Qualifications

Get ahead and develop your career

iwfm

Institute of Workplace and Facilities Management

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About us

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

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.

Our mission:
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.

Our vision:
As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of 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 as the British Institute of Facilities Management.

WHAT DO WE MEAN BY WORKPLACE?

Workplace recognises the joint responsibility of facilities management, information technology and human resources to achieve optimal productivity between people, technology and workplaces. Not working space limited to “office” but anywhere that work happens. It captures a broader world, considering space, technology and culture. It recognises a need for skilled individuals who can interconnect between these specialisms.

Get ahead
with a qualification

Our qualifications are internationally recognised and provide a world-leading framework for professional development in workplace and facilities management.

Both our IWFM Direct online qualifications and the face-to-face qualifications offered by our recognised centres are fully regulated and provide a benchmark for the industry. For more information about our qualifications, visit **iwfm.org.uk/professional-development/qualifications**

Know which qualification you want to study?

If you know which qualification is right for you or your team members, our website can help you find your nearest or most suitable centre:

T +44 (0) 1279 712 651
E qualifications@iwfm.org.uk
iwfm.org.uk/professional-development/qualifications

Unsure which qualification is right for you?

If you are unsure which qualification is right for you, we suggest that you contact us so we can assess your needs and aspirations, by asking you a few questions. We will then be able to help you understand which options are open to you.

T +44 (0) 1279 712 651
E qualifications@iwfm.org.uk

Foreword
Professional development to transform your career and business

"Whether you want to develop your skills in your current role or work towards a new position, professional qualifications add considerable value to your skill and knowledge base and demonstrate your commitment to professional development."

Workplace and facilities management professionals are integral to the successful delivery of strategic and operational objectives across all sectors of the economy. The knowledge, skills and expertise that you gather, or your staff develop, are essential to the performance of your organisation.

That's why, as the professional body for workplace and facilities management, we have invested in developing clear progression pathways through our range of qualifications to support individuals and organisations in developing their expertise. This enables them to get ahead and achieve a benchmark of excellence in the industry.

Our comprehensive suite of qualifications was developed with the expertise of leading employers and stakeholders within the profession. Our qualifications cater for requirements right across the profession: from school leavers and entry level facilities managers (Level 2) through to those who are seeking the challenge of and a pathway to a Master's degree (Level 7).

At every level, you can be confident that you are learning the key skills you need to advance your career.

We are committed to advancing the workplace and facilities management profession and our qualifications, which are aligned to the Workplace and Facilities Management Professional Standards, are one aspect of how we seek to support the professionals and businesses in the sector in performing to the best of their ability.

Our members benefit from a range of information and resources, networking opportunities, professional development and industry recognition. We provide opportunities for anyone working in the profession. Whether you're new to the industry or a seasoned professional, you can develop your career with us.

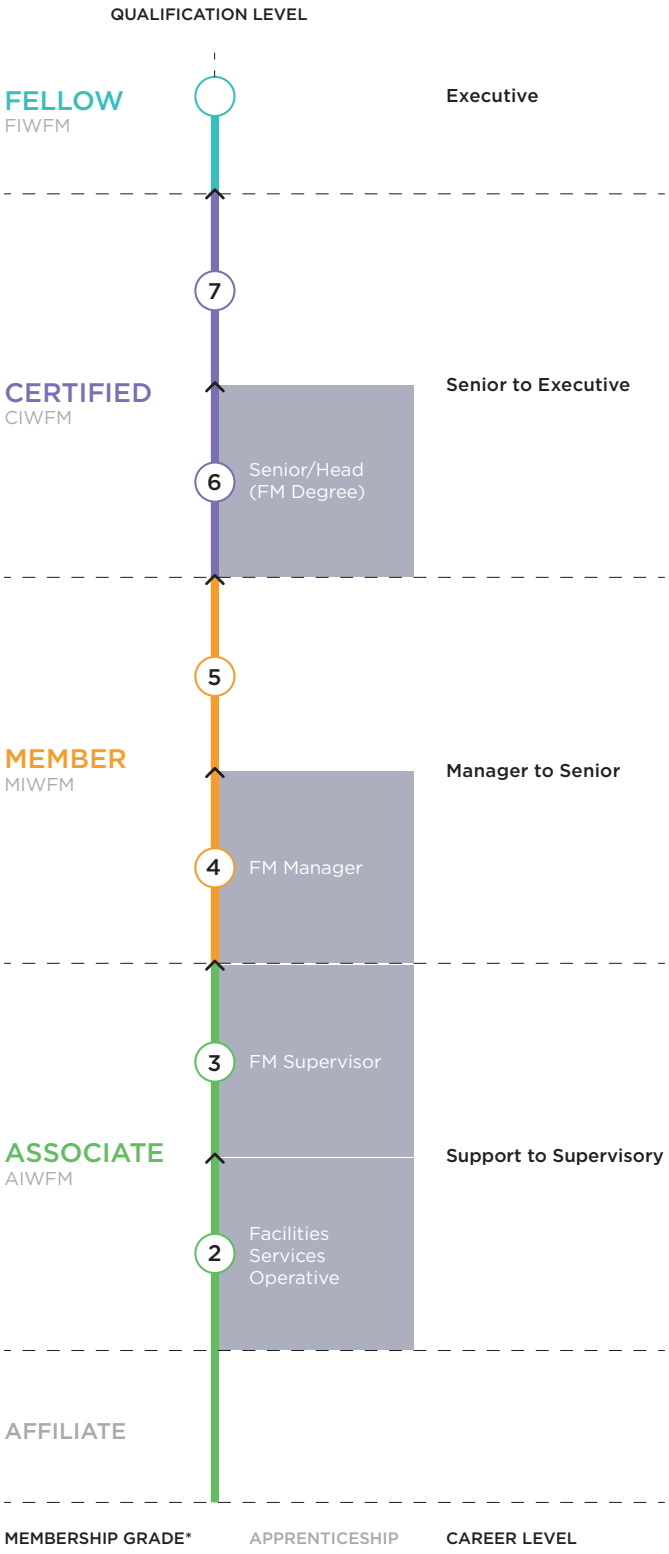
Linda Hausmanis (CEO)
Institute of Workplace and Facilities Management

