DUNDALK

School Response to the Programme Validation Report

Panel Visit: 26th May 2016

Named Award:	Higher Certificate
Programme Title	Property and Facilities Management
Award Type:	Higher Certificate
Award Class:	Major
NFQ Level:	6
ECT/ACCS Credits	120
First Intake:	2016

Panel Members

Dr. Derek O'Byrne	Chair	Registrar Waterford Institute of Technology
Mr. Finbarr Dunwoody	External Academic	Lecturer, Dep of Civil Engineering Letterkenny Institute of Technology
Mr. Joe Lawless	External Academic	Head of Dept. Civil Engineering Athlone Institute of Technology
Mr. Val O'Brien	External Practitioner/Industry Expert	Mc Govern & O'Brien Chartered Building Surveyors
Dr. Breda Brennan	Secretary	Assistant Registrar Dundalk Institute of Technology

Programme Development Team

Eugene Roe (Head of School)	Noel Mc Kenna (Head of Dept. of the Built Environment)
Phil Bradley	Colin Doran
Enda Fields	Denise Quigley

Introduction

The report contains a response from the programme development team within the School of the Built Environment to the programme validation panel report for the proposed programme Higher Certificate in Property and Facilities Management

Heading
Entry Requirements

Condition
Non conditional

Recommendation (s)
The programme team should consider whether this is a suitable option for CAO applicants

Response
After due consideration the programme development team agreed that whiles the course is initially aimed at property professionals, CAO applicants should not be excluded from applying.

Heading
Standards and Outcomes

Condition
Non conditional

Recommendation (s)
Programme learning outcomes should be mapped to the relevant professional standards.

Response
After due consideration the programme development team agreed to carry out a review of individual modules, alongside mapping exercise, ensuring that individual modules are mapped to QQI Level 6 professional standards.

Heading
Programme Structure

Condition
The programme team must re-structure this programme as the contract hours and assessment load are considered <u>not </u>to be achievable in a part time delivery mode. The team are moving in the right direction but should think conceptually about how the programme can be delivered on a part time basis over 2 years. The new submission will be circulated to all panel members for review.

Response
After due consideration the programme development team agreed with conditions set in respect to programme structure, please refer to Appendix A for revised contract hours.

Recommendation (s)
Clarification should be provided on whether Report Writing and Communication is a mandatory module.

Response
After due consideration the programme development team agreed that 'Report Writing and Communication' module changes from an Elective to Mandatory.

Heading
Assessment Strategies

Condition
Non conditional

Recommendation (s)
An assessment schedule for each semester, showing approximate dates/deadlines for each assignment should be submitted.

Response
The programme development team prepared a revised assessment schedule, please refer to Appendix B for revised assignment schedule.

Heading
Quality Assurance

Condition
Provide the programme documentation in Akari Curriculum Development format in accordance with Institute policy. Document should demonstrate compliance with Institute policies and procedures regarding stage credits, module workshops etc. Documentation submitted much include the programme schedule, programme learning outcomes, a programme learning outcome/module learning outcome matrix and module descriptors.

Clarification on the status of modules be provided (e.g. mandatory or electives) and the credits per academic stage must accumulate to at least 60 credits.

Recommendation (s)
None

Response
Programme documentation submitted in accordance with Akari Curriculum Development format, all revisions/amendments/conditions to original documents shall be inputted into Akari Curriculum Development in compliance with Institute policies and procedures regarding stage credits, module workshops etc.

Please see Appendix A for clarification on the status of modules, which includes credits per academic stage.

Heading
Module-Level Findings

Condition
The programme team should provide a detailed module descriptor for Practice Knowledge, strong articulating how this would be managed (e.g. content, competencies, support structure, assessment, supervision arrangement, etc.) Constructive alignment between workplace learning and taught module learning should be demonstrated.

Recommendation (s)
None

Response
After due consideration the programme development team revised the module descriptor for Practice Knowledge (Professional Practice) taking the panel members comments on-board. Please see Appendix C -Guidelines to practice knowledge Module, alongside revised module descriptor.

I confirm that all changes (where appropriate) have been made in the programme management system (Akari Document).
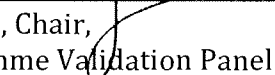
School Response Report Approved By:

Signed:

_____
<name>, <school>

Date:

I confirm that the conditions and/or recommendations contained in the validation panel report have now been met and recommend this programme to the Academic Council at Dundalk Institute of Technology for ratification.

Signed:

