

SPECIMEN MARK SCHEME

UNIT 7 - VALUE AND USE OF THE BUILT ENVIRONMENT: FACILITIES MANAGEMENT





Level 2 Diploma Principal Learning

**Construction and the Built Environment
CBE2U7**

Unit 7

**Value and use of the built environment: facilities
management**

Specimen Mark Scheme

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting, they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

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Assessment Criteria	Subtopic	No. of marks	Total	%
1a The contribution of facilities management and support services	Maintenance of the built environment	3	12	25
	Development of the built environment	3		
	Economic, financial and wealth creation issues	3		
	Quality of life issues	3		
1b How facilities management enhances the efficiency and lifespan of buildings	Preservation	3	12	25
	Maintenance	3		
	Hard facilities management	3		
	Soft facilities management	3		
1c How facilities management has developed over recent years	Increased economic and social benefits	2	8	16.67
	Reduction in emergency call-outs	2		
	Prevention of costly disrepair	2		
	Market for most cost-effective providers	2		
2a How facilities management services are contracted and delivered	In-house departments covering all aspects of facilities management	2	6	12.5
	Facilities managers overseeing specialist contractors	2		
	Multi-service companies providing a full range of facilities management services	2		
2b The ways in which structures in the built environment are serviced	Operation	1	4	8.33
	Management	1		
	Protection	1		
	Maintenance	1		
2c Roles in facilities management	Range of job roles available in facilities management	3	3	6.25
3 Health, Safety and Welfare legislation	Legislation applicable to facilities management	3	3	6.25
Totals		48	48	100

- 1 Any **three** of historical context, shared community memory, education, profit, culture, aesthetics, low confidence in present.
1 mark per correct answer. (3 marks)
- 2 A maximum of 2 marks for a brief explanation that mentions either life-cycle costing or economic life of facility. (2 marks)
- 3 1 mark for building manager, estate manager, services engineer, etc.
1 mark for ground staff, catering staff, cleaners and security staff, etc.
1 mark for clear differentiation. (3 marks)
- 4 1 mark for identification of hazards associated with FM tasks.
1 mark for quantification of risk.
1 mark for identification of appropriate control measures. (3 marks)
- 5 A maximum of 2 marks for a brief explanation of planned maintenance as known costs and emergency call-outs as unknown costs, which are always higher. (2 marks)
- 6 1 mark each for identification of any **three** of the following: design, space planning, acquisition, disposal, valuation, refurbishment, management. (3 marks)
- 7 1 mark for Sick Building Syndrome and 1 mark for each of any **two** symptoms such as headaches, eye, nose or throat irritation, tiredness, dry cough, dry or itchy skin, dizziness and nausea, etc. (3 marks)
- 8 Any **three** of cleaning, catering, security, waste disposal or similar.
1 mark per correct answer. (3 marks)
- 9 Any **two** operational methods drawn from operation, management, protection and maintenance.
1 mark for identifying an appropriate example and 1 mark for a brief description of same. (4 marks)
- 10 A maximum of 2 marks for a brief description of the client as a buyer in a buyer's market with competition creating downward pressure on providers' fees. (2 marks)
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- 11 1 mark for identifying difference between ‘doing’ and ‘managing’.
2 marks for identifying direct labour methods.
1 mark for noting that management only implies that labour must be contracted out.
1 mark for describing reason for contracting-out.
1 mark for any benefit of doing so. *(6 marks)*
- 12 ‘Economic life’ - 3 marks for exact phrase.
2 marks for any two-word term that implies the same.
1 mark for use of ‘economic’ in any context. *(3 marks)*
- 13 Response maintenance takes place as and when required, programmed maintenance takes place at predetermined intervals.
1 mark for **each** definition (max two marks), 1 mark for differentiation. *(3 marks)*
- 14 Any **three** of inspection, maintenance, renewal and improvement work or similar at 1 mark per correct answer. *(3 marks)*
- 15 A maximum of 2 marks for differentiation between the financial savings that can be made by the owner of the facility, and the social benefits (such as increased safety, security and comfort) enjoyed by users of the facility. *(2 marks)*
- 16 Any **three** of electrical, gas, water supply, air conditioning, fire safety systems or similar.
1 mark per correct answer. *(3 marks)*