management (BIFM)

BIFM 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.bifm.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.

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 – see the policy within your Induction module.

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.

Complaints and Appeals Procedure

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. 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.

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The full Complaints and Appeals procedure is within your Induction module.

Contacts:

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