MEMBERSHIP

Our qualifications are aligned with our membership grades. On completion of certain qualifications, they form part of the entry criteria to these grades, as demonstrated within our Professional Development Pathway.

Professional Development Pathway

*Membership grades are awarded upon assessment of the level and length of experience in facilities management and the qualifications held. They provide professional recognition at key stages as the individual progresses through their career.



Get ahead
and develop your career

If you want to gain a recognised, accredited qualification to support your career and build your earning potential, our qualifications are for you. All our qualifications are designed to be flexible and meet your needs.

What do I need to do?
Choose the qualification level that suits you and select the optional units that match your development needs.

Key features
- Award, Certificate, Diploma and Extended Diploma – choose the size that suits your needs
- Qualifications are built up from a combination of mandatory and optional units, offering you flexibility and choice
- You don't need to start at the first level – you can start at the level which is for you and your organisation
- Most assessments are work based, so you can apply the theory to your day-to-day job, also adding value to your business
- Gain relevant knowledge and skills
- Study how you want to: IWFM Academy and our recognised centres offer different ways of learning – face-to-face, evening classes, distance and online learning
- Flexibility: complete your qualification in two years, or at a faster pace if you prefer
- The qualifications are aligned with our membership grades so you can enter at the appropriate grade and gain extra recognition in the job market

Questions to consider when deciding on a qualification
- Which level matches your key responsibilities?
- Do you have specific skills and/or knowledge gaps to fill?
- How much time can you commit?
- Where and how would you like to study?
- Where are you in your career?
- Where do you want your career to be heading?
- What do you want to achieve?
- What's the next step?
- How will a qualification help your personal development plan?

Whether you're looking to better equip yourself for your current role or are looking to progress to the next stage in your career, you can choose a qualification level, size and units to help you achieve your goals.

What's in it for you?
- Better placed for career progression
- Demonstrable commitment to professional development
- Build capability
- Build earning potential
- Achieve a nationally and internationally recognised qualification in workplace and/or facilities management
- Improve confidence and enhance credibility in the workplace
- Acquire knowledge and skills that are aligned to the Workplace and Facilities Management Professional Standards
- Influence strategic decisions in your organisation
- Add value to your client relationships

Choose your qualification to suit your needs and goals

Our qualifications

We promote and embed professional standards in workplace and facilities management. Committed to advancing our profession, we provide a suite of membership, qualifications, training and networking services designed to support workplace and facilities management practitioners in performing to the best of their ability.

