

Learner Handbook

**A guide to studying the
Qualifications online via IWFM
Direct**

iwfm

Institute of Workplace
and Facilities Management

ACADEMY

IWFM Direct Learner Handbook

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About IWFM

The Institute of Workplace and Facilities Management (IWFM) is the professional body for workplace and facilities practitioners.

We exist to promote excellence among a worldwide community of over 17,000 and to demonstrate the value and contribution of workplace and facilities management more widely.

We empower professionals to upskill and reach their potential for a rewarding, impactful career. We do this by advancing professional standards, offering guidance and training, developing new insights and sharing best practice.

It is our vision to see workplace and facilities management as a distinct profession – recognised beyond the built environment for its ability to enable people to transform organisations and their performance.

The IWFM was established in 2018. It builds on the proud heritage of 25 years of the British Institute of Facilities Management.



[The Workplace and Facilities Management Professional Standards Wheel](#)

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About IWFM Qualifications

The IWFM qualification requirements are expressed in terms of:

- **credit requirements:** that is the qualification requires you, the learner, to have accumulated specified numbers of credits at a specified level or levels

The credit requirements have to relate to:

- **rules of combination:** that is the credits have to have been awarded for mastery of one or more pre-specified combinations of relevant content

The rules of combination have to be defined in terms of:

- **units:** that is the acceptable combinations of content have to be specified in terms of acceptable combinations of units, with the relevant units being categorised as being either mandatory (all of which will be required) or optional (only some of which will be required).

The units have to be made up of:

- **learning outcomes:** that is statements written to define what you, the learner, can be expected to know, understand or be able to do as a result of the relevant learning.

Each of the learning outcomes has to have an associated list of:

- **assessment criteria:** that is descriptions of activities whose performance has been suggested as providing confirmation that the relevant learning outcome has been mastered

For each unit/group of units that you are going to be assessed on, you should read the learning outcomes and the assessment criteria very carefully to ensure that you can meet those criteria in enough detail to achieve the unit.

Each unit has to have the ability to be independently assessed and as a result this may cause possible duplication of assessment criteria across a number of units at the same level. However centres should be working with you and your employer to group units together for purpose of assessment, this grouping of units should alleviate any duplication.

To achieve a unit you must meet all of the assessment criteria. If you fail to meet the assessment criteria, your assessment will be referred i.e. “not achieved” therefore you should consider:

- are you trying to do something which is too difficult for you?
- is the training you have received adequate?

Your on-line learning

Registration onto the IWFM Qualification via online learning includes:

- Registration onto the qualification for a two year registration period
- Access to mandatory and optional units needed to achieve the qualification
- Online resource material from the book: Facilities Manager's Desk Reference by Jane Wiggins and/or Total Facility Management by Adrian Brooks and Brian Atkins
- Complimentary studying membership for non-existing members

Activation and access to the online learning programme

You are now registered onto the qualification, and have two years to complete your qualification.

You should have received an email (either direct from IWFM or from your centre), with details of how to activate and log into your on-line learning account, where you will also find an electronic copy of this handbook.

***Please note:** the two year registration period begins on the date you are registered onto the qualification, **not** the date you activate your on-line learning account. Therefore, please activate your on-line account immediately.

Which units should you study?

The qualifications, at all levels, are made up of a number of mandatory and optional units. The Rules of Combination (RoC) dictate which mandatory and optional units make a qualification.

To achieve a qualification, you **must** take the mandatory unit(s) dictated by the RoC, and then choose optional units to make up the remaining credits (if applicable) in order to be awarded the qualification.

Rules of Combination (RoC) for the IWFM Qualifications

	Minimum Credits	Maximum credits	Minimum No. of units	Maximum No. of units
Level 2 Certificate in Facilities Services Principles	13	13	4	4
Level 3 Award	11	11	2	2
Level 3 Certificate	28	31	6	6
Level 3 Certificate in FM Practice	28	33	6	7
Level 3 Diploma	48	52	10	11
Level 4 Award	12	18	2	3
Level 4 Certificate*	24	31	4	6
Level 4 Diploma*	48	55	8	11

*1 unit from the BIFM Level 3 (a maximum of 6 credits) can contribute towards a BIFM Level 4 Certificate or Diploma (but all Level 4 mandatory units must be achieved)

Please be aware that with the online learning you will automatically have access to all available units. This does not mean you have to complete all the units. Each unit has its own credit value. Under the RoC the qualification will require you to achieve the minimum number of credits, without exceeding the maximum number of credits. Instructions on which mandatory units you need to complete along with how many optional units (if applicable) will be found on the on-line learning site under '**Qualification structures**'.

Can a mandatory unit be chosen as an optional unit?

Yes – for some qualifications there will be ‘spare’ mandatory units, i.e. those not required by the RoC for that particular qualification. You can choose to take one of these mandatory units and use it as an optional unit, providing it is at the same level.

Completing a qualification includes:

- the learning
- other learning activities (e.g. research, talking to people, practical tasks, reading etc..)
- being assessed to see whether you meet the learning outcomes (which might be a work-based assignment etc.).

You should be aware that as a learner you need to take responsibility for your learning. You will be responsible to learn what you need in terms of the knowledge, skills and understanding relating to a unit/qualification, to be able to respond to the requirements of producing evidence that can be judged against the related assessment criteria, to hand in work on time, and to respond appropriately to any feedback given to you by IWFM.

