

## **MSc in Facilities Management (for External Students)**

### **For students entering in 2012**

Awarding Institution:	<b>The University of Reading</b>
Teaching Institution:	<b>The College of Estate Management</b>
QAA Subject Benchmarking Group:	<b>Business and Management (2007)</b>
Faculty:	<b>Science</b>
Programme length:	<b>28 months</b>
Date of Specification:	<b>May 2012</b>
Board of Studies:	<b>Postgraduate Courses, CEM</b>
Programme Directors:	<b>Dr Andrew Green (Course Leader: Internal) Dr Ashley Dabson (Associate Course Leader)</b>
Accreditation:	<b>Royal Institution of Chartered Surveyors (RICS)  British Institute of Facilities Management (BIFM)</b>

### **Summary of Programme Aims**

The Programme aims to provide a combination of academic skills and advanced professional skills commensurate with the Masters level award. It provides the opportunity to attain these skills to those who cannot, or choose not to, give up their full-time career status. As such it enhances on-going career prospects. This is achieved in a structured programme that still provides flexibility to the student.

### **Transferable Skills**

The Strategy for Teaching and Learning deployed by the University has identified a number of generic transferable skills which all students are expected to develop during their degree programme. By the end of this Programme, students will have developed their skills relating to communication, information handling, numeracy, problem-solving and use of information technology. Oral presentation skills and team working will be encouraged within the limited parameters of the face-to-face elements of the distance-taught programme. These transferable skills are developed in tandem with the specific subject skills of the Programme.

## Programme Structure and Content

The MSc in Facilities Management for External Students is a three years distance-taught programme.

The thirty-month Programme is designed within a 180 credits modular structure. All students are required to take eleven compulsory taught modules. Of the eleven compulsory taught modules, ten constitute 10 credits (approximately 100 study hours), and one constitutes 20 credits (approximately 200 study hours). The research component of the Programme (*Research Methods* plus *Dissertation*) constitutes one-third of the credits available in the Programme (60 credits: approximately 600 study hours) and will be undertaken in Part 3 of the Programme (Year 3). The *Research Methods* module constitutes 20 credits and will be undertaken in advance of the forty credits *Dissertation*.

### PART 1

	<u>Assessment</u>	<u>Weighting</u>	<u>Module Credits</u>
Module 1: H101 FM-The Overview	On-line activities and One assignment	25%	20 (level 7)
	One integrative project One 3-hour exam	25% 50%	
Module 2: H102 The Workplace	On-line activities and One assignment	50%	10 (level 7)
	One 1½-hour exam	50%	
Module 3: H103 Management	On-line activities and One assignment	50%	10 (level 7)
	One 3-hour exam	50%	
Module 4: H104 Financial Management Principles	One assignment	50%	10 (level 7)
	One 3-hour exam	50%	
Module 5: H105 Legal Studies	One assignment	50%	10 (level 7)
	One 1½-hour exam	50%	

### PART 2

Module 6: H206 Information Technology	One 3-hour exam	100%	10 (level 7)
Module 7: H207 Operational Property Portfolio Planning	One 1½-hour exam	100%	10 (level 7)

Module 8: H212 Procurement and Supply Chain Management	One 3-hour exam	100%	10 (level 7)
Module 9: H209 Corporate Real Estate Management	One 3-hour exam	100%	10 (level 7)
Module 10: H210 The Facilities Support Services	One 1½-hour exam	100%	10 (level 7)
Module 11: H211 Communic8	Four assignments	100%	10 (level 7)

### **PART 3**

Module 12: H301 Research Methods	Two assignments	40% & 60%	20 (level 7)
Module 13: H302 Dissertation	One Research submission	100%	40 (level 7)

Students can pursue a slower track approach by opting to take fewer modules each year. In the event of deferrals or necessary retakes, such slow track students may be constrained by the maximum Programme length of eight years.

### **Part-time/Modular Arrangements**

As stated above, students have the flexibility of attempting less than the scheduled modules per year. In that sense, a *part-time* option is open to the fully employed students who typically undertake the Programme.

With each module in the MSc allocated credits in multiples of ten, the Programme will be amenable to integration into a wider suite of distance-taught courses, should they be developed in the future.

### **Progression Requirements**

Progression is subject to the relevant regulations but is based on a pass mark of 50

[For details refer to the *Assessment, progression and award regulations* please click on the link <http://www.cem.ac.uk/our-courses/postgraduate-study/postgraduate-diplomamsc-in-facilities-management.aspx> ]

For those retaking modules or postponing their course, it should be noted that there is an eight year maximum course duration.

