

# ICTQual AB



## Qualification Specification

# ICTQual Level 3 Certificate in Facilities Management



**Website**  
[www.ictqualab.co.uk](http://www.ictqualab.co.uk)

**Email:**  
[Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk)

# ICTQual AB's

## Level 3 Certificate in Facilities Management

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# Qualification Specification about

## ICTQual Level 3 Certificate in Facilities Management

### About ICTQual AB's

ICTQual AB's Ltd. is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

### Course Overview

The ICTQual Level 3 Certificate in Facilities Management is designed to provide learners with the essential knowledge, skills, and understanding required to operate effectively within the facilities management sector. This course sets clear standards and objectives aligned with current industry practices and prepare individuals for roles involving the coordination and delivery of support services across various built environments. The course focuses on the operational aspects of facilities management while embedding key principles of health, safety, sustainability, and customer service. It enables individuals to contribute to the efficient functioning of facilities and the enhancement of user satisfaction and organisational productivity. Learners will explore a broad range of responsibilities involved in facilities management, including building maintenance, workplace services, environmental compliance, procurement, contract management, and risk control. Emphasis is placed on operational efficiency, regulatory compliance, cost-effectiveness, and service quality. Through a structured set of units, the course equips participants with the practical tools and understanding necessary to support day-to-day facilities operations in a safe, effective, and customer-oriented manner.

## Course Aim:

The aim of this course is to develop competent facilities management personnel capable of delivering and supporting efficient facility services in a variety of environments. It seeks to enhance operational knowledge, build confidence in handling maintenance and service delivery tasks, and foster a clear understanding of compliance, health and safety, sustainability, and workplace efficiency. The course further aims to establish a foundation for future progression within the facilities management field.

## For Whom This Course is For:

This course is intended for individuals who are either currently working in, or aspiring to work in, facilities management roles. It is suitable for:

- Early-career professionals seeking to develop foundational knowledge and skills in facilities operations.
- Support staff aiming to transition into supervisory or junior management positions within facilities departments.
- Individuals seeking to formalise their existing practical experience with a recognised standard of competence.
- Career changers wishing to enter the facilities management field with an operational-level qualification.

The course is particularly beneficial for those responsible for overseeing building services, workplace environments, and support functions within schools, healthcare facilities, office buildings, commercial complexes, or industrial settings.

## Certification Framework

|                       |                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------|
| Qualification title   | ICTQual Level 3 Certificate in Facilities Management                                             |
| Course ID             | HSE0082                                                                                          |
| Grading Type          | Pass / Fail                                                                                      |
| Competency Evaluation | Coursework / Assignments / Verifiable Experience                                                 |
| Assessment            | The assessment and verification process for ICTQual AB's qualifications involves two key stages: |

### Internal Assessment and Verification:

- ✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.
- ✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process.

### External Quality Assurance:

- ✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes.  
Verifies that assessments are conducted to the required standards and ensures consistency across centres

## Entry Requirements

The ICTQual Level 3 Certificate in Facilities Management has minimal entry requirements, making it accessible to a wide range of learners. To enrol in this qualification, individuals must meet the following criteria:

- ✓ **Age:** Learners must be at least 18 years old.
- ✓ **Educational Background:** A Level 2 qualification or equivalent is recommended.
- ✓ **Experience:** No prior experience is required, but a basic understanding of facilities management is beneficial.
- ✓ **English Language Competency:** Learners must have a good command of English to understand course materials and assessments.