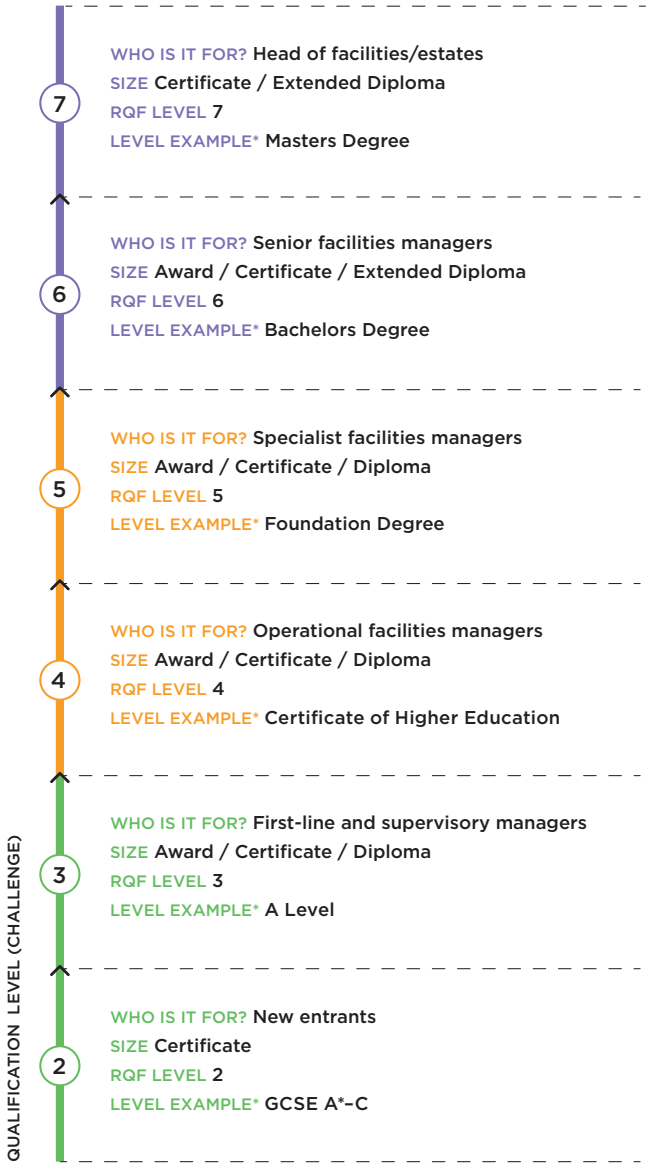
Our qualifications are available at Levels 2 to 7. This means that whether you are a school leaver or want to study at a master's level, we have an option to suit you.

SIZE OPTIONS

Award
Gives you a succinct overview of the basic skills and knowledge needed at this level

Certificate
Provides you with a more comprehensive coverage of the subject

Diploma/Extended Diploma
Provides the full package of skills, knowledge and understanding at this level



*The level examples are purely for guidance purposes – they are not a reflection of the qualification that will be awarded upon successful completion of an IWFM Qualification: for example, achieving a IWFM Level 5 Qualification in facilities management would not constitute being awarded a Foundation degree. These are included as an indication of the level of challenge.

Level 2 qualifications

A Level 2 qualification is for you if you are new to the profession. Those considering a career change to workplace and/or facilities management may also benefit from this entry-level certificate.

The holder of a IWFM Level 2 qualification:*

- Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems
- Can interpret relevant information and ideas
- Is aware of a range of information that is relevant to the study of workplace and/or facilities management

The holder of a IWFM Level 2 qualification can:

- Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and addresses straightforward problems
- Identify, gather and use relevant information to inform actions
- Identify how effective actions have been

What will I study?

For the competency qualification, there are two mandatory units. After this, you can make up your remaining credits by choosing from the available units.

The knowledge qualification has four mandatory units and no optional units.

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by facilities managers at different levels. Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face-to-face, evening class, distance learning and online learning.

	LEVEL 2 CERTIFICATE IN FACILITIES SERVICES (COMPETENCY QUALIFICATION)	LEVEL 2 CERTIFICATE IN FACILITIES SERVICES PRINCIPLES (KNOWLEDGE QUALIFICATION)
Credit Value	Minimum 20 credits Maximum 27 credits	13 credits
Mandatory Units	Two (7 credits)	Four (13 credits)
Optional Units	4–6 credits (suite 1) 9–14 credits (suite 2)	

*** Based on Ofqual level descriptor**

LEVEL 2 MANDATORY AND OPTIONAL UNITS		
Certificates in Facilities Services		
Ref	**Unit Title**	**Credits**
Mandatory Units		
FS2.01	Reduce risks to health and safety in the workplace	3
FS2.02	Promote and maintain service delivery	4
Suite 1, choose between		
FS2.03	Develop customer relationships	6
FS2.04	Contribute to the effectiveness and efficiency of premises and facilities	4
Suite 2, choose there units with a combined value of at least 9 credits		
FS2.05	Support the work of a team and develop yourself	3
FS2.06	Control the use of resources in a property, caretaking and facilities services environment	3
FS2.07	Maintain grounds of premises and facilities	3
FS2.08	Maintain site security and safety	3
FS2.09	Control the use of premises and facilities	4
FS2.10	Work safely at heights	3
FS2.11	Monitor and maintain electrical and plumbing services	4
FS2.12	Carry out maintenance and minor repairs	3
FS2.13	Operate plant to maintain the quality of pool water	4
FS2.14	Deal with routine waste	3
FS2.15	Deal with non-routine waste	3
FS2.16	Deep clean equipment in premises and facilities	6
FS2.17	Support the co-ordination of an event	3
FS2.18	Moving and transporting individuals within a healthcare environment	4
FS2.19	Transport physical resources within the work area	2
FS2.20	Clean and maintain internal surfaces and areas	4
FS2.21	Introduction to equality & inclusion in health, social care or children's & young people's settings	2
FS2.22	Provide reception services	3
FS2.23	Handle mail	3
FS2.24	Communicate effectively in the workplace	2
Certificate in Facilities Services Principles		
Mandatory units		
FSP2.01	Working in facilities services	3
FSP2.02	Health and safety for facilities services	4
FSP2.03	Working with customers and others in facilities services	2
FSP2.04	Sustainability and environmental issues for facilities services	4