## Summary of Teaching and Assessment

### Teaching

The Programme is distance-taught and, as such the pedagogic and assessment methods vary. However, there are optional face-to-face (F2F) teaching and learning days allocated to each of the Programme Parts. They are positioned at the beginning, middle and near-end of the year and total: Part 1 teaching comprises a total of 5.5 days, Parts 2 and 3 comprise a total of 4 days. These F2F sessions offer the opportunity for group work and student presentations as well as more conventional lectures (including guest speakers) and seminars.

The material across all modules are delivered and assessed at Level 7 (M-level) with emphasis upon independent research, critical evaluation and analysis.

### Assessment

Assessment is in accordance with the University's Statutes and Ordinances.

**[For details of the regulations governing assessment refer to the *Assessment, progression and award regulations* please click on the link <http://www.cem.ac.uk/our-courses/postgraduate-study/postgraduate-diplomamsc-in-facilities-management.aspx>]**

#### *Late submission of coursework and extension of time*

Students who submit their coursework on or before the due date shown in the course timetable will receive the awarded mark in full. A student may submit an assignment up to seven days after the due date but will forfeit 10 of the awarded marks. An assignment received eight or more days after the due date without an agreed extension will be marked at zero. However, the student will receive feedback on the work with an indication of the standard achieved.

Applications for extensions of time are made initially to the Course Administrator who, acting under the delegated authority of the Course Leader, may grant up to *seven* extra days at his/her discretion. Only in exceptional circumstances may a later submission date be given, and applications must be made in writing to the Course Leader supplying written evidence in support. Students are limited to a maximum number of automatic extensions in any one registration period (see the Virtual Learning Environment for details).

Where an extension is agreed, this date becomes the new submission due date and the rules on forfeiture of marks apply from this date.

### Admission Requirements

Entrants to this Programme are required to have obtained either:

- An undergraduate degree in any cognate or non-cognate discipline; or
- A relevant examined professional institute membership; or have
- Sufficient relevant professional experience.

Applicants who do not hold a first degree may be required to submit a 2000-word essay on facilities management topic selected by the Course Leader as part of the submissions procedure.

Admissions Tutor: Dr Andrew N Green (subject to Admissions Committee recommendations)

### **Support for Students and their Learning**

The College uses the *Moodle* software package as a means of delivering courses on-line. This *Virtual Learning Environment* has been developed as a means of providing course content and information to students. It is also used to expand the interaction between students and tutors as well as students and their colleagues. The *Gateway to Learning* portal on the VLE sites provides access to thousands of property related texts, including University of Reading research materials. Students can also access hyperlinks to *Athens*, *iSurv*, *EGi* and *Amazon* academic booksellers. Student guidance and welfare support is provided by the Course Leader and Course Administrator. In addition the College has a *Special Needs* advisor. It is not anticipated that the University Careers Advisory Service, the University's Special Needs Advisor, Study Advisors or the Students' Union will be called upon to support the student's learning experience and welfare support.

### **Career Prospects**

Nearly 100% of Programme students to date have been employed during their studies and have been seeking the award for various reasons including: personal development, career prospects improvement, and access to membership of one of the professional institutes.

### **Opportunities for Study Abroad or for Placements**

Graduates from more than a dozen countries have been registered on both the Post-graduate Diploma in Facilities Management Programme and the MSc Programme. Overseas students gain the opportunity to study in the UK for up to two weeks during the 3-year Programme. This demonstrates the true global attraction and nature of the international Programme.

Students wishing to change their employment or location during the Programme may do so without penalty.

### **Programme Outcomes**

The College of Estate Management and the University of Reading both have a worldwide reputation for delivering education of the highest quality. This programme will continue this tradition by earning recognition and respect as a premier global programme for students working within the facilities management profession.

The programme provides a combination of academic skills and advanced professional skills commensurate with the Master's award. It provides an opportunity for students to develop and demonstrate knowledge, understanding and analytical techniques in the following areas.