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Level 2 Units

	Unit Title	Credits
FSP201	Working in facilities services	3
FSP202	Health and safety for facilities services	4
FSP203	Working with customers and others in facilities services	2
FSP204	Sustainability and environmental issues for facilities services	4

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Level 3 Units

	Unit Title	Credits	Award	Certificate in FM	Certificate in FM Practice	Diploma
FM3.01	Introduction to facilities management	6	M	M	O	M
FM3.02	Corporate social responsibility and sustainability in facilities management	4		M	O	M
FM3.03	Customer and stakeholder relations in facilities management	5	M	M	O	M
FM3.04	Specification and procurement of facilities supplies and services	6		M	O	M
FM3.05	Health and safety responsibilities in facilities management	5		O	M	M
FMP413	Manage operational performance in facilities management	4		O	M	O
FM3.06	Project management within facilities management operations	5		O	M	O
FM3.07	Budget management of facilities management operations	4		O	O	O
FM3.08	Understanding facilities management within the context of an organisation	4		O	O	O

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FM3.09	Understanding support services operations in an organisation	3		O	O	O
FM3.10	Space allocation in facilities management	4		O	O	O
FM3.11	Building maintenance in facilities management	5		O	O	O
FM3.12	Understand the estate management function for facilities managers	4		O	O	O
FM3.13	Contribute to disaster recovery and contingency planning	5		O	O	O
FM3.14	Understanding access management and inclusion	5		O	O	O
FM3.15	Leadership, management and personal development	9		O	O	O

M = mandatory unit O = optional unit

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Level 4 Units

	Unit Title	Credits	Award	Certificate in FM	Diploma
FM4.01	Overview of facilities management	6	M	M	M
FM4.02	Understanding facilities management strategy	3	O	O	M
FM4.03	Understanding people management in facilities management	8	O	O	M
FM4.04	Understanding facilities management support services operations	6	O	O	M
FM4.05	Managing health and safety in own area of facilities management	6	O	M	M
FM4.06	Understanding risk management in facilities management	6	O	O	O
FM4.07	Understanding financial management in facilities management	6	O	O	O
FM4.08	Understanding the business organisation and its impact on facilities management	6	O	O	O
FM4.09	Understanding performance measurement in facilities management	3	O	O	O
FM4.10	Understanding leadership and management in facilities management	6	O	O	O
FM4.11	Understanding the management of information	3	O	O	O

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	and knowledge in facilities management				
FM4.12	Understanding facilities management projects	6	O	O	O
FM4.13	Developing relationships with suppliers and specialists in facilities management	3			
FM4.14	Understanding quality management in facilities management	4			
FM4.15	Managing customer service in facilities management	4	O	O	O
FM4.16	Understanding property and asset management for facilities managers	4	O	O	O
FM4.17	Understanding property, fabric and building services maintenance for facilities managers	8	O	O	O
FM4.18	Understanding space management for facilities managers	3			
FM4.19	Understanding sustainability and environmental issues and the impact on facilities management	3	O	O	O
FM4.20	Understanding energy and utilities management in facilities management	3	O	O	O
FM4.21	Understanding procurement and contract management for facilities management	3	O	O	O

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FM4.22	Managing accessibility and inclusion and its impact on facilities management	6			
FM4.23	Supporting change initiatives in an organisation and managing the impact on facilities management	6	O	O	O
FM4.24	Innovation in facilities management	5	O	O	O

M = mandatory unit O = optional unit

How much time should you dedicate to your studies?

For every credit of the qualification you will be looking to do 10 hours of both learning and assessment. E.g. the Level 4 Diploma will take 480 hours to complete (a minimum of 48 credits).

Qualification size	Credit value	Estimated total time to complete	Recommend hours per week
Level 2 Certificate	13 credits	130 hours	3 - 6 hours
Level 3 Award	11 credits	110 hours	2- 5 hours
Level 3 Certificate	28 - 33 credits	280 - 330 hours	3 – 6 hours
Level 3 Diploma	48 - 55 credits	480 – 550 hours	5 – 10 hours
Level 4 Award	12-18 credits	120 - 180 hours	2- 5 hours
Level 4 Certificate	24-31 credits	240 - 310 hours	3 – 6 hours
Level 4 Diploma	48 credits	480 hours	5 – 10 hours

The total time will be spread over a two year registration period, how you choose to allocate your time within the two years will determine how quickly it will take your to complete.

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Recommended study hours per week

Depending on the size of qualification you have chosen and how quickly you wish to complete it will determine how many hours per week you should dedicate to studying. Below is a table with the recommended study times depending on what completion time you have as a target.

	Completion time			
Qualification	6 months	1 year	18 months	2 years
Level 2 Certificate (13 credits)	5 hours	2-3 hours	1-2 hours	
Level 3 Award (11 credits)	4-5 hours	2-3 hours	1-2 hours	
Level 3 Certificate (min. 28 credits)	10-11 hours	5-6 hours	3-4 hours	2-3 hours
Level 3 Certificate in FM Practice (min. 28 credits)	10-11 hours	5-6 hours	3-4 hours	2-3 hours
Level 4 Award (min. 12 credits)	4-5 hours	2-3 hours	1-2 hours	
Level 4 Certificate (min. 24 credits)	9-10 hours	4-5 hours	3-4 hours	2-3 hours
Level 4 Diploma (min. 48 credits)	18-19 hours	9-10 hours	6-7 hours	4-5 hours

Using the on-line learning programme

Accessing the on-line learning programme

Please note the branding will be or may already have been updated to the new IWFM branding. This will not impact on the content, the content will remain exactly the same.

