

# 10938NAT Diploma of Facilities Management

## Program Overview



unepartnerships

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10938NAT Diploma of Facilities Management - Version: G1.0

Published: Friday, 5 November 2021

Program Overview developed by UNE Partnerships

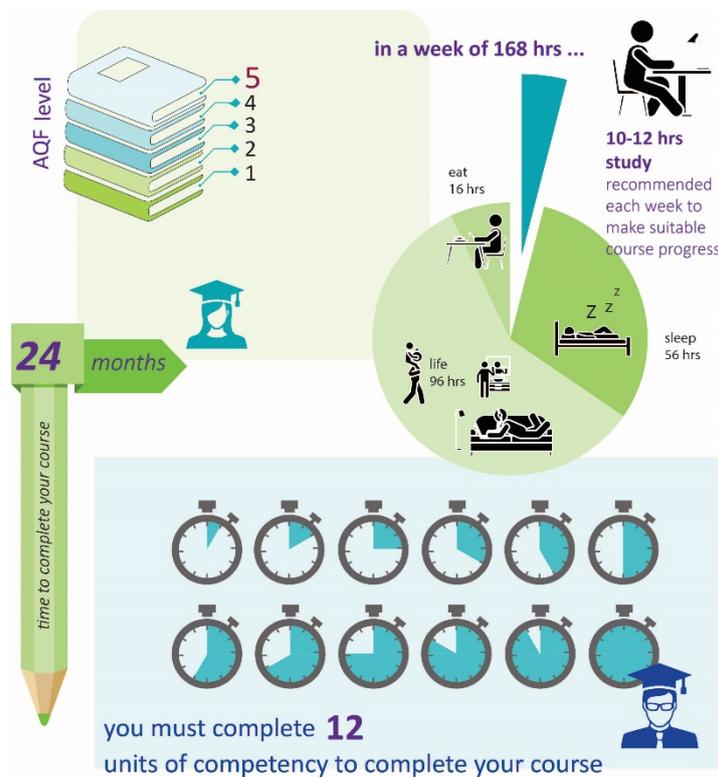
UNE Partnerships Pty Ltd.

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



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# Overview

## Welcome

Welcome to the *10938NAT Diploma of Facilities Management Diploma of Facilities Management* a nationally recognised and accredited program developed by the Facilities Management Association of Australia (FMA) and UNE Partnerships.

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

The role of the Facilities 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 this course.

## Contact points

As an experienced distance education provider, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

## 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 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 program

This qualification 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.

## Learning outcomes

On completion of the program you should be able to:

- manage and evaluate building systems performance, according to sustainability attributes
- take responsibility for developing and planning for maintenance services within a facility to ensure peak operational efficiency
- maintain all health, safety and building compliance requirements
- manage a coordinated and controlled process for the life cycle management of a facility
- foster an environment in which continuous improvement, innovation and learning are promoted
- identify improvements to processes and other innovations which enhance performance in the area of cost, quality, safety and customer service
- manage client relationships
- procure and manage goods and services
- assist in the administration of contracts
- identify improvements to processes and other innovations which enhance performance in the area of cost, quality, safety and client service.

## Structure of the program

There are twelve (12) units of competency in this qualification and all must be successfully completed in order to achieve the *10938NAT Diploma of Facilities Management*. If you enrol in a Skill Set, or selected units from the qualification, successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program is 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.

Table 1: Course structure

Course name	Unit/s of competency
Manage budgets and financial plans	<a href="#">BSBFIN501 - Manage budgets and financial plans</a>
Manage supplier relationships	<a href="#">BSBPRC502 - Manage supplier relationships</a>
Ensure a safe workplace for a work area	<a href="#">BSBWHS521 - Ensure a safe workplace for a work area</a>

Course name	Unit/s of competency
Manage business risk	<a href="#">BSBOPS504 - Manage business risk</a>
Implement and monitor environmentally sustainable work practices	<a href="#">BSBSUS411 - Implement and monitor environmentally sustainable work practices</a>
Manage lifecycle services	NAT10938001 – Manage lifecycle services
Develop and manage facility maintenance plans	NAT10938002 Develop and manage facility maintenance plans
Manage projects in the property industry	<a href="#">CPPDSM5030 - Manage projects in the property industry</a>
Read and interpret plans and specifications	<a href="#">CPCBC4012 - Read and interpret plans and specifications</a>
Coordinate construction or renovation of facilities	<a href="#">CPPDSM5007 - Coordinate construction or renovation of facilities</a>
Develop a business case	<a href="#">PSPMGT006 - Develop a business case</a>
Apply legal principles in contract law matters	<a href="#">BSBLEG522 - Apply legal principles in contract law matters</a>

Units of competency are achieved as required assessment tasks are successfully completed, and all must be completed to be awarded the *10938NAT Diploma of Facilities Management*. 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 in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is 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*, in which you are enrolled, 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 this program are cross-industry and nationally recognised allowing for credit in AQF qualifications in accordance with relevant training package rules and recognition requirements.

Graduates of the Diploma of Facilities Management will be eligible for full general membership of FMA Australia\* and Members of FMA Australia undertaking particular units may be eligible for CPD points.

*\*Fees may apply*

## Study workload

The nominal duration of your enrolment in the *10938NAT Diploma of Facilities Management* is 18-24 months. 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 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 24 months from enrolment to complete *10938NAT Diploma of Facilities Management*. 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 Facilities Management Association of Australia Limited.