Level 3 qualifications

Our Level 3 qualifications in facilities management are designed to develop an understanding and knowledge of facilities management matters. It's for you if you are a first-line manager or supervisor in facilities management, or if you are new to the industry.

The holder of a IWFM Level 3 qualification:*

- Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well defined, may be complex and non-routine
- Can interpret and evaluate relevant information and ideas
- Is aware of the nature of the area of study or work
- Is aware of different perspectives or approaches within the area of study or work

The holder of a IWFM Level 3 qualification can:

- Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well defined, may be complex and non-routine
- Use appropriate investigation to inform actions
- Review how effective methods and actions have been

The qualifications are easily adapted to suit your needs: just choose the size, units and how you want to study.

Choose the size

- **Award** Gives you a succinct overview of the basic skills and knowledge needed at this level
- **Certificate** Provides you with a more comprehensive coverage of the subject
- **Diploma** Provides the full package of skills, knowledge and understanding at this level

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by facilities managers at different levels.

Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face-to-face, evening class, distance learning and online learning.

*** Based on Ofqual level descriptor**

	LEVEL 3 AWARD IN FACILITIES MANAGEMENT	LEVEL 3 CERTIFICATE IN FACILITIES MANAGEMENT	LEVEL 3 DIPLOMA IN FACILITIES MANAGEMENT
Credit Value	Total 11 credits	Minimum 28 credits	Minimum 48 credits
Mandatory Units	Two (11 credits)	Four (21 credits)	Five (26 credits)
Optional Units	N/A	Two (7 credits)	Five (22 credits)

LEVEL 3 MANDATORY AND OPTIONAL UNITS					
Ref	**Unit Title**	**Credits**	**Award in FM**	**Certificate in FM**	**Diploma in FM**
FM3.01	Introduction to FM	6	✓	✓	✓
FM3.02	Corporate social responsibility and sustainability in FM	4		✓	✓
FM3.03	Customer and stakeholder relations in FM	5	✓	✓	✓
FM3.04	Specification and procurement of facilities supplies and services	6		✓	✓
FM3.05	Health and safety responsibilities in FM	5			✓
FMP413	Manage operational performance in FM	4			
FM3.06	Project management within FM operations	5			
FM3.07	Budget management of FM operations	4			
FM3.08	Understanding FM within context of an organisation	4			
FM3.09	Understanding support services operations in an organisation	3			
FM3.10	Space allocation in current facilities	4			
FM3.11	Building maintenance in FM	5			
FM3.12	Understand the estate management function	4			
FM3.13	Contribute to disaster recovery and contingency planning	5			
FM3.14	Understanding access management and inclusion	5			
FM3.15	Leadership, management and personal development	9			

✓ **Mandatory units**

Level 4 qualifications

Our Level 4 qualification will give you a broad understanding of the profession and provide the skills needed to complete complex, non-routine tasks within workplace and facilities management. It's for you if you work at an operational management level or if you are aspiring to these roles and want to stretch and develop your knowledge and capability.

The holder of a IWFM Level 4 qualification:*

- Has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine
- Can analyse, interpret and evaluate relevant information and ideas
- Is aware of the nature of approximate scope of the area of study or work

The holder of a IWFM Level 4 qualification can:

- Identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined
- Review the effectiveness and appropriateness of methods, actions and results

Who are they for?

Although there are no set entry criteria, you will probably have a background in facilities management or related fields. You are likely to be responsible for managing:

- Day-to-day operations (in-house or outsourced)
- A range of support services
- Contractors and key supplier relationships
- Budgets
- Health and safety
- Facilities management projects

Choose the size

- **Award** Gives you a succinct overview of the basic skills and knowledge needed at this level
- **Certificate** Provides you with a more comprehensive coverage of the subject
- **Diploma** Provides the full package of skills, knowledge and understanding at this level

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by managers at different levels. Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face to face, evening class, distance learning and online learning.

