



IWFM QUALIFICATIONS MADE SIMPLE

A guide to the world's leading
Facilities Management Qualifications

IWFM Qualifications Guide

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PART 1

An introduction to the IWFM qualifications

WELCOME TO THE FIRST DAY...

...OF THE REST OF YOUR CAREER

If you're reading this, it means you're already considering the possibility of studying for an IWFM accredited Facilities Management Qualification.

Before I go any further, I'd like to congratulate you for having the motivation to take your career into your own hands and to learn how to be the best Facilities Manager you can be.

It is a well known cliché in FM circles that the role of the Facilities Manager is often undervalued or overlooked by mainstream businesses. Organisations such as the IWFM are constantly striving to improve this perception, but the first steps must be taken by people like you;

Facilities Managers working at the sharp end of FM service delivery.

You are probably dealing with customers and clients on a daily basis – taking the rap when things go wrong whilst barely being noticed when it's all going to plan.

There are a multitude of ways to try and raise the profile of Facilities Management within your organisation, many of which we cover as part of the qualifications, but ultimately raising your profile is only worthwhile if the service you are delivering is second-to-none.

That is where the beauty of an IWFM Qualification lies. Whether you study for an Award, Certificate or the full Diploma, you will learn new ways to improve your service, manage your budget and ensure that the work you are doing is in sync with the overall business plan of your employer.

You will meet other like-minded FMs, both online and in person, from a range of different backgrounds and sectors, and learn from them as well as from our tutors. You'll then consolidate everything you have learned in your assignments and ultimately achieve the qualification as proof that you are on the road to becoming not just a good Facilities Manager, but a great one!

At the Xenon Group, we've been turning good Facilities Managers into great ones for over 20 years.

We hope you'll be the next to join us in our mission to make a more productive, more efficient, more recognised and above all more valued Facilities Management industry.

This guide should tell you all you need to know about the IWFM qualifications, including the levels, sizes and

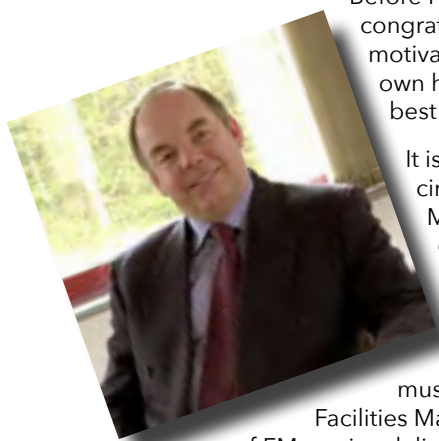
structure of the courses and a summary of the content for each unit. By the time you've finished reading it, you should understand exactly how the qualifications work and what steps you need to take in order to start studying.

Of course, if you have any further questions you can always contact us and we'll do our best to help you.

I look forward to welcoming you onto a course in the near future.

David Morris

**FBIFM FFA FinstLM MinstD MIMgt
Managing Director**



WHY GET QUALIFICATIONS? ISN'T EXPERIENCE ENOUGH?

The experience vs qualifications debate in Facilities Management has been a hot topic for some time.

Of course, there is no substitute for the knowledge and skills gained through experience. Dealing with irate clients, managing difficult staff and contractors, selecting the best supplier after a long and onerous procurement process and justifying your decisions to less-than-understanding colleagues and superiors are just a few examples of real life situations that will enable you to learn and grow.

But although there's no substitute for experience, we believe there's no substitute for a qualification either.

Rather than join the endless debate over which of the two is better, we have always been of the opinion that both are key for a Facilities Manager to be able to do their job to the best of their ability.

We're not alone in this mindset, which is why when IWFM developed these qualifications in 2009, they structured them in a way which allows you

to draw on your experience in order to complete the assessments, helping you apply all that you learn into your own working practices.

In essence, you get the best of both worlds - learn the theoretical side, then analyse the way you've been doing things against the knowledge you have gained and find ways to improve. Or take brand new concepts and apply them into your work in order to deliver a better facilities management service.

Of course, there are many training options available and you may feel that simply attending master-class workshops is enough.

Many of these 'attend only' courses are very good - some are exceptional - but here's 4 reasons why we feel you'll ultimately get more out of studying for a qualification:



2 delighted Xenon graduates after receiving their diplomas

1

You'll consolidate your knowledge by completing assessments.

At an 'attend only' master-class, there is no way of checking that you have understood all of the concepts that have been covered on the course. With qualifications, you'll be required to complete assessments which will help consolidate what you have been taught and check your understanding.

2

The assessments will encourage you to apply your knowledge to your own role.

By asking you to draw on your experience in order to answer the questions, the assessments will help you use the knowledge gained from your course to improve the way you go about your work.

3

You'll receive proof of your understanding when you complete the course.

The certificate that you'll gain when you successfully complete the course acts as proof that you haven't just slept through the course! It can also inspire confidence in employers and clients by showing that you know your field and have the underpinning knowledge required to do the job.

4

Qualifications are completely accountable

As a training provider who is accredited as one of IWFM's recognised centres, we're monitored and audited by IWFM to make sure we're doing our job well. IWFM is, in turn, monitored by OfQual, so if you're not happy with the service you receive, you have plenty of options to get something done about it.

PART 2

The qualifications explained

FINDING YOUR LEVEL

The first step towards attaining an IWFM Qualification is to identify the most appropriate level.

The qualifications are offered at a number of levels, from Level 2 right up to Level 7. You can start at any level - there is no need to start at the bottom and work up - but in order to truly benefit from the course it is essential that you choose the level most appropriate for you.

Top Tip!

To check your level, try our One-Minute-Leveller which you can find at:
www.xenongroup.co.uk/leveller

This is probably the most important decision you need to make, as it will have a direct impact on how useful and manageable you find the course. Too high a level and you will struggle to apply the course content; too low a level and you will not really be learning anything worthwhile.

At the Xenon Group, we run the qualifications from Level 3 up to Level 6.

The Level 2 qualifications are more appropriate for apprenticeships, whilst the Level 7 is an extremely high level course, better suited to those with a more academic interest. For these reasons, this guide will focus on Levels 3 to 6.

So what is the difference between the levels?

The IWFM Qualifications sit on the Regulated Qualifications Framework (RQF) which is a set of standards allowing for comparison of qualifications across different subjects.

The details of the RQF are beyond the scope of this guide so we won't go into too much detail here. More important for you is to understand the difference between the levels in more practical terms.

Put simply, the difference between each level is how strategic the content of the qualification is. The Level 3 course is an entry level qualification which gives an introduction to various topics and focuses largely on more operational, day-to-day Facilities Management. The Level 6, however, is focused on identifying, defining, writing and implementing FM strategies for entire organisations and departments. Levels 4 and 5 cover various stages in between.

Part 3 of this guide will examine each level in more detail, but below you can find a brief summary of who exactly each level is aimed at. Once you've read these summaries, have a think about which level would be best for you.

