

# 10938NAT Diploma of Facilities Management

Managing Services & Budgets skillset

Managing Risk & Safety skillset

Managing Sustainable Facilities skillset



Program Overview

**unepartnerships**

**WARNING**

Some of this material may have been copied [and communicated to you] in accordance with the statutory licence in section 113P of the *Copyright Act 1968* (Cth). Any further reproduction or communication of this material by you may be the subject of copyright protection under the Act. Do not remove this notice.

© UNE Partnerships Pty Ltd.

This work is copyright. Produced by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England. No part may be reproduced by any process without written permission from the Facilities Management Association of Australia and UNE Partnerships Pty Ltd.

Images sourced external to UNE Partnerships are available for commercial use and licence conditions have been documented and complied with.

10938NAT Diploma of Facilities Management skillsets Version SS1.0

Published: Thursday, 21 September 2023

Program Overview developed by UNE Partnerships

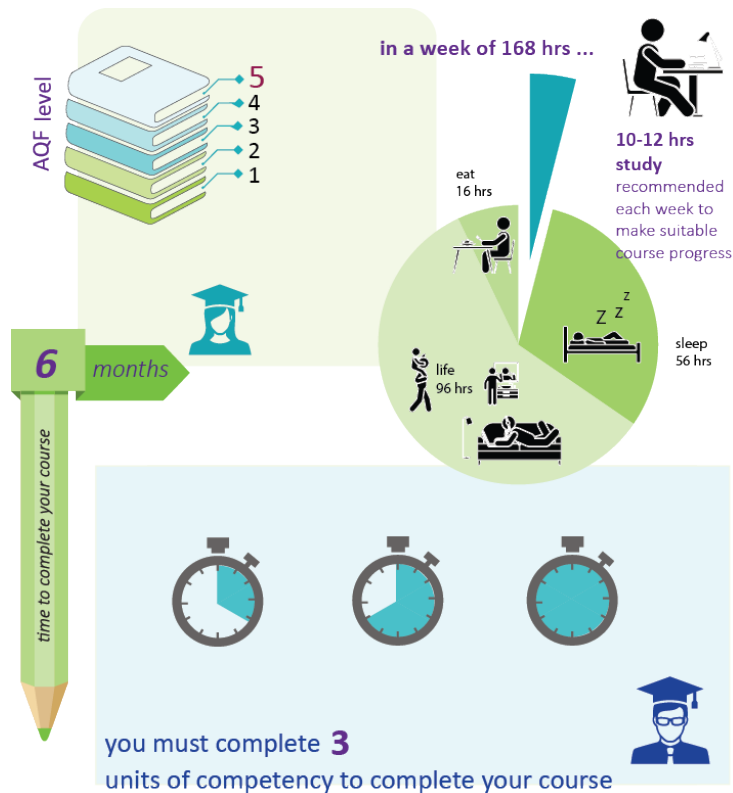
UNE Partnerships Pty Ltd.

The Education & Training Company of the University of New England

PO Box U199, University of New England NSW 2351

Telephone: (02) 6773 0000

ABN 74 003 099 125



## Contents

Overview.....	4
Welcome.....	4
Contact points.....	4
10938NAT Diploma of Facilities Management .....	5
Aim of the Diploma program .....	5
Structure .....	5
Accreditation and recognition .....	7
Study workload.....	7
Study period .....	7
Third party arrangements.....	7
Licence arrangements.....	7

# Overview

## Welcome

Welcome to your facilities management skillset. The skillset you have enrolled in is from 10938NAT Diploma of Facilities Management - a nationally recognised and accredited program developed by the Facility Management Association of Australia (FMA) and UNE Partnerships.

FMA is the peak industry body representing professionals involved in the strategic and operational management of facilities for both public and private sector organisations throughout Australia.

The role of the Facility Manager has undergone significant change in recent times bringing an increased level of responsibility and complexity. The Diploma of Facilities Management was created by FMA, in consultation with industry, to meet the demand for a specialist skills-based course aimed at practising and emerging facility managers. UNE Partnerships has worked closely with FMA in the development of the Diploma.