* **Based on Ofqual level descriptor**

	LEVEL 4 AWARD IN FACILITIES MANAGEMENT	LEVEL 4 CERTIFICATE IN FACILITIES MANAGEMENT	LEVEL 4 DIPLOMA IN FACILITIES MANAGEMENT
Credit Value	Minimum 12 credits	Minimum 24 credits	Minimum 48 credits
Mandatory Units	One (6 credits)	Two (12 credits)	Five (29 credits)
Optional Units	One (6 credits)	Two (12 credits)	Three (19 credits)

LEVEL 4 MANDATORY AND OPTIONAL UNITS					
Ref	**Unit Title**	**Credits**	**Award in FM**	**Certificate in FM**	**Diploma in FM**
FM4.01	Overview of FM	6	✓	✓	✓
FM4.02	Understanding FM strategy	3			✓
FM4.03	Understanding people management in FM	8			✓
FM4.04	Understanding FM support services operations	6			✓
FM4.05	Managing health and safety in own areas of FM	6		✓	✓
FM4.06	Understanding risk management in FM	6			
FM4.07	Understanding financial management in FM	6			
FM4.08	Understanding the business organisation and its impact on FM	6			
FM4.09	Understanding performance measurement in FM	3			
FM4.10	Understanding leadership and management in FM	6			
FM4.11	Understanding the management of information and knowledge in FM	3			
FM4.12	Understanding FM projects	6			
FM4.13	Developing relationships with suppliers and specialists in FM	3			
FM4.14	Understanding quality management in FM	4			
FM4.15	Managing customer service in FM	4			
FM4.16	Understanding property and asset management for facilities managers	4			
FM4.17	Understanding property, fabric and building services maintenance for facilities managers	8			
FM4.18	Understanding space management for facilities managers	3			
FM4.19	Understanding sustainability and environmental issues and their impact on FM	3			
FM4.20	Understanding energy and utilities management and the impact on FM	3			
FM4.21	Understanding procurement and contract management in FM	3			
FM4.22	Managing accessibility and inclusion and its impact on FM	6			
FM4.23	Supporting change initiatives in an organisation and manage the impact on FM	6			
FM4.24	Innovation in FM	5			
FM4.25	Building Information Modelling for FM	6			

✓ **Mandatory units**

Level 5 qualifications

Our Level 5 qualifications will provide the skills needed to complete complex tasks and take on responsibility for planning and delivering solutions while developing your specialised knowledge of the profession. It's for you if you are at a middle or senior management level and responsible for more specialised and complex functions, or if you are aspiring to these roles and looking to stretch and develop.

The holder of a IWFM Level 5 qualification:*

- Has practical, theoretical or technological knowledge and understanding of a subject or field of work to find ways forward in broadly defined, complex contexts
- Can analyse, interpret and evaluate relevant information, concepts and ideas
- Is aware of the nature and scope of the area of study or work
- Understands different perspectives, approaches or schools of thought and the reasoning behind them

The holder of a IWFM Level 5 qualification can:

- Determine, adapt and use appropriate methods, cognitive and practical skills to address broadly defined, complex problems
- Use relevant research or development to inform actions
- Evaluate actions, methods and results

Who is it for?

You are likely to be heading up:

- Single or multi-site operations
- Hard and/or soft service provision
- Partner relationships
- Performance management
- Major projects with capital spend
- Compliance in health and safety and other key critical legislation
- Financial management

Choose the size

- **Award** Gives you a succinct overview of the basic skills and knowledge needed at this level
- **Certificate** Provides you with a more comprehensive coverage of the subject
- **Extended Diploma** Provides the full package of skills, knowledge and understanding at this level

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by managers at different levels.

Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face-to-face, evening class, distance learning and online learning.

*** Based on Ofqual level descriptor**

	LEVEL 5 AWARD IN FACILITIES MANAGEMENT	LEVEL 5 CERTIFICATE IN FACILITIES MANAGEMENT	LEVEL 5 DIPLOMA IN FACILITIES MANAGEMENT	LEVEL 5 EXTENDED DIPLOMA IN FM
Credit Value	Minimum 12 credits	Minimum 24 credits	Minimum 48 credits	Minimum 120 credits
Mandatory Units	One (6 credits)	Two (14 credits)	Five (32 credits)	Six (38 credits)
Optional Units	One (6 credits)	Two (10 credits)	Three (16 credits)	Twelve (82 credits)