## ***Knowledge and Understanding***

<p><b>A. knowledge and understanding of:</b></p> <ol style="list-style-type: none"><li>1. The contexts, people, relationships and activities involved within the FM industry and profession.</li><li>2. The management function within the organisation and the sources, measurement, interpretation and presentation of data/information.</li><li>3. The principles that influence the design, construction and performance of buildings.</li><li>4. The principles of law and the legal framework that underpins practice in the facilities management profession.</li><li>5. The practices and procedures involved in the procurement, execution and delivery of facilities management services.</li><li>6. The economic and financial frameworks relevant to the facilities management industry.</li><li>7. The specific principles of law or statute that affect facilities management issues, particularly in relation to contract law, employment law and Health and Safety at Work.</li><li>8. The philosophy and methodology of aspects of management relevant to business, projects, professional practice, strategy, facilities or estates.</li><li>9. The professional and personal skills required by managers in formulating strategies/plans to manage human/physical resources.</li><li>10. The research process, research methods and presentation of results for facilities management issues.</li></ol>	<p><b>Teaching/learning methods and strategies:</b></p> <ul style="list-style-type: none"><li>■ The acquisition of knowledge is accomplished in each module of the Programme through the provision of designed distance learning resources including tailored reference material, research reports, textbooks, web based resources and materials sourced through the student's workplace.</li><li>■ Development of understanding and intellectual skills will occur through engaging the student in interactive learning activities designed for a problem-based learning approach. Exchanges with tutors and peers and access to resources will be enabled through the Moodle virtual learning environment. A significant proportion of activities will require the student to undertake research and reflection within their own workplace.</li><li>■ Additionally, support, advice, guidance and real time activity will occur through tutorials, guest lectures, seminars and team project work in face-to-face sessions.</li><li>■ In the dissertation module, self-directed learning and supervisor consultation will further extend the student's knowledge and understanding.</li></ul> <p><b>Assessment:</b></p> <ul style="list-style-type: none"><li>■ Students are required to complete at least one piece of coursework and/or examination in each module which is assessed within strict time frames.</li><li>■ Coursework will require students to prepare analyses, calculations, critical evaluations, designs, summaries, simulations etc. in the form of extended essays or reports.</li><li>■ Coursework will be assessed against defined criteria communicated to students beforehand.</li><li>■ Modules in Years 1 and 2 are examined using an unseen closed book approach and are assessed on major pieces of coursework.</li><li>■ Integration of concepts and principles between modules will be encouraged throughout the Programme.</li><li>■ Dissertations are assessed according to strict guidelines and a common marking scheme.</li></ul>
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### **Skills and other Attributes**

<p><b>B: Intellectual skills – able to:</b></p> <ol style="list-style-type: none"><li>1. Integrate theory and practice relevant to their particular learning needs including the ability to transfer knowledge, techniques and methods between subject areas.</li><li>2. Research, collect and synthesise information from a variety of sources.</li><li>3. Analyse and interpret information in a variety of forms and format.</li><li>4. Think logically and critically in respect of the appropriate application of knowledge developed experientially.</li><li>5. Reflect on and critically deconstruct workplace practices and procedures.</li><li>6. Define, solve and advise on problems, demonstrating powers of critical appraisal and synthesis.</li><li>7. Select and apply appropriate quantitative techniques of analysis and appraisal.</li><li>8. Plan, execute and write reports appropriate to an internal and external business client.</li><li>9. Adapt and apply knowledge and skills in a changing professional environment and within varying contexts.</li></ol>	<p><b>Teaching/learning methods and strategies:</b></p> <ul style="list-style-type: none"><li>▪ The problem-based approach to learning will require the student to employ considerable logic and intellectual skills in analysing problems, situations and scenarios before determining the appropriate learning materials to which to make reference in order to arrive at an individual or collective solution.</li><li>▪ The reference materials to be drawn upon include texts, papers and web-based resources provided with the course, workplace documents and information found locally.</li><li>▪ The coursework and self-assessment varies across the modules but collectively covers skills 1-9.</li><li>▪ Feedback includes tutor comments on coursework, e-mailed advice and web-based answer guides.</li><li>▪ Web-based discussion board with Moodle will facilitate communication between tutors and students.</li><li>▪ The dissertation process further embraces intellectual skills 1-7.</li></ul> <p><b>Assessment</b></p> <ul style="list-style-type: none"><li>▪ • Intellectual skills are assessed through coursework assignments, problems, reports and appraisals and through unseen examination and dissertation submission.</li><li>▪ • All summative assessment will be made against defined criteria, including demonstration of intellectual skills.</li></ul>
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<p><b>C: Practical skills</b> – able to:</p> <ol style="list-style-type: none"> <li>1. Locate information sources, assemble and present information in a variety of contexts and media.</li> <li>2. Collate, manipulate and store data and information electronically.</li> <li>3. Provide advice and guidance, communicating both formally and informally either face-to-face, through e-mail or via discussion forum.</li> <li>4. Collect, record, analyse and present statistical data.</li>   <li>5. Apply a variety of specialist analysis and appraisal techniques applicable to practice in the facilities management industry and profession.</li> <li>6. Use quantitative techniques as a basis for decision making.</li> <li>7. Write reports in clear standard English and draft comprehensible sketches and diagrams.</li> <li>8. Multitask and prioritise work to meet scheduled deadlines.</li> <li>9. Work collaboratively with other people to complete tasks to deadlines</li> </ol>	<p><b>.Teaching/learning methods and strategies:</b></p> <ul style="list-style-type: none"> <li>■ All skills will be developed through completing the module learning activities and coursework.</li> <li>■ In particular, Skills 1, 2, 4, 5, 6 and 7 are developed through the Dissertation Module.</li> <li>■ Skills 3-6 variously developed in face-to-face tutorial discussions, web-based activities and coursework within the taught modules.</li> <li>■ Skills 4-5 further extend through the dissertation process.</li> </ul> <p><b>Assessment:</b></p> <ul style="list-style-type: none"> <li>■ Assessment of these skills is mainly undertaken through module coursework.</li> <li>■ Skills 3, 5, 6, 8 and 9 will be displayed at face-to-face teaching sessions.</li> <li>■ Skills 4-7 are also assessed through unseen examination.</li> </ul>
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**D: Transferable skills** -able to demonstrate the following transferable skills:

