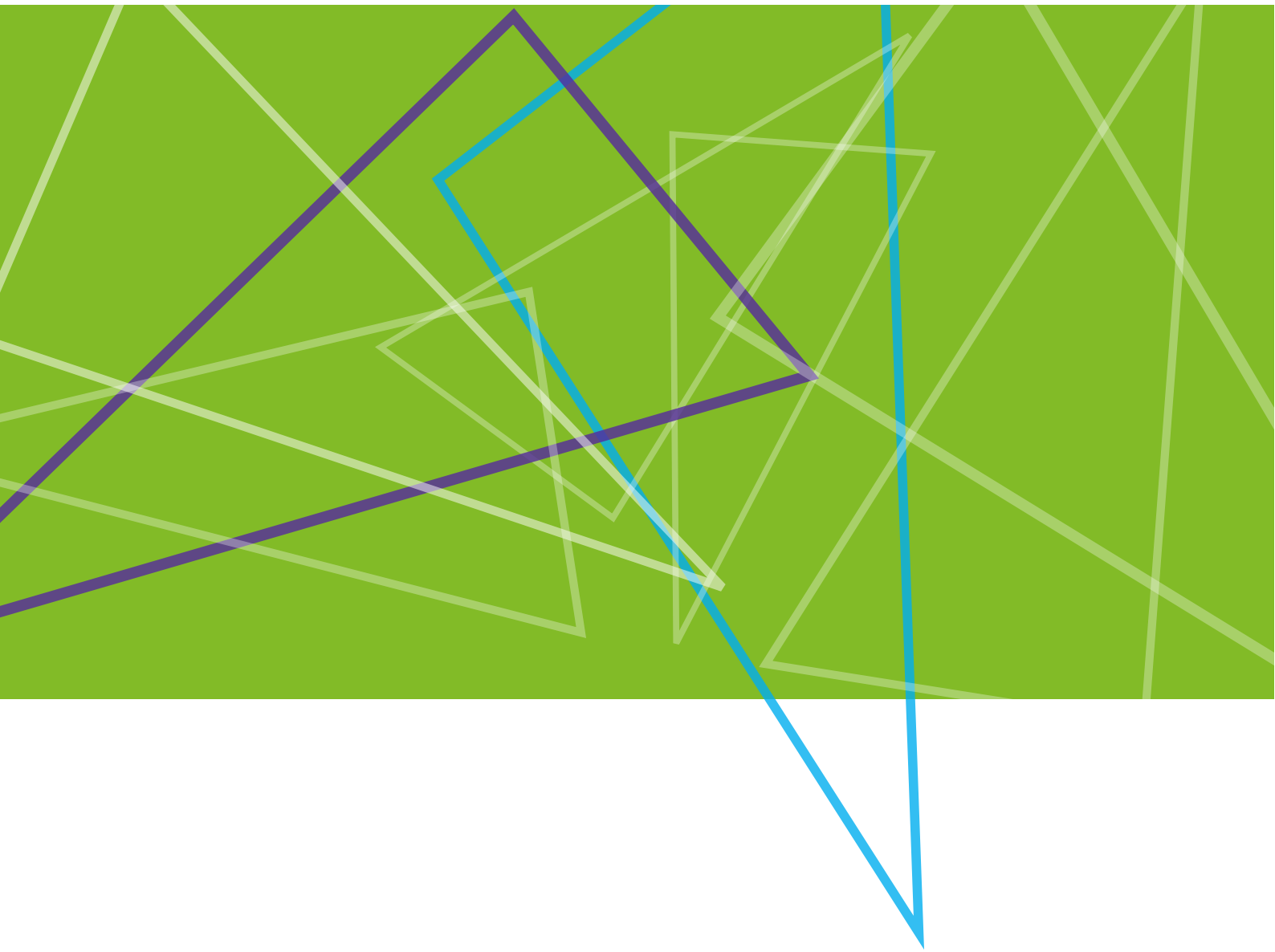
Diploma of Facilities Management

Course overview



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Overview

Welcome

Welcome to the *Diploma of Facilities Management*, developed by the Facilities Management Association of Australia and UNE Partnerships, the Education and Training Company of the University of New England.