## Qualification Structure

This qualification comprises 8 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

| Mandatory Units |                                                                             |
|-----------------|-----------------------------------------------------------------------------|
| Unit Ref#       | Unit Title                                                                  |
| HSE0082-01      | Principles of Facilities Management                                         |
| HSE0082-02      | Health and Safety Compliance in Facilities Management                       |
| HSE0082-03      | Building Maintenance and Asset Management                                   |
| HSE0082-04      | Sustainability and Environmental Management                                 |
| HSE0082-05      | Risk Management in Facilities Operations                                    |
| HSE0082-06      | Budgeting and Procurement in Facilities Management                          |
| HSE0082-07      | Security and Emergency Preparedness                                         |
| HSE0082-08      | Effective Communication and Stakeholder Engagement in Facilities Management |

## Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

### 1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB's before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

### 2. Qualified Staff

- ✓ **Tutors:** Must possess relevant qualifications in facilities management or a closely related discipline, preferably at Level 4 or above.
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must be appropriately qualified and experienced to oversee assessment standards.

### 3. Learning Facilities

#### Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

### 4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.

- ✓ Centres must conduct regular risk assessments for practical activities.

## 5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.
- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

## 6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

## 7. Learning Resources and Infrastructure

The centre must provide learners with access to adequate academic resources, including:

- ✓ Virtual Learning Environment (VLE) or Learning Management System (LMS)
- ✓ Engineering and safety case studies, simulation tools, and software.
- ✓ Access to digital libraries, e-books, and relevant professional standards (ISO, OSHA, HSE, etc.)

## 8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

## 9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

## Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

## Assessment

This qualification is competence-based, requiring candidates to demonstrate proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

### 1. Assessment Process:

- ✓ Must be conducted by an experienced and qualified assessor.
- ✓ Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

### 2. Types of Evidence:

- ✓ Observation reports by the assessor.
- ✓ Assignments, projects, or reports.
- ✓ Professional discussions.
- ✓ Witness testimonies.
- ✓ Candidate-produced work.
- ✓ Worksheets.
- ✓ Records of oral and written questioning.
- ✓ Recognition of Prior Learning (RPL).

### 3. Learning Outcomes and Assessment Criteria:

- ✓ **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- ✓ **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

This framework ensures rigorous and consistent evaluation of candidates' competence in line with the qualification's objectives.

Unit Descriptors

HSE0082-01- Principles of Facilities Management

This unit introduces the main ideas behind facilities management. It explains what facilities management means, why it is important, and how it supports businesses and organisations. Learners will explore the roles and responsibilities of a facilities manager, the types of services provided (such as cleaning, security, and maintenance), and how these services are planned and delivered. The unit also looks at how facilities management helps improve the working environment, supports staff, and ensures that buildings run smoothly.

| Learning Outcome:                                                               | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Understand the core functions and responsibilities of facilities management. | <div>1.1 Explain the key functions involved in facilities management.</div> <div>1.2 Describe the typical responsibilities of a facilities manager in day-to-day operations.</div> <div>1.3 Identify the types of services provided through facilities management.</div> <div>1.4 Illustrate how facilities management supports organisational goals.</div>                                                                                          |
| 2. Learn how to apply best practices to ensure operational efficiency.          | <div>2.1 Demonstrate an understanding of industry best practices in service delivery.</div> <div>2.2 Describe how scheduling and monitoring contribute to service efficiency.</div> <div>2.3 Explain the importance of benchmarking and performance standards.</div> <div>2.4 Apply examples of continuous improvement in operational activities.</div> <div>2.5 Evaluate how outsourcing and in-house strategies affect performance outcomes.</div> |

**HSE0082-02- Health and Safety Compliance in Facilities Management**

This unit focuses on keeping people safe and healthy in buildings and workplaces. Learners will understand the main health and safety laws and rules that facilities managers must follow. It explains how to carry out safety checks, write risk assessments, and deal with hazards such as fire risks, slips and trips, and unsafe equipment. The unit also covers how to train staff, record incidents, and make sure the workplace stays safe for everyone.