LEVEL 3

The IWFM Level 3 qualification is the entry-level qualification aimed at those new to Facilities Management or working in a junior role. It is also suitable for those managing individual services who want to develop a better understanding of FM as a whole.

LEVEL 4

The Level 4 qualification is aimed at first line managers and aspiring middle managers, usually with around two to four years of experience in an FM role. Students who complete a Level 4 Diploma Qualification can be eligible for full IWFM Membership (MIWFM) and can also apply for Associate Membership of RICS (ARICS).

LEVEL 5

The Level 5 qualification is aimed at practicing middle managers, usually with around five years of experience in an FM role. Level 5 students will have some influence on the strategic direction of their department and may be responsible for multiple sites. Like the Level 4, students who complete a Level 5 Diploma can be eligible for full membership of IWFM (MIWFM) and Associate Membership of RICS (ARICS).

LEVEL 6

The Level 6 qualification is aimed at senior Facilities Managers, Directors and Heads of Facilities with high-level strategic FM and property responsibilities. Students who complete a Level 6 Extended Diploma may be eligible for Certified IWFM Membership (CIWFM).

SIZE MATTERS!

Once you've established which level to go for, the next step is to choose a size.

Each level within the IWFM Qualifications is divided into three sizes - an Award, Certificate and a Diploma.

The only difference between the three is the number of units you will study on the course. The Award is the smallest of the three options, typically consisting of two to three units. The Diploma is the most comprehensive option, consisting of between eight and ten units. The Certificate falls in the middle with four to five units.

The beauty of the different sizes is that it makes the qualifications accessible to almost everyone, regardless of your budget or situation. Generally speaking, we always recommend studying for the Diploma if possible as it covers the most ground and will give you the most thorough education.

However, if your budget is limited, or if you are concerned that you cannot commit to a full Diploma course, the Award and Certificate could be more suitable for you.

If you do opt for an Award or Certificate qualification, you can always upgrade to a larger option at a later date. Once you have completed the units for your chosen size, you don't need to do them again - upgrade to a Diploma and all you need to do is study the remaining units to complete the course.

This approach has a number of benefits:

- You can use the Award/Certificate to 'test the water' and see how you get on before committing to the full Diploma.
- You can spread the cost of the full Diploma over a longer timeframe by breaking it up into two or three stages.
- You give yourself a lot more time to complete the course. If you enrol directly onto a Diploma, you have two years to complete everything. If you enrol on an Award, you also have two years. This two year deadline restarts each time you upgrade.

Once you've settled on the size, there's just one more decision to make - your preferred delivery method.

AWARD

| | | | |
|---------------------------|----------|-------------|---------------------|
| Units: | 1-3 | Advantages: | Low Cost |
| Credits: | 10-12 | | Low time commitment |
| Average time to complete: | 6 months | | |

Best suited to: FMs with budget limitations, non-operational FM staff (e.g. sales), those who need to complete a qualification quickly (e.g. job hunters), those who are unused to study

CERTIFICATE

| | | | |
|---------------------------|-----------|-------------|----------------------------|
| Units: | 4-6 | Advantages: | Medium cost |
| Credits: | 24-30 | | Medium time commitment |
| Average time to complete: | 12 months | | Greater breadth of content |

Best suited to: Operational staff who need a good general understanding of FM at their level and who would also benefit from learning about some more specific areas.

DIPLOMA

| | | | |
|---------------------------|-----------|-------------|----------------------------|
| Units: | 8-10 | Advantages: | Most comprehensive content |
| Credits: | 48-60 | | Most widely recognised |
| Average time to complete: | 18 months | | |

Best suited to: Facilities Managers who want to develop a thorough understanding of their role and all of the management disciplines required to operate effectively.

IT'S ALL IN THE DELIVERY

The final step towards choosing your ideal qualification is to decide how you wish to study.

There is a range of options available when it comes to choosing a delivery or study method and each training provider will take a different approach. However, in keeping with the technological utopia(!) that we live in today, most courses these days are delivered by distance learning.

Distance Learning involves accessing course materials online and working through them in your own time. This method of learning removes many of the obstacles presented by traditional courses, particularly around course dates, scheduling, travel and accommodation. It also allows you to work through the course in your own time, in an environment that you find comfortable and able to fully concentrate on your studies. It is also possible to complete the qualification much quicker using this method as you are not bound by the dates that your training provider is running workshops.

Of course, self-directed study such as this requires a great deal of self-discipline and commitment in order to successfully complete the qualification, so make sure that your training provider offers a comprehensive package in order to support you through your studies. Distance Learning also restricts your opportunities to learn from your fellow students and from your course tutor, one of the major benefits of traditional courses. Some training providers (including the Xenon Group) will have taken steps to counteract this problem, such as remote access to course tutors and online discussion forums in order to communicate with other IWFM students.

Some training providers do still run workshops, so if that is your preference then you can shop around and find a provider that can deliver for you. However, do remember that after the workshops you will need to complete assignments for each unit. These assignments can be challenging, so make sure that the course you enrol on offers full tutorial support, even after the workshop has finished. As a general rule, it's better to study by Distance Learning with great tutorial support than study by Workshop but then have to fend for yourself when it comes to the assignment!

At the Xenon Group, we offer workshops for our Level 6 students for whom the course content is more in-depth and who would benefit the most from face-to-face interaction with a tutor and other senior FMs.

We also offer a special course for the Level 4 Award, known as the Qual-in-a-Week®. Unlike other intensive courses on the market, which include a week of tuition but then require you to go away and work on the assignments in your own time, the Qual-in-a-Week®

uses an innovative, interactive approach to combine all of the tuition and assessment for the Level 4 Award within the 5-day timeframe, so by the time you leave by the end of the week, you will have done everything you need to do to complete your qualification - with no further study necessary.

For all other Levels and Sizes, we offer distance learning, supplemented with online webinars (both live and pre-recorded) and online discussion forums. All students on all levels receive comprehensive tutorial support both while working through the course materials and completing assignments.



ASSESSMENT

As we mentioned back on page 6, assessment is the key differentiator between the IWFM qualifications and 'attend-only' courses.

It is the assessment that really gives the qualifications their value, providing a way for you to prove that you have understood the subject matter and are able to apply what you have learned to the role of the Facilities Manager.

So how do the assessments work?

First the good news. There are no exams on these courses. There is no requirement to revise, parrot-learn and regurgitate the course material in a timed, supervised exam.

Instead, you will be required to complete a series of coursework assignments, one for each unit, which will ask you to take what you have learned and demonstrate that you understand it and that you are able to relate it to your role.

Depending on the level, the assessments comprise of either essay-style questions (ranging from around 3,000 to 10,000 words) or a series of task-based questions. Don't worry, though - you won't be simply given a title and then left to your own devices. The assessment criteria you are provided with break everything down into manageable chunks so you can use them as a guide to structuring your assignments. Good training providers will also furnish you with guidelines that will help clarify the kind of areas you may wish to focus on.