The Facilities Management Unit (FMU) is a team of people assembled for the purpose of maintaining facilities, plant and equipment in a condition that enables them to be used in the delivery of business objectives. This course is directed at the Facilities Manager within this unit, whose responsibility it is to lead the individual work areas within the FMU to carry out the operations of the FMU efficiently and effectively.

The importance of the role, and in particular the leadership, direction and motivation you provide to others, cannot be underestimated. Planning is also important, without which you would be in no position to provide others with the sense of direction they need. You are also an important source of information to management, especially in relation to the condition of the assets, the best way to maintain them and the risks involved – especially if the assets and facilities are not properly managed. Every aspect of the role needs to be thought about carefully and where you think you can make an improvement to the way things are done then you should be able to make recommendations and implement solutions.

If you have any questions or wish to discuss ideas then please do not hesitate to contact our helpful team at UNE Partnerships.

Contact points

As experienced distance education providers, 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 *Diploma of Facilities Management* team via the online site, or alternatively through:

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Telephone: (02) 6773 0000

Email: 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 course content or assessment requirements, please contact your allocated assessor. You can message them on the online site – my.unep

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
02 6773 0000

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Diploma of Facilities Management

Aim of the course

The *Diploma of Facilities Management* is designed to address the skills and knowledge required for Facility Managers who lead, manage and maintain internal and external facility operational teams and services.

The course will provide Facility Managers with the skills and knowledge to make key decisions in the areas of facilities management across all property sectors such as capital control and/or maintenance spending, communications, utilities, building and property maintenance and other workplace services.

Learning outcomes

On completion of the core units in this course, you should be able to:

- manage resource efficiency of facilities
- assess, measure and manage sustainability and the built environment
- develop and manage facility maintenance plans
- foster innovation practices
- manage the life cycle services of facilities services and operations
- assess and manage operational risk
- procure projects and manage contracts
- manage people and provide leadership
- communicate processes with stakeholders, staff and contractors.

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Structure of the course

In order to gain the *Diploma of Facilities Management* you must successfully complete twelve units of study and the corresponding Assignments. The units of study include eight core units and your choice of two electives each from Groups A and B. The complete units available in the course are outlined below.

Core *Complete all of the following:*	Electives *Complete two from each Group:*	
	Group A	Group B
Budgets and financial plans		
People performance	Understanding plans and specifications	Innovative practice
Safety in the workplace	Advising on use and design*****	Document writing
Managing risk	Coordinate capital projects	Purchasing strategies
Managing sustainability	Space utilisation*****	Principles of contract law
Managing life cycle services	Managing client relationships	Developing a business case
Facility maintenance planning and management		
Managing projects		

****** These units are mutually exclusive, and may not be studied together.*

Full details of your Assessment are provided in **the Assessment Section** for each unit online at **my.unep** along with any templates and resources that may be available.

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

Ensure you read the Submission Requirements and the Assignment questions carefully and follow the instructions given. Should you be unsure of what is required of you, contact your assessor.

Accreditation and recognition

Dependent on circumstances related to the type and degree of credit sought, successful achievement of the Diploma of Facilities Management may receive advanced standing into awards at the University of New England (UNE), subject to eligibility/entry requirements.

Study workload

The nominal duration for the *Diploma of Facilities Management* is 18 months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the course requirements in about 6-8 hours a week of self-directed workplace and individual study over your 18-24 month study period., as outlined in your study plan. Inexperienced candidates will require more time.

If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress.

Approaching your study

Read **Studying with UNE Partnerships**, accessible from the Introduction section of each of your units. for hints about planning your study and managing your time, understanding how you learn, using a learning journal, writing tips and referencing.

Be an active learner and use every opportunity to listen, read, practise, observe, ask questions and keep up-to-date records of what you are achieving. But above all, enjoy your learning experience. Here are some useful tips.

- Review the Guidelines for Submitting assignments (available from the Submission Requirements section in each unit)
- Work steadily through the units.
- Always ask for assistance as soon as you need it.
- Look for opportunities to practise or to demonstrate your competence.
- Write down the steps involved in performing tasks and other relevant notes and keep them in your Learning Journal.

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- Ask questions.
- Observe other people in the workplace.
- Relate your learning to the work you are doing now or have done before.
- Practise what you have learned while it is still fresh in your mind.
- Seek feedback from colleagues and/or your mentor.
- Read the relevant learning outcomes before tackling Assignments.
- Participate in forums.