| Learning Outcome:                                                                | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Identify key health and safety regulations relevant to facilities management. | <div>1.1 List major UK health and safety laws that apply to facilities operations.</div> <div>1.2 Explain the responsibilities of duty holders under health and safety legislation.</div> <div>1.3 Describe the purpose and process of risk assessment in the workplace.</div> <div>1.4 Identify typical hazards found in facility environments.</div>                                                                                                       |
| 2. Implement strategies to maintain a safe working environment.                  | <div>2.1 Outline procedures for reporting and managing workplace incidents.</div> <div>2.2 Describe methods for monitoring and reviewing health and safety practices.</div> <div>2.3 Demonstrate how to carry out basic health and safety inspections.</div> <div>2.4 Explain how training and communication support a positive safety culture.</div> <div>2.5 Evaluate how personal protective equipment is selected and used in facilities settings.</div> |

**HSE0082-03- Building Maintenance and Asset Management**

This unit explains how to take care of buildings and the equipment inside them. Learners will learn about planned and reactive maintenance, the importance of keeping things in good condition, and how to manage repairs. It also covers asset management, which includes keeping records of important equipment, checking their condition, and making plans to repair or replace them. Good building maintenance helps prevent problems and saves money in the long run.

| Learning Outcome:                                                               | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Understand the principles of building maintenance and lifecycle management.  | <div>1.1 Explain the difference between planned and reactive maintenance.</div> <div>1.2 Describe how lifecycle costing is used in building maintenance planning.</div> <div>1.3 Identify the factors that influence building deterioration.</div> <div>1.4 Illustrate how maintenance contributes to building safety and performance.</div>                                                                      |
| 2. Develop strategies for effective asset management and resource optimisation. | <div>2.1 Identify key steps in developing an asset register.</div> <div>2.2 Explain how asset data is used to plan maintenance schedules.</div> <div>2.3 Assess how digital tools support asset tracking and reporting.</div> <div>2.4 Describe how prioritisation of resources supports cost-effective asset management.</div> <div>2.5 Evaluate how asset performance is reviewed and improved over time.</div> |

**HSE0082-04- Sustainability and Environmental Management**

This unit explores how facilities managers can help protect the environment. Learners will look at ways to reduce energy use, cut waste, save water, and lower carbon emissions. The unit also introduces environmental laws and how to meet them. Learners will understand how to create greener workplaces by using eco-friendly products, recycling, and encouraging sustainable behaviour among staff.

| Learning Outcome:                                                              | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Learn how to integrate sustainability practices into facilities management. | <div>1.1 Describe common sustainability practices used in facility operations.</div> <div>1.2 Explain how energy-saving measures reduce environmental impact.</div> <div>1.3 Identify sustainable products and services used in building management.</div> <div>1.4 Outline methods for encouraging sustainable behaviours among occupants.</div>                                                                                           |
| 2. Assess the impact of environmental policies on facility operations.         | <div>2.1 Identify key environmental regulations relevant to facilities management.</div> <div>2.2 Explain how environmental audits and assessments are conducted.</div> <div>2.3 Analyse how waste management policies affect facility practices.</div> <div>2.4 Evaluate the impact of sustainability targets on operational planning.</div> <div>2.5 Review how facilities managers report on environmental performance indicators.</div> |

HSE0082-05- Risk Management in Facilities Operations

This unit teaches learners how to find, understand, and manage risks in facilities management. It covers different types of risk, such as health and safety risks, equipment failures, and service disruptions. Learners will learn how to carry out risk assessments, put in place control measures, and make emergency plans. The goal is to reduce harm, keep services running, and protect people, buildings, and assets.

| Learning Outcome:                                                                    | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Identify common risks in facilities management and develop mitigation strategies. | <div>1.1 Identify typical risks related to health, equipment, and service interruptions.</div> <div>1.2 Describe how to assess the likelihood and severity of facility-related risks.</div> <div>1.3 Demonstrate how to implement controls to reduce identified risks.</div> <div>1.4 Explain how business continuity is supported through effective risk planning.</div> |
| 2. Implement risk assessment techniques to ensure business continuity.               | <div>2.1 Outline the steps of a structured risk assessment process.</div> <div>2.2 Show how to use risk matrices to prioritise facility risks.</div> <div>2.3 Explain how to document and communicate risk assessments.</div> <div>2.4 Illustrate how periodic reviews and updates maintain risk control measures.</div>                                                  |