You will be able to create your own username and password and then activate your account by entering an access key, which you should have received from your Centre. If you have not been provided with this information then please contact your Centre.

1. Go onto the URL: fmqualifications.org.uk and select your qualification. *If you are unsure which qualification you are registered onto please contact your Centre.*

BIFM® Qualifications

Welcome to the BIFM online learning and assessment solution for its Qualifications in Facilities Management.

Select your qualification below:

[Level 2 in Facilities Service Principles \(Knowledge\)](#)

[Level 3 Award in Facilities Management \(RQF\) Level 5 \(SCQF\)](#)
[Level 3 Certificate in Facilities Management \(RQF\) Level 6 \(SCQF\)](#)
[Level 3 Certificate in Facilities Management Practice \(RQF\) Level 6 \(SCQF\)](#)
[Level 3 Diploma in Facilities Management \(RQF\) Level 6 \(SCQF\)](#)

[Level 4 Award in Facilities Management \(RQF\)](#)
[Level 4 Certificate in Facilities Management \(RQF\)](#)
[Level 4 Diploma in Facilities Management \(RQF\)](#)

Contact us

If you want to find out more about the qualifications or to talk through your options:

visit [our website](#) email: qualifications@bifm.org.uk call: #44(0)1279 712 620

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2. In the Log in box, click **“Register here”** to create a username and password. *If you have already created this skip to step*



Level 4 (RQF) Award in FM

Welcome to the BIFM online learning and assessment solution for its Level 4 Award in Facilities Management Qualification.

The British Institute of Facilities Management (BIFM) is the professional body for facilities management (FM). Our Mission is to be **“The professional body responsible for promoting excellence in facilities management for the benefit of practitioners, the economy and society.”**

Why study for a BIFM qualification?

- > Gain an independent measure of your expertise.
- > BIFM qualifications are recognised by Ofqual.
- > Qualifications are built up from a combination of mandatory and optional units, offering flexibility and choice.
- > The learning has been designed by facilities management practitioners to cover real need-to-know facilities management knowledge and skills.

Contact us

If you want to find out more about the qualifications or to talk through your options:

visit [our website](#)

email: qualifications@bifm.org.uk

call: #44(0)1279 712 620

Login

If you have not visited this site before and are ready to start learning please register. If you have previously registered login using your username and password.

Username:

Password:

First visit? [Register here](#)
Need a reminder? [Username](#) | [Password](#)
☐ Remember me

3. You will then be directed to the ‘Tell us about yourself’ page where you can create a username and password for the on-line programme. Fill in all the fields and click “Submit”.

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BIFM® Qualifications

Nicole Luque 01/11/2013

Tell us about yourself..

So that we can learn a little bit about you, please fill in this brief registration form. This will allow us to give you a secure password and help us to personalise your learning experience - we'll tell you more about this later. You will need to use your password each time you log-in, so remember to make a note of it! *(all items are required)*

First name:

Surname:

Username: (5+ characters long)

Password: (5+ characters long [letters and numbers only])

Confirm your password: (re-type the password you entered above)

Password hint: (a prompt to remind you of your password)

Email address:

Confirm email address:

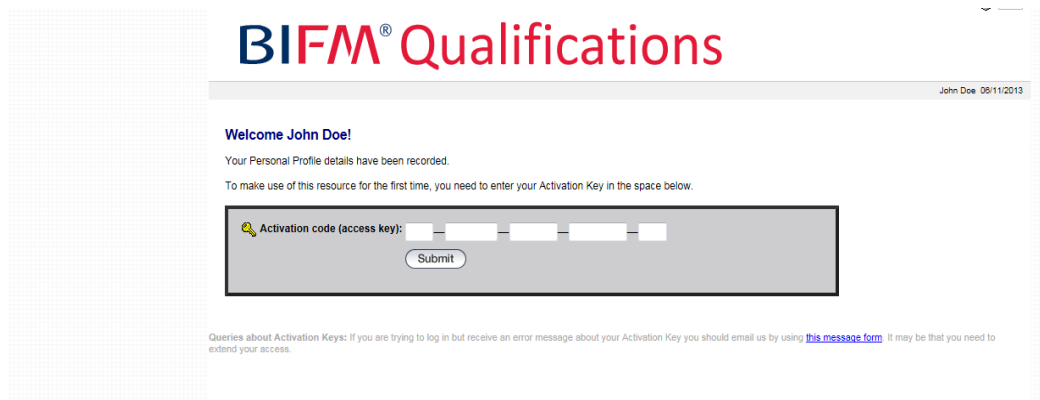
Company/organisation: (if applicable)

☒ Email me a username/password reminder on completion of registration

Date of birth (please enter as dd/mm/yyyy)

BIFM Membership Number

4. Enter your access key, as provided by your Centre, and click "Submit".




BIFM® Qualifications

John Doe 06/11/2013

Welcome John Doe!