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Appendix A: Assessment details

This overview contains important information to assist you in completing your assessment successfully. It is highly recommended that you read through this overview prior to beginning the Assignments.

More detailed information on studying with UNE Partnerships can be found in the **Studying with UNE Partnerships** resource.

Assessment overview

Once you have successfully completed all of the Assignments for your course, you will have achieved your qualification. Please refer to the *Structure of the course* in the course overview for more details on the units of study.

Ensure you read through the Assessments carefully and follow the instructions given. Should you be unsure of what is required of you, contact your assessor for that Assignment via the online site.

Working through your assessments

Once you have read through your Assignments and want to start working on your responses, you may find the following points useful.

Before you begin

It is an expectation that all written work submitted for assessment needs to be presented in a professional manner suited to managerial communications.

> The quality of document writing and presentation will be considered in every assessment.

If you are not sure if you are skilled in this area we encourage you to undertake the document writing unit as an elective and complete it it early in the program.

Useful References: **Studying with UNE Partnerships** resource online and this overview.

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Assessment tasks

Each Assignment is made up of one or more Tasks, which often then have a number of questions. Your answers to questions are intended to demonstrate that you **comprehend** the processes you follow and use, and the evidence you provide shows that you have **applied** your skills and knowledge. Some hints on answering the questions:

- Write in the first person (active voice) as we need to hear what you have done. For example: "I ran three stakeholder workshops to ..." or "On my last project, the schedule was delayed because of ..., so I held discussions and ..."
- Use anecdotes or refer to projects/undertakings you have worked on wherever possible. Your answers are to assist us in understanding what you have experienced. You need to discuss what you have done. They are not theoretical questions.
- You cannot plagiarise your own work – if you find yourself answering a similar question to one you have answered previously, you might find it easier to take your previous response and adapt it, rather than trying to come up with a fresh response and/or evidence (see **Evidence** below).

Evidence/attachments

When submitting your completed Tasks you will also need to attach evidence or additional documents as directed. This is an essential requirement in assessment. We recommend that you collect your evidence for submission in a folder and number them as you work through your Assessments. You might use a Contents page like the example below to track your evidence, which you can then adapt and include in your submission. This process is particularly useful as you may find that you refer to the same piece of evidence many times over one or more of your Assignments.

If you are having difficulty with locating certain evidence or have questions regarding how much is required, please contact your assessor prior to submitting.

Your Reference	Evidence/Documents	Relates to Assignment/s

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What is Evidence?	
Evidence	Not Evidence
Candidate's detailed explanation of how they demonstrate all or part of the required knowledge and skills	Candidate's verbal assurances that they possess the required knowledge and skills
Specific job-related references to competencies performed, preferably on letterhead, signed and dated by the appropriate person	Job descriptions/position descriptions without associated performance reviews/appraisals or supporting documentation
Performance reviews/appraisals relevant to the competencies being assessed	Emails and minutes of meetings that are not actioned and do not have the candidate's name in attendance

What is Evidence?	
Evidence	Not Evidence
Emails and minutes of meetings attended by the candidate which provide proof of required knowledge and skills	Unauthenticated photographs, pictures and/or audio/video files of work in progress or completed
Authenticated and dated photographs, pictures and/or audio/video files of work in progress or completed	Copies of an organisation's policies and procedures
Documents that clearly demonstrate how an organisation's policies and procedures have been or are being implemented by the candidate	Candidate's resume with no supporting documentation
Resume with copies of prior qualifications and supporting documents	Unauthenticated documents within which the candidate cannot prove their own work

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What is Evidence?	
Evidence	Not Evidence
	Evidence by exceptions - 'I must be working safely, I've still got all my fingers!'

Confidentiality

Warning about confidentiality

Confidentiality is a major workplace responsibility, so be sure that the work documents you wish to collect as evidence do not contain sensitive information. If in doubt, seek permission of your manager or your organisation's legal department.

If you are unable to provide evidence due to confidentiality reasons, please be aware that you do not have to provide the full content of a document. In order to prove a document exists, providing a cover sheet, a table of contents, or a revision table with your name to prove your input, may suffice.

If you are still unable to provide evidence, please talk to your assessor as you may be able to use hypothetical issues rather than real events if this is necessary for reasons of confidentiality, privacy or compliance.