The benefit of this kind of assessment is that you will be tested on how well you apply the subject matter to the role of the Facilities Manager, rather than on how well you can memorise and regurgitate theory in a limited timeframe. You can take time to think about your answers in relation to your role, as well as gather evidence of ways you have implemented certain principles in your day-to-day work. For example, project reports, risk assessments and business cases that you have used at work can all be used as evidence against certain criteria and can help reduce the word count.

Additionally, this method of assessment gives you the opportunity to submit draft assignments for feedback before you complete it. This allows your tutors to have a look through and give you a few pointers about areas that you may wish to expand on or change in order to meet the assessment criteria. You won't be given the answers, but you will get a few pointers before you complete your final draft.

Another benefit of coursework assignments is that they lend themselves well to alternative methods of

assessment where necessary. Whilst most people are comfortable with the written assignments once they get into the swing of things, some students struggle with this format, particularly those with specific learning needs such as severe dyslexia.

The IWFM Assignments, when appropriate, can be conducted as interviews (either face-to-face or over the phone), presentations or any other format for that matter, so long as you can demonstrate that you understand the learning objectives and can meet the assessment criteria. Make sure you speak to your training provider to ensure they can meet any special requirements you may have.

Top Tip!

We will provide ongoing tutorial support. You can submit a partial or complete assignment draft at any point in your course



The Assessment for the Qual-in-a-Week® intensive course differs slightly from the usual format of written assessments.

The Qual-in-a-Week® combines a series of multiple choice quizzes, short written questions, individual and group presentations and a professional interview, all conducted within the 1-week time period, to enable you to complete the entire qualification within a 5-day period.

The assessment has been specially designed to give you multiple opportunities to demonstrate your understanding of various topics, so if you struggle with some of the earlier assessments, you'll have further opportunities during the week to revisit any areas that you may have found challenging.

All of these alternative assessments for the Qual-in-a-Week® course have been checked and verified by IWFM.

PART 3

What will I actually learn?

QUALIFICATION STRUCTURE

Before we look at each level individually, it's worth giving a quick explanation of how the qualifications are structured.

We've already looked at the differences between Award, Certificate and Diploma, but there are a few more pieces of the puzzle that need to be slotted into place.

Each unit on each level has an associated credit value. In order to achieve your qualification, you'll need to complete enough units to collect the minimum number of credits associated with the level and size that you are studying for.

For example, the Level 4 Award requires twelve credits. This means that by completing two units, each worth six credits, you will achieve your qualification. Alternatively, you may complete one mandatory unit worth 6 credits and two units worth 3 credits each - or any other combination.

Of course, things are never quite that simple (if only!). Each qualification also has a small number of mandatory units. These cover subjects that IWFM has identified as critical to the Facilities Manager's toolkit at that level. These mandatory units account for a certain number of the credits you require for your qualification.

The remainder of the credits can be achieved by completing optional units. This gives you a bit of flexibility when it comes to the areas you wish to study, meaning you can tailor your course to make sure it covers the subjects that are most relevant to you.

The IWFM have developed a variety of optional units that you can choose to cover as part of your course. However, at the time of writing there are no training providers that offer the full range of units at any level. This is mainly down to commercial viability - there are simply too many optional units for an individual training provider to be able to cover! This means that if you are studying for a Diploma qualification, you will probably have little, if any, choice in terms of which units you wish to study.

If you study for an Award or Certificate, however, you will probably have a bit more scope to choose, but this will still be restricted to the units that your training provider is able to offer. Each training provider will have taken a different approach to deciding which optional units to offer.

At the Xenon Group, we evaluated each of the optional units and chose to offer the ones which we felt were most useful for a Facilities Manager at each respective level.

The following pages will look at each qualification from Level 3 to Level 6, giving the credit values and the mandatory units for each one. We've also provided a summary of the content of each unit that we offer at the Xenon Group, so you can get an idea of what content you will cover if you choose to study with us.

IWFM LEVEL 3

The IWFM Level 3 qualification is the entry-level qualification aimed at new Facilities Managers or those working in a junior role. It is also suitable for those managing individual services who want to develop a better understanding of Facilities Management as a whole.

Credit Requirements

| | |
|--------------|------------|
| Award: | 11 Credits |
| Certificate: | 28 Credits |
| Diploma: | 48 Credits |

Mandatory Units

FM3.01 Introduction to Facilities Management

Mandatory for: Award, Certificate, Diploma

Credits: 6

In this unit, you will consider the nature of Facilities Management and the roles and responsibilities of a Facilities Manager.

You will learn the definition of Facilities Management, before considering how FM fits into the overall business structure. You will learn the difference between core business and support services, before considering how Facilities Management supports a variety of business requirements.

You will learn about hard and soft FM services and the advantages and disadvantages of different FM

delivery models, before considering the role of the facilities manager and the typical tasks that he or she may be required to undertake.

Finally, you will consider the importance of effective communication in the Facilities Management function.

FM3.03 Customer & Stakeholder Relations in Facilities Management

Mandatory for: Award, Certificate, Diploma

Credits: 5

In this unit, you will look at the needs of customers and other stakeholders of the FM department and how the FM can determine what those needs are in order to satisfy them.

You will begin by learning about stakeholders, who they are and why they are important. You will examine ways to identify the interests of stakeholders, how to determine what information they need to satisfy those needs, and how best to deliver such information.

You will consider different communication channels and when it is appropriate to use each one,

before learning about the importance of customer satisfaction and how best to monitor it.

Finally, you will examine ways to resolve customer satisfaction issues and how to communicate your actions with customers where appropriate.

IWFM LEVEL 3

Mandatory Units (cont.)

FM3.02 Corporate Social Responsibility & Sustainability in Facilities Management

Mandatory for: Certificate, Diploma

Credits: 4

This unit considers the importance of Corporate Social Responsibility (CSR) and Sustainability and the role of the Facilities Manager in ensuring that the services provided take account of them.

You will learn about what CSR actually is, how it incorporates - but is not limited to - sustainability, and which areas of legislation and standards you need to be aware of in relation to CSR and sustainability.

You will then examine ways in which facilities supplies and services can contribute towards CSR, covering areas such as procurement, service management, employment and recruitment practice.

Finally, you will take a closer look at energy management, the consequences of inefficient energy management and how best to manage your energy effectively.

FM3.04 Specification and Procurement of Facilities Supplies and Services

Mandatory for: Certificate, Diploma

Credits: 6

This unit covers the use of specifications, how to write them and methods of procurement and contract management.

You will start by considering the function of a specification and why they are used. You will learn the difference between input and output specifications and how to identify essential and desirable requirements.

You will examine the different procurement processes used for facilities supplies and services, including quotations, tendering and framework agreements and

consider ways to ensure these processes are properly used and implemented.

Finally, you will take a closer look at contracts, including the elements of a contract, potential failings that invalidate contracts and common types of FM contracts. You will also learn ways to manage contracts and contractors to ensure you receive delivery in accordance with the specification.