Your Personal Profile details have been recorded.

To make use of this resource for the first time, you need to enter your Activation Key in the space below.

 Activation code (access key):

Queries about Activation Keys: If you are trying to log in but receive an error message about your Activation Key you should email us by using [this message form](#). It may be that you need to extend your access.

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5. Before you can enter the qualification you will need to confirm your date of birth, membership no. (if known) and read and agree to the plagiarism disclaimer.

You're ready to start...

The registration process has now been completed successfully.

Please complete the questionnaire below, before clicking on the SUBMIT button to continue.

Date of birth (please enter as dd/mm/yyyy)*

BIFM Membership Number

Please read our [Plagiarism Disclaimer](#) and check the box to agree.

☐ I Agree

* *Required*

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Features and functions of the on-line programme


This is your homepage for the on-line learning programme:

BIFM®

Level 4 (RQF) Award in FM

Hi Nicole

Welcome to the BIFM Level 4 (Award).

 Watch welcome video

Here you can keep up to date, collaborate with fellow learners and also update your details, including your photo/avatar.

[My photo](#) [Log out](#)

All learning resources are contained within the programme. BIFM has arranged a discount with the publishers Wiley's. Enter the discount code **VBG27** at the checkout to receive 20% off; Facilities Manager's Desk Reference or Total Facility Management.

Links to additional resources

My learning

- > Update my details
- > My action plan
- > How the units work
- > Assessment tips
- > Tips for reducing word count
- > Note making skills
- > Help with planning, researching and referencing your answer

Under "My Learning" you will find useful resources and tips to aid you in your studying

Get social

- > Twitter
- > Facebook
- > LinkedIn

Access to IWFM social media

Resources

- > BIFM website
- > FM glossary
- > Learner guide
- > Learning styles
- > Qualification structure
- > Rules of Studying
- > Professional Standards Handbook
- > Professional Standards Framework
- > FM Resources
- > Past Webinars

Mandatory units

- > FM4.01 Overview of facilities management

Optional units

- > FM4.02 Understanding facilities management strategy
- > FM4.03 Understanding people management in facilities management
- > FM4.04 Understanding facilities support services operations
- > FM4.05 Managing health and safety in facilities management
- > FM4.07 Understanding financial management in facilities management
- > FM4.10 Understanding leadership and management in facilities management
- > FM4.16 Understanding property and asset management for facilities managers
- > FM4.19 Understanding sustainability & environmental issues and their impact on facilities management

List of the units

News

- > Events
- > FM TV
- > BIFM News

Links to the latest IWFM news and updates

BIFM policies

- > BIFM Awarding Organisation Complaints Policy for Learners
- > BIFM Enquiries and Appeals Policy for Learners
- > BIFM Malpractice Policy for Learners

A list of IWFM policies to refer to

BIFM™ Tube



The latest videos from IWFM

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My learning



Under “My learning” you can update your details and view and edit your action plan.

It is important you give your email address so that you can receive alerts from your Centre, IWFM, IT Support and your assessor.

You can also see “How the units work” to gain an understanding on what you will be doing for each unit.

There is also the “Assessment tips” and “word count” video, which will provide advice on how to complete a IWFM assessment.

Resources



Under “Resources” you will have links to the latest documents and research produced by IWFM. From links to the IWFM Library, Good Practice Guides and much more.

You will also have access to your learner guide and the IWFM Level 4 Qualification structure which you should refer to during your qualification.

News



Under “News” you will have access to the latest industry updates, IWFM events and news.

Get social



Under “Get social” you can interact with the IWFM community on a variety of social media accounts including Twitter, Facebook and LinkedIn.

BIFM policies



Under “IWFM policies” you will find the policies and procedures for complaints, appeals and malpractice. Please ensure you familiarise yourself with these policies.

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Your e-Portfolio

When you have read through the Qualification structures click on one of the unit titles to open the page.

The screenshot shows the IWFM Qualifications page for the unit FM4.01 Overview of facilities management. The page is titled "IWFM® Qualifications" and "FM4.01 Overview of facilities management". It includes a "Home" link and a user name "Terri Mach".

Menu of the unit activities (Callout pointing to the Essential Learning menu):

- Overview
- Reading: Part 1
- Activity 1
- Reading: Part 2
- Activity 2
- Update action plan
- Assessment

Additional Resources (Callout pointing to the Additional Resources menu):

- How the units work
- Assessment Criteria
- View action plan
- Assessment comments
- Return to unit list
- Log Out

Introduction and aim of the unit (Callout pointing to the unit description):

When you're ready, get started using the menu on the left.

Guide on how many hours you should spend on the unit activities (Callout pointing to the "How long will it take?" section):

Activity	Hours
Overview	1
Reading: Part 1	7
Activity 1	6
Reading: Part 2	7
Activity 2	6
Action plan	3
Assessment	30

Unit type (Callout pointing to the Unit type section):

Knowledge

Credit value (Callout pointing to the Credit value section):

6

Direct link to your action plan (Callout pointing to the "View action plan" link in the Additional Resources menu).

Direct link back to homepage (Callout pointing to the "Home" link at the top of the page).