LEVEL 5 MANDATORY AND OPTIONAL UNITS						
Ref	**Unit Title**	**Credits**	**Award in FM**	**Certificate in FM**	**Diploma in FM**	**Extended Diploma**
FM5.01	FM development and trends	6			✓	✓
FM5.02	Organisational and FM Strategy	6	✓	✓	✓	✓
FM5.03	Managing people in FM	8		✓	✓	✓
FM5.04	Risk management in FM	6			✓	✓
FM5.05	Financial management in FM	6			✓	✓
FM5.06	FM support services operations	6				
FM5.07	Managing health and safety in FM	6				
FM5.08	Performance measurement in FM	3				
FM5.09	Providing leadership and management in FM	4				
FM5.10	Managing information and knowledge in FM	3				
FM5.11	Managing FM projects	6				
FM5.12	Managing negotiations in FM	3				
FM5.13	Managing relationships with suppliers and specialists in FM	6				
FM5.14	Quality management in FM	6				
FM5.15	Customer service in FM	3				
FM5.16	Property and asset management for facilities managers	6				
FM5.17	Property, fabric and building services maintenance for facilities managers	6				
FM5.18	Space management for facilities managers	3				
FM5.19	Sustainability and environmental management and the impact on FM	4				
FM5.20	Energy and utilities management and the impact on FM	3				
FM5.21	Managing procurement and contracts in FM	4				
FM5.22	Implementing change in an organisation and managing the impact on FM	4				
FM5.23	Reflective FM practice	6				✓
FM5.24	Strategic building information modelling for FM	6				
FMP502	Manage and implement policies in FM	4				
FMP503	Expand the provision of FM services	5				
FMP505	Manage working relationships in FM	5				
FMP509	Co-ordinate work control in major FM projects	9				
FMP510	Manage compliance with regulation and legislation in FM	7				
FMP514	Plan estates in FM	10				
FMP516	Develop and mobilise FM contracts	8				

✓ **Mandatory units**

Level 6 qualifications

Our Level 6 qualifications focus on developing strategic skills and knowledge so that you can make and deliver plans that underpin substantial change or development while exercising broad autonomy. It will help you to develop your strategic skills and knowledge if you work in or aspire to work in a senior position.

The holder of a IWFM Level 6 qualification:*

- Has advanced practical, conceptual or technological knowledge and understanding of a subject or field of work to create ways forward in contexts where there are many interacting factors
- Understands different perspectives, approaches or schools of thought and the theories that underpin them
- Can critically analyse, interpret and evaluate complex information, concepts and ideas

The holder of a IWFM Level 6 qualification can:

- Determine, refine, adapt and use appropriate methods and advanced cognitive and practical skills to address problems that have limited definition and involve many interacting factors
- Use and, where appropriate, design relevant research and development to inform actions
- Evaluate actions, methods and results and their implications

Who is it for?

You are likely to be working at senior level and responsible for:

- Strategic review and development of facilities management service provision
- Corporate governance and risk
- Driving innovation and change
- Financial performance
- Corporate responsibility and sustainability
- Property and procurement strategy

Choose the size

- **Award** Gives you a succinct overview of the basic skills and knowledge needed at this level
- **Certificate** Provides you with a more comprehensive coverage of the subject
- **Extended Diploma** Provides the full package of skills, knowledge and understanding at this level

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by managers at different levels.

Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face-to-face, evening class, distance learning and online learning.

*** Based on Ofqual level descriptor**

	LEVEL 6 AWARD IN FACILITIES MANAGEMENT	LEVEL 6 CERTIFICATE IN FACILITIES MANAGEMENT	LEVEL 6 EXTENDED DIPLOMA IN FACILITIES MANAGEMENT
Credit Value	Minimum 10 credits	Minimum 30 credits	Minimum 60 credits
Mandatory Units	One (10 credits)	One (10 credits)	Four (30 credits)
Optional Units	N/A	Three (20 credits)	Five (30 credits)

LEVEL 6 MANDATORY AND OPTIONAL UNITS					
Ref	**Unit Title**	**Credits**	**Award in FM**	**Certificate in FM**	**Extended Diploma in FM**
FM6.01	Strategic FM	10	✓	✓	✓
FM6.02	FM governance and risk	8			✓
FM6.03	Quality management and customer service in FM	6			✓
FM6.04	Financial management in FM	6			✓
FM6.05	Strategic FM support services operations	4			
FM6.06	Compliance with organisational health and safety and the impact on FM	6			
FM6.07	Strategic leadership and management in FM	8			
FM6.08	Human resource management in FM	6			
FM6.09	Developing strategic relationships in FM	6			
FM6.10	Strategic management of information and knowledge in FM	4			
FM6.11	Corporate responsibility and sustainable FM	6			
FM6.12	Procurement strategy for FM	6			
FM6.13	Property management and maintenance strategy for FM	8			
FM6.14	Introducing and leading change in an organisation and managing the impact on FM	6			

✓ **Mandatory units**

Level 7 qualifications

Our Level 7 qualification provides the skills needed to plan and develop courses of action that initiate or underpin substantial change or development. It will help you to reflect the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors.

