



ILM LEVEL 3 QUALIFICATIONS IN FACILITIES MANAGEMENT

ILM/L3QFM/1008



Introducing the qualifications

The ILM Level 3 qualifications in Facilities Management have been specially designed to help learners develop specific skills in facilities management alongside a wide range of leadership and management skills.

The Award in Facilities Management

is a concise qualification made up of two mandatory units plus a wide choice of optional units. In the first mandatory unit, 'Managing health and safety at work', learners explore the legal aspects of healthy and safety at work, carry out a risk assessment in their workplace and study environmental responsibility. In the second mandatory unit learners examine facilities management within their organisation – from objective setting to ensure effective facilities management, to raising the awareness of facilities management in their organisation and local community.

The Certificate in Facilities

Management builds and broadens the skills and knowledge gained in the Award. (Please note learners may join the Certificate directly and are not required to undertake the Award as a prerequisite.) Learners complete two additional mandatory units and further optional units. In the mandatory unit, 'Managing and developing relationships in the workplace', learners explore ways to meet the needs of their customers, colleagues and key stakeholders. In the second mandatory unit, 'Delivering service in the workplace', learners identify, plan and evaluate the delivery of a facilities management service in their workplace.

The Diploma in Facilities

Management develops a comprehensive range of facilities management skills alongside key

leadership and management skills. Building on the Certificate, Diploma candidates complete four additional mandatory units and further optional units. (Please note learners may join the Diploma directly and are not required to undertake the Certificate as a prerequisite.) The mandatory units cover problem solving, decision making, personal and team development, leadership plus property maintenance.

Flexibility – all learners are able to choose from a diverse range of optional units to build their qualification. From managing projects to understanding security, ILM Facilities Management qualifications can be fully tailored to meet the varying needs of learners across all employment sectors.

Qualifications overview

	Level 3 Award in Facilities Management	Level 3 Certificate in Facilities Management	Level 3 Diploma in Facilities Management
Credit value*	• Minimum 11 credits	• Minimum 22 credits	• Minimum 37 credits
Guided learning	• Minimum 42 hours	• Minimum 82 hours	• Minimum 146 hours
Duration	• Completion within one year	• Completion within two years	• Completion within three years
Structure	<ul style="list-style-type: none"> • Induction – one hour • Tutorial support – at least one hour • Two mandatory units with a combined credit value of 7 • Optional units with a minimum credit value of 4 	<ul style="list-style-type: none"> • Induction – two hours • Tutorial support – at least two hours • Four mandatory units with a combined credit value of 11 • Optional units with a minimum credit value of 11 	<ul style="list-style-type: none"> • Induction – two hours • Tutorial support – at least three hours • Eight mandatory units with a combined credit value of 20 • Optional units with a minimum credit value of 17
Assessment – mandatory units	<ul style="list-style-type: none"> • Reflective knowledge review, plus • Knowledge assessment 	<ul style="list-style-type: none"> • Reflective knowledge review, plus • Knowledge assessment, plus • Work based assignment 	<ul style="list-style-type: none"> • Reflective knowledge review, plus • Knowledge assessment, plus • Work based assignments
Assessment – optional units	Depending on the units selected, a choice of: work based assignments, reflective reviews, knowledge reviews, oral presentations, role-play/scenarios, written reports or centre-devised alternatives		
Entry requirements	There are no formal entry requirements but participants will normally be practicing or aspiring first line or middle managers with the opportunity to meet the assessment demands and have a background that will enable them to benefit from the programme		

* Please note ILM Vocationally Related Qualifications (VRQs) are part of the Qualifications and Credit Framework (QCF), applicable in England, Wales and Northern Ireland, providing successful candidates with transferable credit.



ILM LEVEL 3 QUALIFICATIONS IN FACILITIES MANAGEMENT

Overview of units

Ref	Unit title	CV*	Mandatory
M3.01	Solving problems and making decisions	2	D
M3.02	Understanding change in the workplace	2	
M3.11	Building the team	1	
M3.12	Motivating to perform in the workplace	2	
M3.13	Developing yourself and others	2	D
M3.17	Recruiting, selecting and inducting new staff in the workplace	3	
M3.21	Organising and delegating	1	
M3.22	Managing projects	2	
M3.23	Managing health and safety at work	3	A C D
M3.26	Managing performance	1	
M3.27	Working with costs and budgets	1	
M3.28	Managing the efficient use of materials	1	
M3.29	Managing the effective use of equipment	1	
M3.38	Introduction to managing and maintaining property and assets	3	D
M3.39	Introduction to the effective management of space within own organisation	3	
M3.40	Understanding support services operations	3	
M3.41	Managing sustainability and the environmental issues	3	
M3.42	Managing utility services and energy efficiency in the workplace	2	
M3.43	Understanding procurement and supplier management in the workplace	2	
M3.44	Understanding facilities management within the context of an organisation	4	A C D
M3.45	Managing and developing relationships in the workplace	2	C D
M3.46	Managing contracts and contractors in the workplace	2	
M3.47	Delivering service in the workplace	2	C D
M3.48	Understanding incident management and disaster recovery in the workplace	2	
M3.49	Understanding security measures in the workplace	2	
M3.50	Introduction to leadership and management	2	D

* Credit value

Candidates must complete the associated mandatory units for their qualification, marked A = Award, C=Certificate and D=Diploma – check with your centre for further advice.

Learning resources

ILM offers learning providers a range of support materials for the ILM Level 3 Qualifications in Facilities Management:

- *ILM Super Series 5* (published by Elsevier, April 2007). A fully revised fifth edition of this text based open learning material which provides a direct match to each unit
- **Unit assessments.** A range of ready-to-use assessments, complete with mark sheets, covering units and clusters of units

ILM membership

All learners gain free studying membership of ILM for one year. Designed to help individuals get the most from their course and advance their management career, studying membership provides access to a wide range of specialist support and development materials and services. Learners activate their ILM studying membership at www.i-l-m.com/activate and can upgrade any time to professional membership – gaining an additional range of membership services and the use of post nominal letters (eg AInstLM).

Contact ILM www.i-l-m.com

The ILM Qualification and Membership teams are dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

For information on any aspect of ILM qualifications and learning resources contact **01543 266867** or email **customer@i-l-m.com**

For information on ILM membership contact **01543 266886** or email **membership@i-l-m.com**

Customer Services

Stowe House
Netherstowe
Lichfield
WS13 6TJ
T 01543 266867
F 01543 266893