You will notice that at the bottom of each page there is a "Printer" and a "Send your feedback" button. The "Printer" enables you to print any of the pages. The "Send your feedback" allows you to report any IT problems, general comments or suggestions directly to Nelson Croom and IWFM.

The Essential Learning Menu

Using the "How long will it take" guide on the above page you will be able to gain an idea of how long you should spend on each area under the Essential Learning menu.

When you are ready to get started you should begin with the "Overview", this will tell you the purpose of the unit and how you will be able to use the information gained from this unit afterwards.

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You will see that the “Reading” is linked to the “Activity” by numbers, it is recommended that you complete the reading before moving onto the activity to prepare yourself.

Please note that the activities will not count towards the achievement of the unit. The reading and activities have been designed to prepare and aid you in completing the assessment tasks.

When you have finished the activities you can “Update action plan” with what you have learned. You will be asked a number of questions to test your knowledge and add your answers to your overall action plan.

The “ADDITONAL RESOURCES” are there to provide you with additional help and further reading for the unit.

For the “Assessment” you will see there are a number of tasks to complete. You must complete all of these tasks to gain an overall result for the unit. (Below is an example of an assessment page, the number of tasks will vary by unit).

BIFM® Qualifications

[Essential learning](#) > [Assessment](#)

Nicole Luque [Not?]

ESSENTIAL LEARNING

[Overview](#)

[Reading: Part 1](#)

[Activity 1](#)

[Reading: Part 2](#)

[Activity 2](#)

[Update action plan](#)

[Assessment](#)

ADDITIONAL RESOURCES

[How the units work](#)

[Assessment Criteria](#)

[View action plan](#)

[Assessment comments](#)

[Return to unit list](#)

[Log Out](#)

[Image Manager](#)

Assessment



After completing the reading and activities, you will be ready for the assessment. The following assessment tasks have been designed to enable you to demonstrate your knowledge and understanding of this unit. **All tasks must be completed.**

It is an important aspect of the assessment that you are able to demonstrate the application of acquired knowledge to appropriate examples of facilities management. You should therefore read the individual tasks carefully **in conjunction with** the relevant assessment criteria in the unit specification. You should also pay careful attention to the additional guidance (shown in red italics) in the unit specification as this indicates the appropriate level of knowledge required to successfully demonstrate the assessment criteria. (AC = Assessment Criteria)

Beware using copy and paste when completing your assessment. Failure to use your own words may result in your assessment being void.

Choose a task below to get started:

[▶ Task one](#)

[▶ Task two](#)

[▶ Task three](#)

[▶ Task four](#)

[▶ Task five](#)

When you have completed all tasks for this unit, click the **Submit** button below to alert your tutor that they are ready for marking.

[▶ Submit for marking](#)

[Top](#) [Printer friendly](#)

[Send your feedback](#)

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For each task there will be a number of questions you will need to answer. At the top of the page, under the task title, it will specify which assessment criteria you will be meeting.

BIFM® Qualifications

Essential learning > Assessment > Assessment 1 (of 5) Nicole Luque

Task one - Understanding the nature of facilities management

(This task assesses Learning Outcome 1 of Unit FM3.01. Your answer must fully address all of the Assessment Criteria 1.1 to 1.3.)

ESSENTIAL LEARNING

- Overview
- Reading: Part 1
- Activity 1
- Reading: Part 2
- Activity 2
- Update action plan
- Assessment

ADDITIONAL RESOURCES

- How the units work
- Assessment Criteria
- View action plan
- Assessment comments
- Return to unit list
- Log Out

Warning: You can type (or paste) your answer into the edit box below. When working online, click **Save** frequently to save your work. You can return to this page to edit it at any time. Alternatively you can upload a file containing your answer. Your answers will not be submitted until you click **Submit for marking** on the next page.

a. Describe the core business activities of an organisation to which you provide facilities services (either as an in-house service provider or as an outsourced one). Explain the relationship between facilities management and the core business activities described.

b. Provide separate examples based on 1(a) above to describe how facilities management can assist the organisation to achieve each of the following:

- (i) Meet end-user requirements
- (ii) Reduce operating costs
- (iii) Maintain continuity of critical business processes
- (iv) Ensure legal and regulatory compliance
- (v) Support corporate social responsibility

[Upload or view your files here](#)

Text Editor: B I U A [Color] [Background Color] [Bulleted List] [Numbered List] [Indent] [Outdent] [Undo] [Redo]

Save

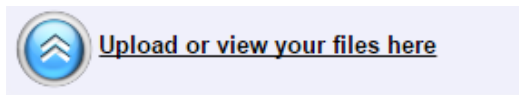
You will notice the tool bar along the top of the answer box, which is similar to the tool bar in Microsoft Word, allowing you to edit your work the way you want i.e. font, size etc.

When writing your assessment please clearly state which question you are answering (i.e. A.i), D)iv) etc.)

You can save your work at any time by clicking the “save” button and then return to it at a later date by clicking back on the task.