FM3.05 Health & Safety Responsibilities in Facilities Management

Mandatory for: Diploma

Credits: 5

This unit covers the Facilities Manager's responsibilities under Health and Safety legislation and how to maintain safe and healthy working environments.

You will learn about the liabilities of organisations and individuals under health and safety legislation, before considering how to maintain monitoring and reporting systems for the management of health and safety. You will learn about risk assessments and how to handle risk, as well as how to consult and communicate with staff on health and safety issues.

You will consider ways to promote and maintain safe working practices within an organisation, before examining what to do in the case of an incident or emergency, including the relevant reporting procedures and documentation requirements.

IWFM LEVEL 3

Optional Units

FM3.06 Project Management within Facilities Management Operations

Credits: 5

In this unit, you will learn about the fundamentals of Project Management and how to apply them to projects you may need to oversee at work.

You will start at the beginning, looking at how to develop a scoping document which will detail tasks, activities, resources and risks.

You will learn how to liaise with stakeholders to develop a final project specification with realistic targets to achieve.

You'll then move on to look at planning, which will show you the steps necessary to develop a

comprehensive project plan, before considering ways to use the plan to manage the actual delivery of a facilities management project.

Finally, you will learn about the different considerations required to close out a project, including the completion of relevant documentation and communication with relevant stakeholders.

FM3.07 Budget Management of Facilities Management Operations

Credits: 4

This unit considers the function of Facilities Management budgets, how they are set and how they are managed.

You'll learn about how budgets can help contribute towards effective financial management of FM operations, before considering the pros and cons of using different types of budgets.

You'll then look at ways to monitor and manage a budget, including how to capture data and what type of reports are used to measure expenditure against the budget.

You'll learn about variances between budgeted and actual expenditure, what these variances mean and what could have caused them.

Finally, you'll examine how to address these variances, including changes to service delivery, reallocation of budgets and increases in overall budget allocation.

FM3.08 Understanding Facilities Management within the context of an Organisation

Credits: 4

In this unit, you will expand on the ideas covered in the first unit about how Facilities Management fits within an organisation.

You'll start by looking at current trends within Facilities Management and consider potential trends that may benefit your organisation.

You'll then go on to think about the purpose, culture and goals of an organisation and how Facilities Management can help to achieve those goals.

You'll examine the consequences of ineffective Facilities Management, before considering ways

to ensure that you and your team are able to avoid delivering an ineffective service.

Finally, you'll look at external factors that could affect FM within an organisation. You'll also investigate ways to raise the profile of Facilities Management both inside and outside your organisation and the benefits of doing so.

IWFM LEVEL 3

Optional Units (cont.)

FM3.11 Building Maintenance in Facilities Management

Credits: 5

This unit covers factors that determine maintenance requirements of buildings and how maintenance strategies are developed.

You will consider the legislative requirements for building maintenance relating to health and safety, occupier's liability and statutory testing.

You'll then learn about the implications of maintenance in terms of business continuity, asset value and user comfort.

You'll move on to look at ways to develop maintenance strategies, considering tools such as condition surveys and schedules.

You'll learn about different types of maintenance including PPM, reactive and condition based and how they can be applied to fabric and M&E maintenance.

You will finish by examining personal and organisational responsibilities relating to property and asset maintenance.

FM3.13 Contribute to Disaster Recovery and Contingency Planning

Credits: 5

In this unit, you will consider principles associated with disaster recovery, business continuity and contingency planning.

You'll start by learning about the principles and processes involved, including policies, legislation and regulation, risk assessments and monitoring tools.

You'll then look at disaster recovery and contingency planning requirements, including your personal responsibilities and the requirements of clients and other relevant stakeholders.

You'll also consider the use of specialists, when to use them and how to get the most out of them. You'll consider how to identify and eliminate hazards and risks, while ensuring that resources are in place to deal with issues if they arise.

Finally, you'll investigate how to develop a culture of contingency planning as a priority within your area of responsibility.

IWFM LEVEL 4

The Level 4 qualification is aimed at first line managers and aspiring middle managers, usually with around two to four years of experience in an FM role. Students who complete a Level 4 Diploma Qualification can be eligible for full IWFM Membership (MIWFM) and Associate RICS Membership (ARICS).

Credit Requirements

| | |
|--------------|------------|
| Award: | 12 Credits |
| Certificate: | 24 Credits |
| Diploma: | 48 Credits |

Mandatory Units

FM4.01 Overview of Facilities Management

Mandatory for: Award, Certificate, Diploma

Credits: 6

This unit will give you an introduction to the Facilities Management function, explaining what exactly it is and how it contributes towards the overall business strategy.

You will consider the range and diversity of contexts in which Facilities Management is delivered and the relationship between FM and other business functions.

You will then learn about the services offered by Facilities Management and the range of different models available for its delivery, including in-house and outsourcing models.

You'll look at different management functions within FM as well as the various roles that a Facilities Manager could have at different levels of seniority.

You will take a brief look at space management, maintenance strategies and the difference between leasing and owning property. You'll also learn about Corporate Social Responsibility and Sustainability and consider how they relate to the Facilities Management function.

Finally, you will consider the importance of effective communication within Facilities Management and the various methods you can use to communicate with your team, your customers and other stakeholders.

FM4.05 Managing Health & Safety in own area of Facilities Management

Mandatory for: Certificate, Diploma

Credits: 6

This unit serves to give you an overview of health and safety management in the context of Facilities Management.

You'll start by considering the various legal requirements for health and safety management, before moving on to examine the personal responsibilities of a facilities manager under health and safety legislation.

You will learn about the health and safety policy and consider how to effectively communicate health and safety information to clients, customers and building users.

You'll then learn about risk assessments, how to conduct them and finally how to monitor and review health and safety policies, procedures and systems.

Please note that neither the NEBOSH General Certificate nor IOSH Managing Safely courses can be used in place of this unit, as the emphasis and content is somewhat different.

IWFM LEVEL 4

Mandatory Units (cont.)

FM4.02 Understanding Facilities Management Strategy

Mandatory for: Diploma

Credits: 3

This unit considers in detail how the Facilities Management strategy should be aligned with the overall business strategy and the drivers and considerations for setting both.

You will learn the key elements of a Facilities Management strategy and why it is so important for effective FM delivery.

You'll also look at overall business strategy, considering vision and mission statements, goals and objectives and their importance.

You'll go on to consider the relationship between the overall business strategy and the FM strategy and how they interact and complement each other.

You'll learn about risk profiles and how they influence the FM strategy before looking at some of the principles and tools for monitoring strategic success.

Finally, you'll examine how monitoring the strategy can result in strategic changes.

FM4.03 Understanding People Management in Facilities Management

Mandatory for: Diploma

Credits: 8

In this unit, you'll learn the fundamental principles required to manage staff within your organisation.