1. Communication skills
2. IT skills
3. Literacy
4. Numeracy
5. Problem-solving skills
6. Time management skills
7. Autonomous learning
8. Research skills
9. Business awareness
10. Sustainability awareness

**Teaching/learning methods and strategies:**

- **Communication skills:** Whereas oral communication is limited by the medium of the Programme, written communication is central to the success of students in the programme.
- **IT Skills:** All MSc students are expected to have access to PCs, e-mail and the Internet. The programme is supported by the open areas of the College web-site. More specifically, the dedicated *Moodle* virtual learning environment will be used to make learning activities and reference information available and significant use will be made of the discussion boards. Students submit their coursework via the web. Completion of coursework will necessitate familiarity with Microsoft Word and Excel. Students will also have access to online power-point presentations. Support and advice are available to the students on IT aspects of the Course.
- **Literacy and Numeracy:** These not only relate to desirable minimum requirements for the Programme but are skills that are encouraged and developed through assignment tasks and tutor feedback on style as well as content. Completion of assessment requires a mixture of essays, calculations, reports, graphical presentations as well as dissertation writing. Guidance on the nature of these formats is provided throughout the course.
- **Problem-solving skills:** The fundamental pedagogy underpinning the design and delivery of the programme is centred on problem based learning with the student being introduced to topics through commonly found professional problems for which they must determine appropriate solutions.
- **Time management and autonomous learning:** By its nature distance learning requires students to develop the discipline of independent study. The flexibility on time, place and pace that it offers still requires students to manage their time to complete the required study and coursework by the milestone dates indicated in the programme of studies.
- **Research skills and business awareness:** The programme is geared to the detailed examination of the facilities management industry and profession. During their study students will be expected to investigate and reflect on business practice and to source key documents and information from within their workplace. This enquiry skills developed to support study during

	<p>the first two years will be formally converted into academic research skills in Part 3 when the taught research methods module is taken and the dissertation is completed.</p> <ul style="list-style-type: none"> <li>▪ <b>Sustainability:</b> Facilities management is primarily concerned with optimising the use of resources in direct support of a business. In this sense, pervades the whole Programme.</li> </ul> <p><b>Assessment:</b></p> <p>To a greater or lesser degree all the course work and much of the examination in this course will require student to demonstrate each of these transferable skills. For instance, to complete an assignment they must manage their time, assimilate the problem information forming the assignment, conduct the required research or investigation of their workplace, discuss their findings, generate a solution, create a document with text and calculation, save and send the document electronically.</p>
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***Please note:*** This specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided. More detailed information on the learning outcomes, content and teaching, learning and assessment methods of each module can be found in module descriptions and programme handbooks. The University reserves the right to modify this specification in unforeseen circumstances, or where the process of academic development and feedback from students, quality assurance processes or external sources, such as professional bodies, requires a change to be made. In such circumstances a revised specification will be issued.

Chair of Board of Studies	Sylvia Osborn
Signature (signed as Chair's Action)	
Date	