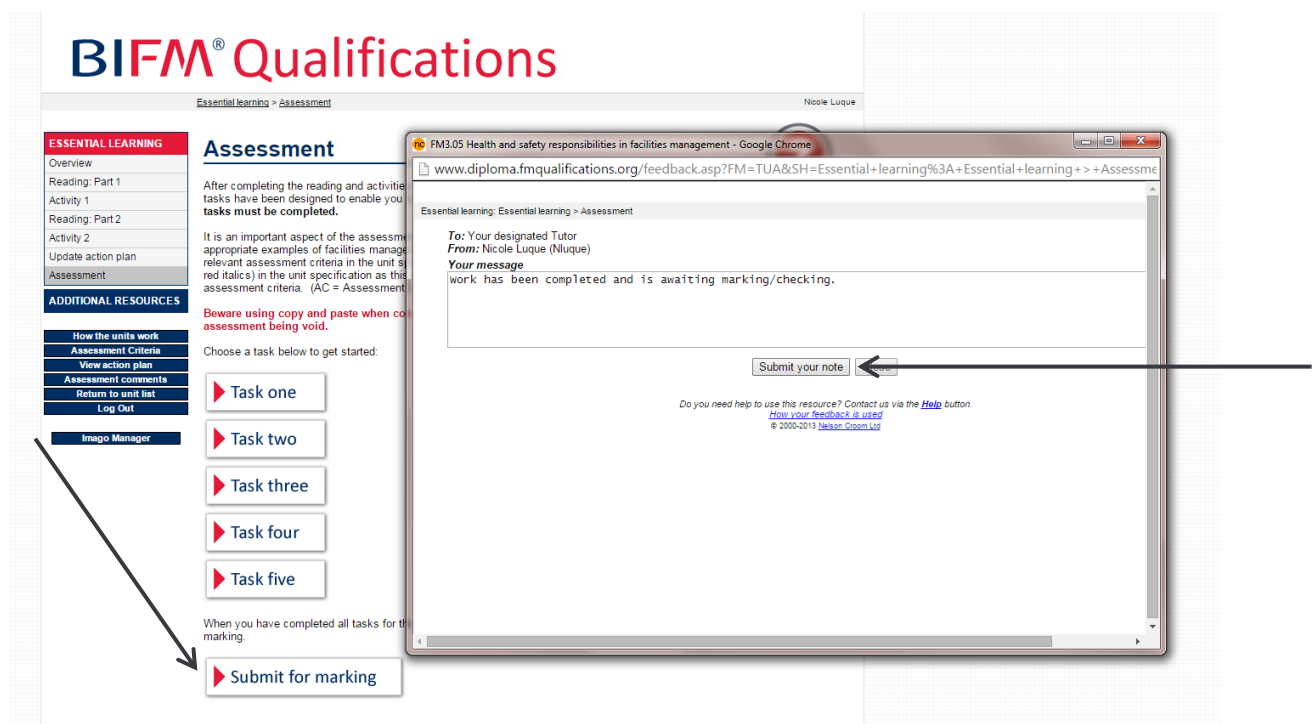
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You will also see above the answer box is the option to upload files:



By clicking on this you can upload a number of documents in a variety of formats (e.g. word, powerpoint etc.) to support your answer.

When you have fully answered all of the tasks and feel that they are all ready to be marked, you must click “submit for marking”. With which a pop up will appear, click “submit your note” to submit all tasks.



When your assessment has been marked you will be notified and receive the assessor’s feedback along with your result.

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Useful resources

As a learner you will need to take responsibility for your own learning and the assessment process – it will be demanding and will require time and dedication.

To help you with this you should make yourself familiar with your learning materials, support available and any other resources available to you during your studies.

- IWFM has produced a short video - [IWFM Top 10 Assessment Tips](#) to help you in planning your assessments.
- The Study Skills Handbook (fourth edition) by Stella Cottrell www.palgravestudyskills.com is an excellent resource which offers invaluable help, tips and advice to guide you through your studying.
- IWFM has arranged a 20% discount with the publishers Wiley's for the following books; [Facilities Manager's Desk Reference](#) and [Total Facility Management](#). Enter the discount code VBG27 at the checkout to apply the discount.
- If you are a member of IWFM don't forget to check out the resources available on the "Knowledge" section of the IWFM website. Member only content includes; [good practice guides](#), [reports](#) and [research papers from FM Leaders](#). Also "FM World" for latest FM news.
- [A Practical Guide to Facilities Management by Ian C Baker](#) provides a readily accessible and practical guide to the increasingly important subject of facilities management.

NUS/ TOTUM Student discount cards

If you are studying a qualification worth more than 12 credits you are eligible to apply for a TOTUM card which offers a variety of discounts to learners: (<https://www.nus.org.uk/en/nus-extra/about-the-card/>)

To apply for this please contact academy@iwfm.org.uk to request a unique code and link to purchase the TOTUM card.

Assessments

For guidance on planning, writing and referencing your assessment please see the [Study and Assessment Guide](#) – available to download on the online platform.

Submitting assessments

IWFM Qualifications are assessed against clear learning outcomes setting out knowledge and skills required by facilities managers at different levels.

For the on-line qualification you will be assigned a number of tasks for each unit. When you have completed an assessment, you will need to save it onto the on-line learning programme under that particular task.

Once all the tasks for a unit have been completed please click “submit for marking” on the online platform.

A pop-up message should appear saying this has been sent to the marker successfully.

Please note marking can take up to four weeks. Please do not submit again before the marker has reviewed your work as this can cause delays.