## Contact points

As an experienced distance education provider, we understand the importance of communication. We have used our online site to take advantage of current technology and make sure information and contact points are current and relevant, while also providing the opportunity to use your preferred forms of contact.

## Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000

Email: [facilities@unep.edu.au](mailto:facilities@unep.edu.au)

Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

## Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them using the link on the online site.

## Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell Director of Education

Telephone: 02 6773 0000

Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# 10938NAT Diploma of Facilities Management

## Aim of the Diploma program

The Diploma of Facilities Management is intended to provide facilities professionals, across all property sectors, with the knowledge and skills they require to carry out their facilities management responsibilities, making key decisions while focusing on industry best practice and continuous improvement.

FM Skillsets are focused short courses designed to improve skills and knowledge in targeted areas.

## Structure

Each skillset includes three units of competency - successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The skillsets are offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available online at [Training.gov.au](http://Training.gov.au) or by clicking the table links provided.

### Managing Services & Budgets skillset

Course name	Assessment Tasks	Unit/s of competency
Manage budgets and financial plans	Task 1: Short answer questions Task 2: Understand current financial state Task 3: Evaluate budget and financial plan and negotiate changes Task 4: Implement and monitor financial management plans Task 5: Review and evaluate financial management plans Task 6: Implement and evaluate improvements	<a href="#">BSBFIN501 - Manage budgets and financial plans</a>
Manage supplier relationships	Task 1: Knowledge questions Task 2: Manage supplier agreements Task 3: Resolve disputes with suppliers	<a href="#">BSBPRC502 - Manage supplier relationships</a>
Manage lifecycle services	Task 1: Knowledge questions Task 2: Manage facility practices and procedures Task 3: Plan and implement life cycle services for facilities Task 4: Monitor and improve systems for facility service	NAT10938001 – Manage lifecycle services

## Managing Sustainable Facilities skillset

Course name	Assessment Tasks	Unit/s of competency
Implement and monitor environmentally sustainable work practices	Task 1: Knowledge questions Task 2: Create a sustainable workplace Task 3: Implement sustainable practices Task 4: Monitor sustainable practices	<a href="#">BSBSUS411 - Implement and monitor environmentally sustainable work practices</a>
Facilitate an energy audit	Task 1: Knowledge questions Task 2: Prepare for audit Task 3: Facilitate audit Task 4: Finalise audit	<a href="#">MSS015020 Facilitate an energy audit</a>
Plan, Implement and monitor energy Management	Task 1: Knowledge questions Task 2: Plan energy management Task 3: Implement energy management Task 4: Monitor energy management	<a href="#">MSS405088 Plan, Implement and monitor energy Management</a>

## Managing Risk & Safety skillset

Course name	Assessment Tasks	Unit/s of competency
Manage business risk	Task 1: Establish risk context Task 2: Identify risk Task 3: Analyse risk Task 4: Select and implement treatments	<a href="#">BSBOPS504 - Manage business risk</a>
Ensure a safe workplace for a work area	Task 1: Knowledge questions Task 2: Review WHS procedures Task 3: Plan and implement WHSMS Task 4: Review and evaluate WHSMS ( <i>WHSMS -- WHS Management System</i> )	<a href="#">BSBWHS521 Ensure a safe workplace for a work area</a>
Develop and manage facility maintenance plans	Task 1: Legislation, regulations and standards Task 2: Plan for delivery of services Task 3: Develop and manage maintenance plans Task 4: Continuously improve the maintenance program	<a href="#">NAT10938002 Develop and manage facility maintenance plans</a>

If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for grading is provided online in the Assessment section of each Course. Suggestions for managing your study and assessment tasks are also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview.

Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *10938NAT Diploma of Facilities Management* is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 5 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing units are cross-industry and nationally recognised allowing for credit in AQF qualifications in accordance with relevant training package rules and recognition requirements.

## Study workload

The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have as well your current practices. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 10-12 hours a week of self-directed workplace and individual study over the study period, as outlined in your study plan. Inexperienced students will likely require more time.

## Study period

You have up to 6 months from enrolment to complete your (three unit) skillset. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress.

An extension to the study period may be available however additional fees may apply.

## Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.

## Licence arrangements

This course is delivered by UNE Partnerships under licence from the Facility Management Association of Australia Limited.