**HSE0082-06- Budgeting and Procurement in Facilities Management**

This unit focuses on managing money and buying goods and services. Learners will understand how to plan a budget, keep track of spending, and make cost-saving decisions. The unit also looks at procurement, which includes choosing suppliers, getting quotes, and making contracts. Learners will learn how to get the best value while still meeting quality and safety standards.

| Learning Outcome:                                                                    | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Understand financial planning and cost control in facilities management.          | 1.1 Explain the purpose of budgets in facilities management.<br>1.2 Identify typical cost areas and how they are monitored.<br>1.3 Describe methods used to control overspending in operations.<br>1.4 Demonstrate how financial data is used to support decision-making.                                                                                    |
| 2. Learn how to manage procurement processes and supplier relationships effectively. | 2.1 Describe the stages of the procurement cycle in facilities services.<br>2.2 Explain how to develop service specifications and obtain quotes.<br>2.3 Illustrate how to evaluate suppliers and award contracts.<br>2.4 Explain the importance of managing contract performance.<br>2.5 Identify key methods for maintaining strong supplier relationships. |

HSE0082-07- Security and Emergency Preparedness

This unit covers the steps needed to keep buildings and people safe from harm. Learners will explore different security measures such as CCTV, access control, alarms, and security staff. The unit also explains how to prepare for emergencies, such as fires, floods, or power cuts. Learners will learn how to write emergency plans, carry out drills, and make sure staff know what to do in an emergency.

| Learning Outcome:                                                                     | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop strategies for managing security risks within facilities.                  | <div>1.1 Identify common security threats in facility environments.</div> <div>1.2 Describe physical and technological security controls used in buildings.</div> <div>1.3 Explain how access control systems support safety and monitoring.</div> <div>1.4 Evaluate how staff awareness and training reduce security breaches.</div>                                                                   |
| 2. Understand emergency planning and response procedures to enhance workplace safety. | <div>2.1 Outline the steps in developing an emergency response plan.</div> <div>2.2 Describe how to conduct drills and test emergency procedures.</div> <div>2.3 Explain roles and responsibilities during emergency situations.</div> <div>2.4 Identify the importance of communication in emergency scenarios.</div> <div>2.5 Assess how facilities managers review and update emergency plans.</div> |

**HSE0082-08- Effective Communication and Stakeholder Engagement in Facilities Management**

This unit helps learners understand how to communicate clearly and work well with others. It covers speaking and writing skills, handling complaints, and sharing information with staff, contractors, and other people involved in facilities management. Learners will learn how to listen to others, build good relationships, and keep everyone informed. Clear communication helps solve problems quickly and keeps the workplace running smoothly.

| Learning Outcome:                                                                         | Assessment Criteria:                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Learn how to communicate effectively with internal and external stakeholders.          | <div>1.1 Explain the importance of clear communication in facilities operations.</div> <div>1.2 Identify key internal and external stakeholders and their information needs.</div> <div>1.3 Describe the use of written, verbal, and digital communication methods.</div> <div>1.4 Demonstrate how to give and receive constructive feedback.</div>                                                                                   |
| 2. Develop skills to manage relationships and coordinate facility operations efficiently. | <div>2.1 Illustrate how regular meetings and reports support stakeholder engagement.</div> <div>2.2 Explain how to resolve conflicts in a facilities management setting.</div> <div>2.3 Describe ways to gather and respond to stakeholder feedback.</div> <div>2.4 Evaluate the impact of strong relationships on service delivery.</div> <div>2.5 Show how to coordinate activities across teams to ensure smooth operations.</div> |

## ICTQual AB

Yew Tree Avenue, Dagenham,

London East, United Kingdom RM10 7FN

+447441398083

[Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk) | [www.ictqualab.co.uk](http://www.ictqualab.co.uk)

[VisitOfficialWebpage](http://www.ictqualab.co.uk)

