

Model Assignment
Issued September 2017
Level 4 Diploma in Business and Administration

Unit 8 – Managing business facilities

Please note:

This OCR model assignment may be used to provide evidence for the unit above. Alternatively, centres may wish to adapt this assignment or devise their own assignment for the purposes of assessment. It is the centre's responsibility to ensure that any adaptations made to this assignment allow learners to meet all the assessment criteria and provide them with sufficient opportunity to demonstrate achievement across the unit.

The Ofqual Unit Reference Number is: **T/503/6142**

This OCR model assignment remains live for the life of this unit.

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Model Assignment: Tutor Information

Level 4 Diploma in Business and Administration

Unit 8 – Managing business facilities

Introduction

There are similarities between Unit 2 Managing Sustainability and Risks assessment criteria 1.1, 1.2 and 2.1 and assessment criteria 3.2, 3.3 and 3.5 of this unit. This suggests that evidence for one assessment criteria could be used as evidence for the other.

Candidates are expected to evidence the application of knowledge in their own working environment. Where this is not possible candidates can choose an organisation in which to apply their knowledge providing this will allow all assessment criteria to be met.

Evidence can be presented in a number of ways which can be determined by the centre. These decisions should take into account the accessibility of the assessment requirements by individual candidates and the bespoke nature of a candidate or candidate group.

Evidence could be presented through assessed presentations, assessor observations, professional discussions or word processed documents. All evidence submitted must be legible.

For further guidance on what evidence is required please refer to the Evidence Checklist, which must be used in conjunction with this Model Assignment.

Candidates may be able to draw on previous experiences to demonstrate they can meet the assessment criteria. In this instance a professional discussion supported by applicable documentation could be accepted as suitable and adequate evidence, on the provision that all relevant assessment criteria are met. However, where higher level skills such as analysis and evaluation are required it is anticipated that this will be proven through additional evidence.

Evidence from related NVQ units from the Level 4 National Standards can be used to infer understanding of this unit's content where appropriate.

The tasks have been designed so that all of the assessment criteria in this Unit are addressed.

These guidance notes must be used in conjunction with the unit specification, Centre Handbook and Evidence Checklist.

Introduction for Learners

The aim of this unit is to develop an understanding of the management of facilities and accommodation and how this impacts internally and externally on working practices and the environment.

Below you will find a scenario which will help enable you to demonstrate you have sufficient understanding of this unit's content to meet the unit aim.

This assessment is made up of two tasks. Each task has a set of instructions which you must follow. You should refer to the Evidence Checklist to ensure that you include all the evidence required to meet the assessment criteria and learning outcome for this unit.

Do not submit any assessment which does not include sufficient evidence to demonstrate you can meet each of the assessment criteria. If you were to do this then you would not pass this unit.

Included on page 8 is a list of key assessment words which will help you to understand what is expected of you.

The Tasks

Scenario

Your Senior Management Team (SMT) is considering relocating the organisation's head office to a new business park which has recently been developed on the outskirts of town.

They are keen to benefit from the modern facilities which create a more pleasant working environment than the current building. The new facilities are also more environmentally friendly.

You have been asked to review the current organisational understanding of what facilities management involves and carry out an audit of your organisation which will help SMT to understand role of facilities management and managing office accommodation in meeting the organisation's objectives.

Task 1

This task relates to assessment criteria 1.1, 1.2, 1.3, 1.4, 2.1, and 2.3.

Synoptic assessment opportunity Unit 1, ACs 2.1, 2.3.

You must:

- explain what facilities management is and its purpose
- describe how facilities management relate to:
 - operational functions
 - operational management
 - working practices
 - resource utilisation
 - performance management
 - sustainability, green business and environmental impact.
- research examples in own and external organisations for all of the above
- evaluate the evidence and reach a conclusion on how facilities management supports an organisation justifying your decisions based upon the evidence
- explain the role and responsibilities of facilities managers within an organisation
- carryout research into the responsibilities of facilities managers within organisations at strategic and operational levels
- analyse how facilities management supports you own and other organisations
- analyse how facilities management roles and responsibilities are similar or different in organisations, justifying your reasons from your research
- investigate how effective facilities management can support organisational performance to improve using evidence from own and other organisations
- identify examples of where facilities management have resulted in improved organisation performance
- analyse your findings and justify your decisions using the evidence from your investigation.

Following on from your general review, you have been asked to look specifically at accommodation and space management. You must:

- explain what is meant by accommodation management and its value to the organisation
- research how outsourcing of accommodation management could support or hinder an organisation
- review the Health and Safety at Work Act (1974) in relation to accommodation and space planning. (*Synoptic assessment opportunity Unit 8, AC3.1*)
- carry out a facilities audit of current accommodation
- using the evidence from the audit, explain why it is important that:
 - the plans
 - policies
 - work flow
 - communications and networksare reviewed during the planning and management of changes to accommodation
- investigate the value of work and motion studies to space planning.

Task 2

This task relates to assessment criteria 2.2, 3.1, 3.2, 3.3, 3.4 and 3.5.

Synoptic assessment opportunity Unit 2, ACs 1.1, 1.2, 1.3, 2.1, 2.

Using the results of the audit, explain the ergonomic implications for the current and proposed accommodation and space usage in terms of equipment, furniture and working areas requirements.

You must:

- explain how ergonomics can affect the wellbeing and productivity of the workforce providing examples from research or own organisation
- provide an outline of the influence that the following have on an organisation:
 - energy sources
 - renewable v non-renewable energy sources
 - carbon footprint
 - legal considerations (*Synoptic assessment opportunity Unit 8 AC2.1*).
- carry out an environmental impact audit on an organisation
- analyse the findings and explain the impact that the organisation has on the environment in terms of the areas identified above
- consider how the business aims and objectives, working practices and corporate social responsibility (CRS) have influences on the environmental impact of the business
- analyse the findings and identify how the business could further reduce its impact through green business, recycling and sustainability
- define what is meant by a risk assessment
- explain the difference between “risk” and “hazard”
- describe the five steps of risk assessment
- carry out a risk assessment.

Glossary

Analyse	<i>Break a topic or issue down into parts and look at part in depth by considering questions such as “Why did x happen?”, “How did x affect the outcome?” Use evidence which supports and counters the argument and how they interrelate.</i>
Assess	<i>Consider how relevant, useful and effective something is in a given scenario. Both the positive qualities and the drawbacks are considered and a final justification for the decision or decisions must be provided.</i>
Compare/contrast	<i>Identify similarities and differences between two or more things or points of view. Identify those similarities or differences which are more important than others for the circumstances you are analysing.</i>
Describe	<i>Give an account, including all the relevant characteristics, qualities, or events.</i>
Discuss	<i>This is a written version of a debate. The case for and against a point of view or event including the advantages and disadvantages must be put using well-structured arguments. It must end with a conclusion.</i>
Explain	<i>To give account of the purposes or reasons for something.</i>
Explore	<i>Use a questioning approach, considering different points of view of an incident or issue, in order to come to a final view point.</i>
Identify	<i>This includes recognising, listing or naming of characteristics or key points to be considered; at level 4 this should also include the reasons for their inclusion in the list, etc.</i>
Evaluate	<i>An evaluation requires a verdict at the end of the research on whether the author agrees with the evidence and the justification for the decision. Therefore this incorporates a detailed investigation/exploration of different facets of the task. At level 4, this is unlikely to be less than a page of argument.</i>
Outline	<i>A short description of the main characteristics/points of an issue or subject. This should include interrelationships, without going into the minute detail of each one.</i>