The holder of a IWFM Level 7 qualification:*

- Reformulates and uses practical, conceptual or technological knowledge and understanding of a subject or field of work to create ways forward in contexts where there are many interacting factors
- Critically analyses, interprets and evaluates complex information, concepts and theories to produce modified conceptions
- Understands the wider contexts in which the area of study or work is located
- Understands current developments in the area of study or work
- Understands different theoretical and methodological perspectives and how they affect the area of study or work

The holder of a IWFM Level 7 qualification can:

- Use specialised skills to conceptualise and address problematic situations that involve many interacting factors
- Determine and use appropriate methodologies and approaches
- Design and undertake research, development or strategic activities to inform or produce change in the area of work or study
- Critically evaluate actions, methods and results and their short and long-term implications

Choose the size

- **Certificate** Provides you with a more comprehensive coverage of the subject
- **Extended Diploma** Provides the full package of skills, knowledge and understanding at this level

How is it assessed?

Our qualifications are assessed against clear learning outcomes setting out the knowledge and skills needed by managers at different levels.

Assessment tasks are work-based, reflecting live business projects and activities – so you can apply your learning directly to your role.

How is it delivered?

You can choose the centre at which you study, which means you will have a choice of different delivery styles, including face to face, evening class, distance learning and online learning.

*** Based on Ofqual level descriptor**

	LEVEL 7 CERTIFICATE IN FM	LEVEL 7 EXTENDED DIPLOMA IN FM
Credit Value	Minimum 30 credits	Minimum 60 credits
Mandatory Units	Two (30 credits)	Four (60 credits)

LEVEL 6 MANDATORY AND OPTIONAL UNITS				
Ref	**Unit Title**	**Credits**	**Certificate in FM**	**Extended Diploma in FM**
FM7.01	Strategic FM and business	10	✓	✓
FM7.02	Knowledge, information and change management for FM	10		✓
FM7.03	Managing staff and customers in FM	20	✓	✓
FM7.04	Legislation, finance and risk in FM	20		✓
The above units form an integral pathway towards a Masters in Applied FM delivered and awarded by Liverpool John Moores University.				
FM7.01	Strategic FM and business	10	✓	✓
FM7.05	Procurement and measurement in FM	5	✓	✓
FM7.07	Managing facilities management projects and contracts	15	✓	✓
FM7.09	Leadership, partnership and change within FM	15		✓
FM7.10	Strategic property asset management	15		✓
These units form an integral pathway towards the MBA in FM delivered and awarded by Sheffield Hallam University.				

✓ **Mandatory units**

Apprenticeships
in facilities management

Apprenticeships are not just for school leavers. They're suitable for anyone aged 16+ and, if you're looking for a career change, could be the next best step.

What is an apprenticeship?
Its a genuine job with an accompanying skills development programme where you'll gain the technical knowledge, practical experience and wider skills you'll need for your immediate job and your future career. Its an opportunity to gain a formal qualification while earning.

About the apprenticeships
You can typically expect to complete the apprenticeship between one and four years.

Key features
- A qualification that assesses competence in a real work situation
- Functional Skills – which ensure that appropriate standards in English and Maths are met

The diagram opposite shows the available apprenticeships, which will suit learners from different backgrounds and with varying levels of experience; for example.

- An apprentice with some previous facilities management experience looking to progress into management could choose the apprenticeship standard at level 4
- An apprentice completely new to the industry who wishes to understand facilities management may start at Level 2 and progress through to the apprenticeship degree standard

TRAILBLAZER APPRENTICESHIPS

IWFM and its predecessor BIFM has been working with leading FM employers, training providers and other awarding organisations to implement government-led changes to apprenticeships in the sector. These 'Trailblazer' groups have been working together to design apprenticeship standards and assessment approaches to deliver high-quality apprenticeships for FM.

APPRENTICESHIPS IN FACILITIES MANAGEMENT	
APPRENTICESHIP FRAMEWORKS	
Level 2	IWFM Level 2 Certificate in Facilities Services (C) And IWFM Level 2 Certificate in Facilities Services Practice (K)
	Functional Skills – English and Maths at Level 2, exemptions might apply
APPRENTICESHIP STANDARDS	
Level 2	Facilities Services Operative Mandatory qualification – Level 2 Certificate in Facilities Services Practice Find out more: instituteforapprenticeships.org/apprenticeship-standards/facilities-services-operative/
Level 3	FM Supervisor Optional qualification – IWFM Level 3 Diploma in Facilities Management Find out more: instituteforapprenticeships.org/apprenticeship-standards/facilities-management-supervisor/
Level 4	Facilities Manager Mandatory qualification – IWFM Level 4 Diploma in Facilities Management Find out more: instituteforapprenticeships.org/apprenticeship-standards/facilities-manager/
Level 6	Senior / Head of Facilities Management (Degree) Mandatory qualification – IWFM Level 6 Extended Diploma in Facilities Management Find out more: instituteforapprenticeships.org/apprenticeship-standards/senior-head-of-facilities-management-degree/
	All standards require Functional Skills, English and Maths at Level 2. Exemptions may apply