You'll learn about the importance of planning and allocating workloads, and identifying whether additional staff are needed in order to deliver effective services.

You'll learn about the recruitment cycle and the processes you should follow to recruit staff with the necessary skills to do the job.

You'll then investigate ways to keep hold of those staff, but also what to do if and when they leave the organisation.

You'll cover appraisals and performance management, then consider how to communicate effectively with your staff.

You'll also learn about managing workplace stress. Finally, you'll be introduced to relevant legislation and learn how to deal with staff grievances and disciplinarys.

FM4.04 Understanding Facilities Management Support Services Operations

Mandatory for: Diploma

Credits: 6

This unit covers the effective management of FM Support Service Operations and how to deliver excellent service to FM clients.

First, you'll identify the range of support services that come under the Facilities Manager's remit. You'll consider different delivery models and their pros and cons.

You'll examine ways that you can gather the requirements of end users and how to manage services in a way that meets those requirements.

You'll then consider how these services can be delivered safely and in line with relevant legislation.

Finally, you'll learn about Facilities Management budgets, including how to determine, monitor and manage those budgets, the meaning behind budget variances and how to reconcile those variances where necessary.

IWFM LEVEL 4

Optional Units

FM4.09 Understanding Performance Measurement in Facilities Management

Credits: 3

This unit explains the importance of business objectives and methods of monitoring the performance of staff, assets and suppliers.

You'll start by learning about business objectives, their importance and how they are set. You'll examine vision statements, mission statements and goals and consider how the FM function can support them.

You'll then look at the principles of performance measurement, including the techniques used in relation to managing teams, suppliers, assets and FM as a whole.

You'll learn about SLAs and KPIs, what they are for and how best to use them as well as some of their limitations and pitfalls.

Finally, you'll consider the relationship between business objectives and FM performance measurement, as well as the concept of continuous improvement and how performance measurement can enable it.

FM4.15 Managing Customer Service in Facilities Management

Credits: 4

This unit considers the importance of customer service in Facilities Management and how best to manage your customers.

You will learn about who your customers are as a Facilities Manager, what your responsibilities are to them and how to manage the relationship with your customers.

You'll be introduced to 'customer focused service' and what that entails in a Facilities Management context. You'll learn techniques that Facilities Managers can use to determine customer requirements and how to

gather and utilise information from customers to help improve service delivery.

You will learn about Service Level Agreements, how to manage them and how to use them to ensure customer satisfaction.

Finally, you'll look at the concept of 'Customer Relationship Management', including its importance, its risks and its benefits.

FM4.17 Understanding Property, Fabric and Building Services Maintenance

Credits: 8

This unit gives a thorough overview of property, fabric and building services maintenance in Facilities Management.

You'll start by learning about building design, including different building types, their uses, their advantages and disadvantages.

You'll then learn about the maintenance implications of different building structures, before considering the range of fabric maintenance strategies available to the Facilities Manager, how to implement and monitor them and the pros and cons of each.

You'll move on from fabric maintenance to consider building service maintenance strategies, how to design, implement, review and modify them where necessary.

Finally, you'll consider methods to manage staff, contractors and specialists to deliver the necessary services and examine the scope and use of Building Management Systems.

IWFM LEVEL 4

Optional Units (cont.)

FM4.19 Sustainability & Environmental Issues and their impact on FM

Credits: 3

In this unit, you'll consider Corporate Social Responsibility and Sustainability and the effect that Facilities Management has on them.

First, you'll learn about what CSR and Sustainability are. You'll cover the relevant legislation and consider CSR and sustainability in the context of Facilities Management.

You'll learn about the environmental impact of FM services, how facilities managers can mitigate, reduce or manage the impact their activities have on the environment and consider new and ongoing

developments in environmental management and how they can affect Facilities Managers.

You'll then look at managing waste, the principles of waste minimisation and the methods, systems and legislation related to waste management.

Finally, you'll investigate ways to improve environmental awareness and responsibility.

FM4.21 Understanding Procurement and Contract Management in FM

Credits: 3

This unit covers the fundamental principles of procuring products and services in Facilities Management and managing FM contracts.

You'll start with the processes and stages of the procurement of goods and services within FM, before looking at the tendering and bid process, how to select contracts and specifications and any relevant legislation.

You'll then take a closer look at the different types of contracts available to the Facilities Manager and the advantages and disadvantages of each. You'll learn how to select the most appropriate procurement option for each contract type.

You'll consider the importance of well written specifications and then look at how standard terms and conditions are used in FM.

Finally, you'll learn how to evaluate procurement costs and what factors to consider when making a buying decision.

IWFM LEVEL 5

The Level 5 qualification is aimed at practicing middle managers, usually with around five years of experience in an FM role. Level 5 students will have some influence on the strategic direction of their department and may be responsible for multiple sites.

Credit Requirements

| | |
|--------------|------------|
| Award: | 12 Credits |
| Certificate: | 24 Credits |
| Diploma: | 48 Credits |

Mandatory Units

FM5.02 Organisational and Facilities Management Strategy

Mandatory for: Award, Certificate, Diploma

Credits: 6

This unit considers how the Facilities Management Strategy aligns with the business strategy and the drivers for setting both.

You will learn about how organisations develop and review their business strategy and the implications this has on Facilities Management.

You'll then examine different approaches to developing an FM strategy. You'll cover the steps required in order to develop a Facilities Management strategy and consider how best to implement it once it has been written.

You'll also look at ways to review the FM strategy, establish whether changes need to be made and implement those changes where necessary.

Finally, you'll consider how to communicate the complex issues that make up the FM strategy to relevant stakeholders, as well as how to determine their level of understanding.

FM5.03 Managing People in Facilities Management

Mandatory for: Certificate, Diploma

Credits: 8

This unit considers the important issues which arise when managing teams and examines how to get the most out of your staff.

First, you'll look at workload planning, work allocation and its effectiveness in the context of your organisation's strategy.

You'll then learn about and evaluate different processes required for the recruitment of new staff, including identifying selection criteria and ensuring that you hire staff using those criteria as a foundation.

You'll cover employee retention, motivational theory and training before considering how to encourage continuous improvement amongst your staff.

You'll learn about the implications of staff leaving, how to manage staff performance, the importance of good communication and how to manage workplace stress.

Finally, you'll cover the key legislation related to employment of people.

IWFM LEVEL 5

Mandatory Units (cont.)

FM5.01 Facilities Management Developments and Trends

Mandatory for: Diploma

Credits: 6

As the name suggests, this unit considers developments and trends in the FM industry.

You will review the changes and developments within different aspects of the Facilities Management function and analyse the changing contexts of FM provision along with the changing relationships between FM and other business functions.

You will learn about the importance of innovation in delivering FM services, whilst considering the relevance and application of the latest developments to the services provided within Facilities Management.

You will analyse the ways in which key FM management functions are changing and the implications of those changes.

Finally, you will consider the impact of social and economic changes on Facilities Management, including the principles of Corporate Social Responsibility.