If you have any queries concerning your submission please contact IWFM or your registered centre.

Once marked, the marker will send you an email notification. To view your assessment comments you will need to access the unit page and select “assessment comments”.

IWFM Qualifications are not graded the result is either **achieved** or **not achieved**.

Assessments may take various formats:

- Written answers demonstrating knowledge
- Evidence from the work place
- Evidence from simulated work (i.e. course assignments or projects, including presentations)

Before you begin an assessment you will be asked to read and sign a plagiarism statement.

As a learner it is your responsibility to ensure that all the work you submit is your own. Any text or image which has been copied **MUST** be accurately referenced to the original source (e.g. Harvard Referencing). Any text which is copied and not referenced is deemed as plagiarism, this may result in your work being voided - see IWFM's Malpractice and Maladministration policy (you can request this from your Centre or IWFM).

Copied text/illustrations/diagrams should only be used as evidence or as an example to strengthen the point you are making. It should not be used to answer the question.

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IWFM Membership

If you are not a member of IWFM when you register with a centre to undertake a IWFM qualification you will receive one year of membership at Affiliate grade, worth £156*.

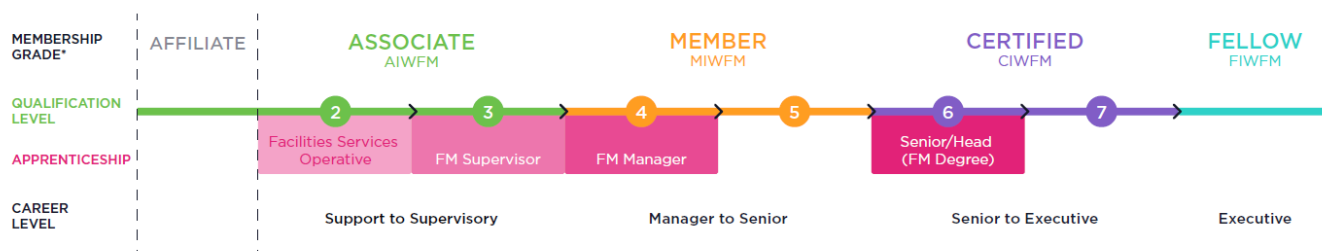
As a learner member you will receive access to the IWFM website, resources, FM World, networking events and other member benefits.

A learner member can upgrade their membership at any time. Enquiries about full membership of the IWFM, should be referred to the IWFM Membership Services Team who will be able to provide you with full details of the membership grades available and the fees that will apply. Telephone +44(0) 1279 712650 or email membership@IWFM.org.uk

Please note that if you choose to study a unit, rather than a qualification, this does **not** qualify for studying membership.

Once you have completed your qualification you can apply to for an assessed grade of membership to allow you to gain post-nominal to professional recognised your qualification and experience. Please note this is not granted automatically, you will need to apply for this separately.

To view the membership grade requirement please visit our website:
www.iwfm.org.uk/membership



* Based on current IWFM membership fees for July 2018

FAQs

General:

What is a unit?

The qualification is broken down into units with each unit covering a different subject and being a certain credit value. When you achieve a unit, you achieve credits.

Unit = credits

1 credit = 10 hours of learning and assessment.

What is the difference in the sizes available within the levels? (Award, Certificate and Diploma)

This essentially determines how much knowledge will need to be covered.

The size of the qualification will determine how many credits you need to achieve.

When you put the unit credit values together, this creates a TOTAL credit value.

For example: *FM4.01: Intro to FM (6 credits) + FM4.02: FM Strategy (3 credits) = 9 credits*

Size (Award/Certificate/Diploma) = TOTAL credit value required

What is the difference between a Certificate in Facilities Management and a Certificate in Facilities Management Practice?

One focuses on knowledge mandatory units (Certificate in FM) while the other focuses on competency mandatory units (Certificate in FM Practice). Otherwise there is no major difference, both qualifications share the same unit list and are the same size in terms of credits needed to achieve it.

What is a mandatory unit and an optional unit?

You will notice within the structure of the qualification there are different mandatory units for each size - You need to complete these to achieve the qualification.

You will also notice that to reach the minimum TOTAL credit value required you may need to choose optional units. This means you will need to select optional units that when added together with the mandatory units equal the minimum TOTAL credit value required.

You can choose from ANY units within the list of units for that level to add up to the minimum number of credits required.

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Mandatory unit = you have to complete this

Optional unit = you can select which optional unit(s) to complete

Do the units have to add up to the TOTAL credit value exactly?

Not exactly, only if specified i.e. the Level 2 Certificate and Level 3 Award.

Otherwise, most qualifications say the credit value specified is the MINIMUM credit value needed to complete the qualification.

There will also be a MAXIMUM credit value allowed. There is a “Rules of Combination” matrix available in this handbook to view the maximum credit values for each qualification.

How long do the qualifications take to complete?

For each qualification you will have a two year registration period. This starts the day you receive your access details via email.

1 credit of the qualification is equal to 10 hours of learning and assessment.

Ultimately the time it takes to complete will depend on the individual and to how much time you dedicate to your studies. Please see the “Recommend study hours” for further details.

If you cannot complete the qualification within the two years you can re-register for another two year period.

What are the Benefits of the IWFM Qualifications?