C = competency K = knowledge

This apprenticeship framework is for England. For information about the Scottish apprenticeship framework, visit skillsdevelopmentscotland.co.uk and for the Welsh apprenticeship framework, visit beta.gov.wales/apprenticeships-skills-and-training

WANT TO FIND OUT MORE?

If you want to find out more about or to talk through your options contact IWFM:

T +44 (0) 1279 712 651
E qualifications@iwfm.org.uk
iwfm.org.uk/professional-development/apprenticeships

Employers
Advance your workforce

Our qualifications are designed to help you build your organisation's capability and reputation with high-performing teams.

Designed after in-depth consultation with employers, the qualifications have been developed to meet industry needs. Accredited within the Regulated Qualifications Framework, they can be used as part of your people development programme, playing an integral role in succession planning and talent management. The qualification structure also provides a useful development framework to help you identify the knowledge and skills needed in key roles across your organisation. The wide range of units can also be used to fill any immediate or foreseen skills gaps in your workforce.

Key features

- Qualifications are available in different sizes, aimed at the different levels of your people; these include Award, Certificate, Diploma and Extended Diploma
- Qualifications are built from a combination of mandatory and optional units, offering flexibility and choice
- The choice of units means qualifications can be customised to suit your business needs
- Learning can be linked to live business projects
- The qualifications cover real need to know facilities management knowledge and skills
- The qualifications are aligned to the workplace and facilities management Professional Standards
- All assessments are practical and work based, so that they add value to your business
- Our recognised centres offer different ways of learning – face-to-face, evening class, distance learning, online or delivered on site for your organisation
- The qualifications are aligned with our membership grades for extra recognition

WANT TO FIND OUT MORE?

IWFM is dedicated to advancing the workplace and facilities management profession and would be pleased to talk to you about how developing your staff with our regulated qualifications can support your business needs and goals.

To discuss further, please contact
T +44 (0) 1279 712 651 or
E qualifications@iwfm.org.uk

The Workplace and Facilities Management Professional Standards

The Professional Standards define the competences you will need to be effective in your role, at each stage of your career.

Created in consultation with the industry, the Standards will help you to assess your knowledge and experience, identify gaps in your skills and expertise and plan your future professional development.

The Standards describe the expected competences required at each career level. They consist of a series of high-level statements of competence. View them by visiting iwfm.org.uk/professional-standards

The workplace and facilities management Professional Standards Framework is the supporting structure that clearly defines:

- The key functions (the functional areas) performed by workplace and facilities management practitioners
- The main components of each functional area (functional area component)
- And the competences that are required to be a competent professional when carrying out each function

Standards include high-level competences defined for each career level, from a support role through to a strategic role.

WANT TO FIND OUT MORE?

For further details or to view our interactive Professional Standards wheel online:

T +44 (0) 1279 712 651
E qualifications@iwfm.org.uk
iwfm.org.uk/professional-standards

Become a member and see the benefits

Becoming a member of the Institute provides access to a whole range of useful benefits, whether you are new to the profession or highly experienced in it.

Our mission
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.

Our vision
As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

We provide:

Professional development
You can use your membership to develop your career in workplace and facilities management and expand your skills, training and experience in a structured and achievable time frame. Resources include CPD opportunities, an online CPD record system, discounts and special offers on IWFM Academy training courses and more. We will facilitate your progression and encourage you through carefully planned, manageable stages.

Networking
As a member of our professional community, you will have the opportunity to share best practice and gain experience from different disciplines across the profession. We will connect you to the industry and to your fellow professionals with events that range from special interest groups to regional networks, social events and online forums.

Information and knowledge
Use our indispensable advice, training and know how to enhance your career. We will keep you up to date with the latest thinking in FM to help you achieve your full potential and deliver to the best of your ability. You will receive our industry leading magazine, e.news bulletins, annual Buyers' Guide, free access to Good Practice Guides plus much more.

Recognition and industry awareness
Membership provides you with an opportunity to demonstrate both your experience and professional expertise. Our clear membership grading structure provides pathways for any stage of your career, which are recognised throughout the industry. The letters you can put after your name as a member demonstrate your level of expertise and experience within your field.

BECOME A MEMBER TODAY

Find out more about the benefits of being a member and how to join:

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