FM5.04 Risk Management in Facilities Management

Mandatory for: Diploma

Credits: 6

This unit covers risk management both in the context of the business as a whole and Facilities Management in particular.

You will learn how to put together a risk management policy and how to develop a strategy to communicate this policy to key stakeholders across your organisation.

You'll examine risk criteria, consider how to establish them for an organisation and how to ensure that the views of all relevant stakeholders have been accounted for. You'll then learn how to review and

update the risk management policy and how to evaluate organisational activities in terms of risk.

You'll find out about organisational risk profiles, how to build them, manage them and promote them within the organisation.

Finally, you'll learn how to review the effectiveness of actions taken to reduce risk and maintain business continuity.

FM5.05 Financial Management in Facilities Management

Mandatory for: Diploma

Credits: 6

This unit looks at the principles of financial and management accounting and the purpose of financial policies and budgets in the context of Facilities Management.

You will start by learning about the accounting techniques and systems that can be used to effectively manage the Facilities Management budget.

You'll go on to look at financial policies and their importance, including auditing, codes of ethics and the principles and advantages of transparency and accounting best practice.

You'll learn the difference between capital and revenue budgets and how to manage them, before considering the importance of cashflow and how to effectively monitor it.

Finally, you'll investigate the principles and techniques used to prepare financial cases. You'll learn how to apply these principles in order to secure required approvals for funding.

IWFM LEVEL 5

Optional Units

FM5.11 Managing Facilities Management Projects

Credits: 6

In this unit, you will learn about the fundamentals of Project Management and how to apply them to projects you may need to oversee at work.

You'll learn how to scope and plan a project, evaluate Project Management tools and techniques and methods for identifying and communicating with relevant stakeholders.

You will learn how to prepare, manage and monitor project briefs, including establishing deadlines, addressing problems and producing progress reports.

You'll follow this by examining project finances and learn how to effectively manage them to deliver projects on budget.

You'll then examine the composition of a project team and how to assemble one for specific projects.

Finally, you'll learn how to manage project completion and closure, including how to evaluate the success of the project.

FM5.16 Property & Asset Management for Facilities Managers

Credits: 6

This unit covers the principles of asset management and how best to manage a property portfolio.

You will learn the principles of property portfolio strategies and how to implement them. You'll learn how to maintain your portfolio's value in line with the FM strategy.

You'll take a look at the management of property costs, including direct costs, charges and related taxes, before learning to evaluate occupational costs.

You'll then learn about asset registers - what they are, how effective they are and how to increase their effectiveness.

You'll also look at building design and how this can impact the Facilities Management and Property strategies.

Finally, you will learn about property relocations, how to plan and deliver them and how to evaluate their success.

FM5.21 Managing Procurement and Contracts in Facilities Management

Credits: 4

This unit focuses on ethical and robust procurement procedures.

You'll learn about the fundamental principles of procurement and how to use them to review processes, procedures, tendering, bid processes and compliance with legislation.

You'll then move on to look at different types of contracts and how to manage them. You'll analyse different types of contract and learn how to select the most appropriate procurement processes for each type.

You'll learn to review contract management procedures and then look at the procurement process in its entirety, from startup of a contract right through to close-down.

You'll learn about specifications, why it's crucial to get them right and how to write them.

Finally, you'll examine procurement costs and learn different ways of managing them.

IWFM LEVEL 6

The Level 6 qualification is aimed at senior Facilities Managers, Facilities Directors and Heads of Facilities with high level strategic FM and property responsibilities. Students who complete the Level 6 Extended Diploma may be eligible for Certified IWFM Membership (CIWFM).

Credit Requirements

| | |
|-------------------|------------|
| Award: | 10 Credits |
| Certificate: | 30 Credits |
| Extended Diploma: | 60 Credits |

Mandatory Units

FM6.01 Strategic Facilities Management

Mandatory for: Award, Certificate, Extended Diploma
Credits: 10

This unit considers the various factors that need to be considered when devising and implementing an FM strategy.

You'll start by investigating the influences and drivers that can affect the FM strategy, including industry trends and developments, political, social and economical factors and the agendas of other business functions.

You'll then examine ways to promote Facilities Management within an organisation and the benefits this can bring to both the FM function and the business as a whole.

You'll also learn about innovation and why it is important to embed it within the FM strategy.

You'll expand on the innovation theme by reviewing the latest innovations and thinking about how to apply them to your own organisation.

Finally, you'll learn how to establish a creative, problem-solving culture across your business.

FM6.02 Facilities Management Governance and Risk

Mandatory for: Extended Diploma
Credits: 8

This unit covers the importance of corporate governance and business ethics, as well as how to manage risk in the context of the organisational strategy.

You'll start by looking at the purpose of corporate governance and its impact on an organisation's ethical responsibilities.

You'll then learn about the principles of effective governance and how to apply them in relation to the management of risk.

You'll take a closer look at risk management and investigate its relationship to the business strategy.

You'll learn how to review the effectiveness of risk management strategies and how to transfer risk within the FM function.

Finally you'll look at business continuity and learn how Facilities Management can contribute to a robust business continuity strategy for an organisation.

IWFM LEVEL 6

Mandatory Units (cont.)

FM6.03 Quality Management and Customer Service Strategy in FM

Mandatory for: Extended Diploma

Credits: 6

This unit considers the principles of quality management and the design of quality systems to meet business requirements.

You'll learn about the principles and theories of quality management and how to evaluate them.

You'll look at quality systems, how they can meet the needs of your organisation and how to evaluate their effectiveness.

You'll then examine customer service strategies and learn how to develop and implement them to ensure that the FM function delivers first-rate customer service.

You'll cover customer service good practice and consider the importance of involving different stakeholder groups in the design and implementation of your strategies.

Finally, you'll cover the principles of Customer Relationship Management (CRM) and how to develop, implement and review an effective CRM strategy.

FM6.04 Financial Management in Facilities Management

Mandatory for: Extended Diploma

Credits: 6

This unit will consider finance, income and expenditure, legal obligations and budgets for the Facilities Management function.

You'll start by looking at where the finance for FM comes from. You'll look at revenue streams both internal and external and you'll learn how to develop financial cases to gain access to funding.

You'll learn about legal obligations in relation to finance in Facilities Management and their implications, before going on to consider the setting, monitoring and controlling of budgets.

You'll then learn how to evaluate the financial performance of the Facilities Management function and develop strategies to deal with any significant variances between budget and actual spend.

Finally, you'll learn about lifecycle costing methodologies and how to apply them when making financial decisions.

IWFM LEVEL 6

Optional Units

FM6.05 Strategic Management of FM Support Services Operations

Credits: 4

In this unit, you'll consider the various support services that are included within Facilities Management and how to devise strategies for their delivery.

You'll start by learning to review the current strategy for support services and how it aligns with the organisational strategy.