Audio/visual evidence

You may be required to submit audio/visual evidence, most likely an audio or video recording, in order to demonstrate your competence. Please refer to Studying with UNE Partnerships for guidance on submitting audio/visual evidence.

More often than not, you will need to make your own recording. While this may sound involved, it can be as simple as setting up a smart phone's video or audio recording app and positioning it to record the piece of evidence you wish to submit. There are also many other devices and software available to make recordings, such as a laptop with a web camera.

Alternatively, you may be able to arrange for your assessor to observe your demonstration of evidence live (either via Skype, web-conferencing or face-to-face). Please contact your assessor if you need to arrange an alternative to a recording.

Response lengths

Response lengths are provided as a ***guide only***, and assume single line spacing. The key is to ensure your responses are succinct and relevant to the questions asked. Remember that too little information will not demonstrate your depth of understanding nor show your knowledge of relevant theory or how you have applied it to your work situation. On the other hand, responses that are too long or off the track will not demonstrate current competence clearly.

Learning journal

You are encouraged to maintain a Learning Journal throughout your studies. It is a good place to record and work through the activities you will find in the materials, and also a valuable record of resources you may find, lessons learned, and your thoughts and reflections. It will not only be of use to you when working on your Assignments, but your assessor may also request to see it if further evidence of your understanding is needed.

Referencing

Referencing the input of others in your work is always important, regardless of whether it is documented or not. The Guidelines for Submitting Assignments document (available from the Submission Requirements section in each unit) has detailed information on referencing and writing for various formats, such as reports and discussion papers, however key information regarding referencing is outlined below.

It is important to recognise contributions from your colleagues in your evidence, however in your written answers you must also provide a reference for all information/data/facts taken from another source. This includes:

- paraphrasing (expressing another's ideas in your own words)
- summarising (writing a short version of someone else's ideas)
- quotes (using another's exact words, tables or figures, **exactly** as it was in the original)

Throughout UNE Partnerships' course materials, the Harvard (sometimes known as 'author-date') referencing system is used, where the reference is placed in brackets next to the relevant text (such as a quote, summary, mention etc.) and shows the author's surname and year of publication (and page number when appropriate*) as follows:

This is a sample of how to use a reference in text (Katzenbach & Smith 2009, p1).

**Page numbers must be provided for a passage, table or figure, but are not necessary when reference is made to key ideas from the work as a whole.*

You must follow up these in-text references with a reference list or bibliography at the end of your document that cites the authors and their publications in full, in alphabetical order. Some examples of full citations are:

For a journal article:

Amer, T. S. 2008, 'Making small business planning easier', *Journal of Accountancy*, Vol. 170, no.1, pp53–60.

For a website:

Austrade 2010, *Business assets,* www.dfat.gov.au/bus.brief.html, viewed 20 March 2015.

Marking guides

Marking Guides are provided online with your Assessment Tasks for each unit, and show the assessment criteria that will be used by the assessors. You may find it useful to check through them prior to submitting your Assignment/Tasks.

Submitting assignments/tasks

You must submit your Assessment/Tasks through the Assessment section for each unit on **my.unep**. All the answers and evidence for each item listed need to be submitted in full – you may not submit pieces at different times.

If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress.

Your comments

You are requested to use the comments section when submitting to reflect on the process and progress of your studies. Your personal comments will not be assessed but your thoughts may assist your facilitator. It need not be long, and the content can be as broad as you wish, but the intention is that you reflect on issues such as:

- how you went about the Assignment/Task
- what you thought of the topic
- factors that helped or hindered your preparation
- questions that arose that you were unable to deal with in the context of the Assessment/Task itself

- other issues you believe should be considered for future courses/modules of this type
- and so on.

Grading

As this is competency-based training, you can only be deemed as being 'competent' or 'not yet competent' when getting a result on your Assessments Tasks that cover the whole unit. On my.unep your grades for a unit will show as 100% when you have satisfied the requirements for all the tasks for that unit. When you receive your Statement of Attainment, this will show as Competent.

Competent means that the answers and evidence you have provided are sufficient to satisfy the requirements of the Assessment/Task.

Not yet competent means that the answers and evidence you have provided are not sufficient to satisfy the requirements of the Assessment/Task, and you will be asked to identify and submit further information and evidence.