- The different levels and sizes allow you to choose a qualification that best suits your current work situation and will support your career progression.
- The ability to choose your optional units allows the qualification to be tailored to your individual needs by selecting subject areas that are most relevant to you.
- Achieving a qualification will increase confidence in the workplace.
- Achieving a qualification will also enhance competence in a workplace.
- Career impacts could include: increased pay, promotions, improved employability.
- A qualification will demonstrate your knowledge and support your professional development.

Can I study from anywhere? Does location or device matter?

As long as you have internet access you can study anywhere and on any device.

Do I need to attend any face-to-face sessions or exam centres?

No – the platform is designed so you can complete everything online without the need to travel anywhere. If you wanted to attend face-to-face sessions you can purchase the IWFM Academy short courses separately. Just please note the short courses are designed on specific subjects and

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although it complements the qualification learning it is not an exact match for the units.

What does my purchase include?

Purchase of IWFM Direct online study includes the qualification registration fee, all assessment fees and certification fee to complete the qualification within the two year registration period. The learning is supported by audio visual materials plus monthly webinars held by IWFM on various topics (previous recordings will be available to learners via the system). There is also an online tutor available for additional support.

Non-existing members are given 1 year's free membership as a complimentary benefit, after this year if you wish to continue your membership the standard membership fees apply.

What if I want to study a IWFM Level 5 Qualification or higher?

This is currently unavailable through IWFM Direct. To study the Level 5 or higher this will need to be through a IWFM Recognised Centre: www.iwfm.org.uk/centres.

Transfers, deferrals and re-registrations:

Is there the option of topping up to a larger sized qualification at a later date?

Yes, you can complete an Award or Certificate first and then upgrade at a later date, meaning you add to your current achievement to get the extra credits required. There are reduced costs for this, for further information please contact IWFM directly.

Can I transfer to a different qualification within my two year registration period?

Within the two year registration period you may transfer your registration to a different sized qualification at the same level or to a different level. However please note the current registration period and expiry date will still stand and cannot be extended.

If the transfer is to a larger qualification you will be charged the difference in the current qualification fee.

If the transfer is to a smaller qualification there will be no additional fee. However please note there will be no reimbursement for the difference in price.

What if I haven't done any work since my purchase?

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The purchase of an online IWFM qualification can be cancelled and a full refund provided within 14 days of the confirmation of payment (referred to as the “cooling period”) ONLY if the activation code has not been activated.

Please be aware that the fee for the online IWFM qualification is non-refundable if the activation code has been activated or the 14 day cooling period has passed.

For any cancellations there will be a £35 + VAT administration fee. This will be deducted from the refund.

If you do not commence or complete your qualification within the registration period and your registration expires, there will be NO reimbursement of any fees.

Can I have an extension on my two year registration period?

Unfortunately, we are unable to extend the two year qualification registration period unless under special considerations. Please refer to both the Special Considerations policy and Deferral policy.

Another option is you re-register for another two years before or once you have expired, the fee to do is listed in the re-registration application. Please contact IWFM to request this.

What if I am unable to continue my studies?

If there is a medical or unfortunate personal reason why you cannot continue your studies you can request a deferral for up to 1 year which will put a freeze on the two year registration period. The deferral can only be applied if you are in the first year of your studies and will need to be approved by the Awarding Organisation before being applied. Please refer to the Deferral policy for this.

Support/tutor:

Do students have access to mentors/tutors via email for questions etc. or is it pure self-study?

There is a tutor you can contact via email in the first instance, details are given in your welcome email on how to contact them.

What study materials are used?

There are a mixture of reading and activities involved. All reading materials are downloadable as PDFs. If you wished to purchase the full books there is an option to do this through the publishers with a 20% discount. There are monthly webinars held on different topics, all are recorded so you have access to these also.

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Assessments:

How is the qualification assessed?

For each unit there is an assessment section – this is broken down into a number of tasks. The tasks require you to submit a written assessment for marking. You will need to complete all the tasks for a specific unit before submitting for marking.

When assignments are assessed, is feedback given, and can assignments be submitted for assessment more than once?

Yes, feedback is always given by the marker. If you don't fully meet the assessment criteria the first time you can resubmit up to two more times. A maximum of three submissions per unit is allowed.

How long do assessments take to mark? How do I know its been marked?

Please note marking can take up to 4 weeks. An email notification is sent from the marker when your work has been marked. When ready you can log in to the unit, on the left blue menu is an option for assessment comments.

What's the latest I can submit my assessment for it to be marked?

You have a two year registration period but to ensure your work is marked on time and that you have time to resubmit any requested amendments I would strongly recommend submitted your last assessment at least 6 weeks before your expiry date.

When are results and certificates issued?

A qualification certificate will be sent direct to centre for onward transmission to the learner when all the credits required to complete the qualification have been achieved. A transcript will accompany the certificate detailing the units achieved.

What if I lose my certificate?

If you subsequently lose the certificate, you can apply for a duplicate either directly to IWFM. There is a charge for a Duplicate Certificate. Details for this process can be obtained from IWFM.

Privacy policy

To understand how IWFM may use your data and your rights relating to this, please see our [privacy policy](https://www.IWFM.org.uk/privacy): <https://www.IWFM.org.uk/privacy>

Contact us

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