You'll then look at ways to identify opportunities to introduce new or alternative support services, considering factors such as stakeholder feedback, resource constraints and business objectives.

You'll examine legislative requirements across all aspects of the FM function and how to evaluate

systems and processes to ensure your organisation remains compliant.

Finally, you'll consider ways to evaluate support services operations for efficiency, effectiveness and value for money and how to reconcile variances against your budget.

FM6.09 Developing Strategic Relationships in Facilities Management

Credits: 6

This unit considers the development of productive relationships with colleagues and stakeholders, the implications of conflicts of interest and how these issues affect your role.

You'll start by looking at how to evaluate the benefits of productive working relationships with colleagues, suppliers, specialists and other stakeholders.

You'll then examine ways to consult with stakeholders in relation to key activities, before learning about managing complex negotiations on the occasions when stakeholder interests are not aligned.

You'll look at the bigger picture, how the wider business and economic context can affect relationships with stakeholders.

You'll then learn about conflicts of interest and how they can affect individuals and organisations.

Finally, you'll learn how to monitor and review the effectiveness of stakeholder relationships.

FM6.11 Corporate Responsibility and Sustainable Facilities Management

Credits: 6

In this unit, you'll consider the importance of corporate responsibility in FM and how you can champion your organisation's legal, ethical and social responsibilities.

First, you'll learn to identify your organisation's social, environmental and ethical responsibilities and how to evaluate the organisation's legislative compliance.

You'll then look at ways to champion those responsibilities, including communication across the business and promotion across all internal and commissioning activities.

You'll learn how to evaluate an organisation's corporate responsibility policy and establish its effectiveness, identifying and implementing changes where necessary.

Finally, you'll look at initiatives and developments that may influence your Corporate Responsibility strategy and evaluate their effectiveness.

IWFM LEVEL 6

Optional Units (cont.)

FM6.12 Procurement Strategy for Facilities Management

Credits: 6

In this unit, you will focus on setting and evaluating procurement strategies and selecting appropriate methods for achieving results and measuring performance.

You will learn to set objectives and criteria for a procurement strategy which meets the needs of the Facilities Management function.

You'll then look at ways to measure and evaluate the effectiveness of the procurement strategy, including evaluating the requirements to obtain best value.

You'll examine how to review terms and conditions in procurement and contract documents.

You'll learn to evaluate the procurement strategy both in the context of long-term supplier relationships and in terms of the measurement of success criteria.

Finally, you will investigate how to select the most appropriate procurement methods and procedures for achieving successful results.

FM6.13 Property Management & Maintenance Strategy for Facilities Management

Credits: 8

This unit considers how to develop and manage a property portfolio which supports an estates management strategy.

You'll start by learning how to develop and manage a property management strategy, before looking at how to communicate and implement it.

You'll then examine how to develop and manage a property portfolio in conjunction with the strategy.

You'll examine the use of specialists, communication with clients and evaluation of your plans in the context of the overall business strategy.

You'll look at fabric and building services maintenance and how to develop strategies for them. You'll look at ways to monitor these strategies and measure their success.

Finally, you'll examine ways to review the effectiveness of strategies for the use of space management.

PART 4

Some extra information, just for you!

CHOOSING YOUR TRAINER

With a wide range of independent training providers accredited by the IWFM to offer these qualifications, choosing a training provider can be a daunting task.

It may be that your employer runs the qualifications in-house, or perhaps they have a preferred supplier agreement with a particular training provider. However, if you have the luxury of choice, you'll want to know you're making the best decision for you.

To help with your decision, here's 4 questions to ask before you commit to a course.

1 How do you make sure that I'm on the right course?

As we've already seen, the different levels of FM Qualification are all very specifically aimed at facilities managers with certain levels of experience and responsibility. Because the assessments require you to draw upon examples from your own experience, it is essential that you study at the right level to match your job role. Too high a level and you will struggle, too low and you will gain little from the course.

When speaking to a training provider, make sure that they have structured mechanisms in place to assess a student's level and ensure that they are studying the right course. This may include a discussion with you about your role or perhaps a review of your job description or CV.

Ultimately, the choice of course is down to you, but a good tuition provider will be able to advise you and recommend a level that is correctly aligned to your role and experience.



Here's how WE do it

Putting students on the right level is something we take very seriously. We start by asking you to try our online tool, the [One Minute Leveller](#). In most cases, this gives an accurate indication of the appropriate level.

Then we'll have a conversation with you, either over the phone or by e-mail, to check that the online recommendation is accurate.

Finally, if you accept our recommendation and it turns out we got it wrong, we'll let you transfer to a different level at no extra cost.

2 What sort of experience do your tutors have?

It is important to remember that these qualifications are work-based rather than academic, requiring you to draw on real-life examples to answer questions and solve problems rather than memorising and regurgitating theories from textbooks.

Therefore it can only be beneficial to you if your tutors are themselves experienced operational Facilities Managers or FM Consultants who have been there, done that and really know what they are talking about.

Academics definitely have their place, but generally they are better suited to teach academic courses, such as the FM Masters degrees.

Students on experience-driven courses such as the IWFM qualifications are better served by tutors who can relate to their position and can give their own examples of how to apply the principles that they are teaching.



Here's how WE do it

All of our courses were written and are delivered by Facilities Managers with extensive experience in the industry across a range of sectors and delivery models.

Our tutors include FIWFMs, CIWFMs, MScs and more - accolades which give testament to the level of experience and knowledge they have of the profession.

They all have stories to tell and examples to give which help to breathe life into the theory, so you can see how what you are learning can be applied in the real world.

But that's not all. All of our trainers have been through a rigorous selection and training programme to become *Xenon Certified Trainers* and are regularly observed and assessed to ensure that they continue to deliver training to the standards we require.

3 What tutorial support do you give?

The assessments for the IWFM qualifications can be quite onerous. Students are required to undertake tasks such as the preparation of a brief for suppliers or to create a presentation for senior management.

When putting together these tasks, the student must show that they understand the concepts behind a number of assessment criteria. Failure to demonstrate understanding of even a single one of these criteria will result in the assessment being referred for more work.

With such a detailed and challenging method of assessment, it is essential that the training provider you choose is able to provide quality tutorial advice to help guide you through the qualification.

Face-to-face, telephone and e-mail support should be a minimum, but the best providers will take initial drafts of your assignments and provide critical feedback, pointing out what adjustments need to be made to satisfy the assessment criteria.

If you can find an organisation that gives this level of support, it will go a long way to reassuring you that they will do everything in their power to help you qualify.

4 What quality controls do you have in place?

To ensure that the training and assessment provided by an organisation is of the highest quality, a good tuition provider should have a number of quality control measures in place. By asking about these measures, you can get an idea of how seriously a company takes the quality of its training.

Quality control can be carried out in a number of ways, but should start with background checks on tutors – specifically how the tuition provider identifies whether its tutors have the relevant experience to teach at the required level. A good training provider will not, for example, use a mid-level operational FM to teach about FM Strategy on a Level 6 course!

Further to this, tutors should be observed regularly (at least twice a year) to make sure that they are delivering good, informative classes and that students are engaging with their teaching style.

Additionally, and perhaps more importantly, make sure that the tuition provider you use has an internal moderation process for assessments. This will ensure that all assessments are standardised and students are treated equally.



Here's how WE do it

This is one of our key strengths when it comes to delivering these qualifications. When you enrol on a course, you'll be assigned a personal tutor who will be at the end of the phone or email whenever you need them.

They'll be happy to take questions related to the course itself, the assignments or even just a general Facilities Management query.

But it doesn't end there! When it comes to submitting your assignments, you can send them to us for feedback and suggestions. These are classed as on-line tutorials and so this means you know that we'll continue to support you to meet the assessment criteria and demonstrate your understanding.

Furthermore, our on-line learning management system, the Academy, features dedicated discussion forums so you can ask questions of your peers as well as the tutors and staff. This gives you access to over 400 Facilities Managers with varying levels of experience who can help you with your qualification and your day-to-day work.



Here's how WE do it

We can tick all of the above boxes. We provide Train the Trainer courses run by an educational expert when tutors join the Xenon Group. We monitor the tuition provided by our tutors, sit in on their sessions and pay close attention to customer feedback.

All of our assessments are internally moderated and every month IWFM takes a sample from our assignments to check that we're doing everything properly. We're also inspected annually by an IWFM external verifier.

At the time of writing, we've had less than 5 assignments sent back by IWFM in 10 years and we've consistently passed our annual inspection with flying colours.

Finally we are the only IWFM tuition provider who has gained ISO 9001 Quality Management accreditation for our training provision.

Hopefully these results should speak for themselves, but if you'd like verification, we've included some of the comments from our moderation reports and inspections on page 32.

WHAT THEY SAY ABOUT US...

IWFM

Taken from external moderation and inspections

"This centre has an excellent assessment system in place which enables assessors to give comments and feedback for each element. Assessors have used this method effectively to leave some very good feedback and support."

IWFM External Moderators Report

"Xenon Group have continued to demonstrate the high standards of governance and qualification delivery observed in previous centre engagement visits. Several areas of good practice were noted in this visit."

IWFM Annual Inspection Report

The assessment practice and learner support and guidance is exemplary.

IWFM Annual Inspection Report



Our Students

Taken from testimonials, letters of thanks and customer feedback surveys

"Xenon made the whole experience far more enjoyable than I could have expected, and I would have no hesitation in using them again or recommending them as a excellent training provider."

Bryan White, The Horder Centre

"I feel that my tutors have gone over and above what I had expected. Everything I ask for has been provided, mostly within 24 hours. They have provided me with accurate, timely and good explanations to my queries."

Paul Hazell, Ministry of Justice

"The Xenon team are a breath of fresh air. Their experience and genuine interest in your success should fall into the 'money can't buy category. Fortunately you can buy it, and for a very reasonable price."

Alexandra Barnett, Heineken UK

"I cannot recommend Xenon enough. The subject knowledge and genuine passion for FM and its delivery make their workshops invaluable. Coupled together with their attention to detail and customer service makes for one of the most pound for pound, best value qualifications I've attained."

Rob Ratcliffe, KEHS

"I know I could not have achieved what I have within my role at work if it were not for the knowledge I have gained whilst on the course. The quality of training and the support I received from The Xenon Group were second to none and I would like to pass on my sincere thanks."

Dawn Marshall, Sodexo

The Press

Taken from the FM industry media

"I recognise that Xenon has probably the best results of getting candidates through - and all recognition and praise needs to go to you and your organisation for this. If anyone were to ask me for a centre of excellence to take them - it would be you."

David Emanuel, Managing Editor, iFM.net

NEXT STEPS

If you've read through this guide, you should hopefully have a much better idea of how the IWFM qualifications work, whether you want to study for one and which of the myriad of options you'd like to go for. You've now got a number of further options available to you.

Enrol on a course

If you've got all the information you need and are ready to go ahead, all you need to do is enrol on a course!

If you'd like to study with the Xenon Group (and we highly recommend that you do), all you need to do is fill out our online enrolment form to get the ball rolling. You can find this form through our website or using the link below. If your company is paying for your course, please make sure you have the necessary authorisation before completing the enrolment form.

If you're planning on using a different training provider, you'll need to contact them to find out about their enrolment process.

You can find the Xenon Group enrolment form at www.xenongroup.co.uk/enrolment

Try the One-Minute-Leveller

If you're still uncertain which level would be most appropriate for you, we'd recommend that you try our One Minute Leveller tool. This is a simple online questionnaire which will ask you a few multiple choice questions about your role and recommend a level based on the answers.

If you've tried the One Minute Leveller and you're still unsure, feel free to get in touch with us and we'll happily talk to you a bit more and recommend a level for you. Remember, if we recommend a level and you later decide that our advice was erroneous, we'll transfer you to a more appropriate level at no extra cost.

You can find the One Minute Leveller at www.xenongroup.co.uk/leveller

Check Course Fees

If you've not discussed course fees with your chosen training provider yet, you'll probably want to do this before moving forward.

If you're considering studying with the Xenon Group, you can find course fees for all of our courses at www.xenongroup.co.uk/fees. These fees are all inclusive - there are no additional payments required for course materials or assessments, provided you complete the qualification within two years.

If you're funding the course for yourself, and you have a UK bank account, you can take advantage of our monthly payment plan. This will allow you to split the cost of the course over 3 months (Award, Certificate) or 12 months (Diploma). We don't charge a penny extra for this option - there are no interest payments and no admin fees.

Please note that this monthly payment option is not available if your employer is paying for your course or you do not have a UK bank account.

Talk to a human being

We've tried to make this guide as comprehensive as possible, but if you still have questions and want to talk to a real person to get some answers, we'd love to hear from you.

You can contact us during office hours on **0330 912 5400**.

Alternatively you can fill out a contact form on our website, www.xenongroup.co.uk/contact

IN THE MEANTIME...

There's a lot of information in this guide and a lot for you to think about (it is a *comprehensive* guide, after all!). So while you're mulling over whether to complete a qualification and which option to go for, why not start your training journey straight away with our online training library - XenZone.

XenZone is the only service of its kind in the world - a subscription-based, ever-growing library of online training courses designed *exclusively* for facilities managers.

The courses themselves are short, interactive and engaging. Each one should take no more than half an hour to complete, so you can use your time effectively during your lunch break or commute* to boost your FM knowledge and capability.

**Please don't try this if you commute by car!*

As if all that wasn't enough, you'll get a downloadable certificate for every course you complete, so you'll have proof of your commitment to continuous professional development - handy for your next performance review or as evidence for your IWFM membership!

You can try XenZone out for free with a 7-day free trial (no credit card details required).

Just click on the button below to get started.

GET YOUR FREE TRIAL!