_____
<name>, Chair,
Programme Validation Panel

Date: <date>   1|09|16

Appendix A- Programme Revised contract hours & ECT credits

Higher Certificate in Property and Facilities Management									
Semester Schedules									
Stage1 /Semester 1									
Mandatory									
Mod Code	Module Title	Mandatory M Electives E	Co-ordinator	Level	Credits	FT Contact Hours	PT Contact Hours	Course Work	End of Module Exam
54315	Property Valuations	M	Unassigned User	6	5		2	50	50
	Report writing & communication	M	Unassigned User	6	5		2	100	
	Measured Survey or	E	Unassigned User	6	5		2	100	
54291	Surveying and Energy Management	E	Unassigned User	6				100	
	Building Technology 1	M	Unassigned User	6	5		2	100	
	Practice Knowledge 1(Professional Practice)	M	Unassigned User	6	7.5		0	100	
				Total Credits	27.50	Total	8.00		
Stage1 /Semester 2									
Mandatory									
Mod Code	Module Title		Co-ordinator	Level	Credits	FT Contact Hours	PT Contact Hours	Course Work	End of Module Exam
54317	Professional Development	M	Unassigned User	6	5		2	50	50
54318	Agency Law	M	Unassigned User	6	5		2	40	60
54319	Property Management	M	Unassigned User	6	5		2	40	60
	Building Technology-1	M	Unassigned User	6	5		2	100	
	Practice Knowledge-1	M	Unassigned User	6	7.5		0	100	
				Total Credits	27.5	Total	8.00		
Stage2 /Semester 1									
Mandatory									
Mod Code	Module Title		Co-ordinator	Level	Credits	FT Contact Hours	PT Contact Hours	Course Work	End of Module Exam
	Property Economics & Valuations	M	Unassigned User	6	5		2	40	60
54320	Land Law in Practice	M	Unassigned User	6	7.5		2	40	60
54321	Property & Asset Management	M	Unassigned User	6	7.5		2	40	60
	Building Technology-2	M	Unassigned User	6	5		2	100	
	Practice Knowledge-2	M	Unassigned User	6	7.5		0	100	
				Total Credits	32.5	Total	8.00		
Stage2 /Semester 2									
Mandatory									
Mod Code	Module Title		Co-ordinator	Level	Credits	FT Contact Hours	PT Contact Hours	Course Work	End of Module Exam
54322	Valuation Appraisal	M	Unassigned User	6	5		2	40	60
54323	Real Estate Law in Practice	M	Unassigned User	6	7.5		2	40	60
54324	Maintenance & Facility Management	M	Unassigned User	6	7.5		2	40	60
	Building Technology-2	M	Unassigned User	6	5		2	100	
	Practice Knowledge-2	M	Unassigned User	6	7.5		0	100	
				Total Credits	32.5	Total	8.00		
					120.00				

Appendix B- Revised Assignment Schedule

Higher Certificate in Property and Facilities Management

Semester 1

Modules	Recoverable (y-n)	% of overall	w/c 1	w/c 2	w/c 3	w/c 4	w/c 5	w/c 6	w/c 7	w/c 8	w/c	w/c	w/c 9	w/c 10	w/c 11	w/c 12	w/c 13
Property Valuations																	
Continuous Assessment (valuation & detailed analysis)	Y	50%															
Class Tests	N	50%															
Report writing & communication																	
Assignment 1	Y	50%															
Assignment 2	Y	50%															
Measured Survey																	
Assignment 1 (Surveys)	N	50%															
Assignment 2 (case study)	Y	50%															
Surveying and Energy Management																	
Assignment 1 (Influence factors of occupier on buildings performance in use)	Y	40%															
Assignment 2 (possible energy audit on case study building)	Y	60%															
Building Technology 1 (semester 1)																	
Assignment 1 (Detailed Dwg)	Y	16.6%															
Assignment 2 (Detailed Dwg)	Y	16.6%															
Assignment 3 (Class Test)	N	16.6%															
Assignment 4 (Detailed Dwg)	Y	16.6%															
Assignment 5 (Detailed Dwg)	Y	16.6%															
Assignment 6 (Class test)	N	16.6%															
Practice Knowledge 1																	
Work Placement	N																
Diary Portfolio	Y	60%															
Interim report	Y	20%															
Presentation	Y	20%															

Higher Certificate in Property and Facilities Management

Semester 2

Modules	Recoverable (y-n)	% of overall marks	w/c 1	w/c 2	w/c 3	w/c 4	w/c 5	w/c 6	w/c 7	w/c 8	w/c 9	w/c 10	w/c 11	w/c 12	w/c 13
Professional Development															
Assignment 1 (Portfolio)	Y	50%													
Assignment 2 (Learning and Development Plan)	Y	50%													
Agency Law															
Assignment 1 (Research Project-1)	Y	20%													
Assignment 2 (Research Project-2)	Y	20%													
Assignment 4 (End of term Class Test)	N	60%													
Property Management															
Assignment 1 (roles and reasonability's of FM)	Y	20%													
Assignment 2 (Landlord & Tenant - related assignement)	Y	20%													
End of term Class Test	N	60%													
Building Technology 1 (semester 2)															
Assignment 1 (Detailed Dwg)	Y	16.6%													
Assignment 2 (Detailed Dwg)	Y	16.6%													
Assignment 3 (Class Test)	N	16.6%													
Assignment 4 (Detailed Dwg)	Y	16.6%													
Assignment 5 (Detailed Dwg)	Y	16.6%													
Assignment 6 (Class test)	N	16.6%													
Practice Knowledge 1															
Work Placement	N														
Diary Portfolio	Y	50%													
Interim report	Y	50%													

Semester 3 Modules	Recoverable (y-n)	% of overall marks	w/c 1	w/c 2	w/c 3	w/c 4	w/c 5	w/c 6	w/c 7	w/c 8	w/c	w/c	w/c 9	w/c 10	w/c 11	w/c 12	w/c 13
Property Economics & Valuations																	
Assignment 1 (Property valuation task)	Y	15%															
Assignment 2 (Development task)	Y	25%															
End of term exam	N	60%															
Land Law in Practice																	
Assignment 1 (case study-analysis)	Y	20%															
Assignment 2 (Research Project)	Y	20%															
Assignment 4 (End of term Class Test)	N	60%															
Property & Asset Management																	
Assignment 1 (property management task)	Y	25%															
Assignment 2 (asset management task)	Y	15%															
Assignment 4 (End of term Class Test)	N	60%															
Building Technology 2 (semester 3)																	
Assignment 1 (Detailed Dwg)	Y	16.6%															
Assignment 2 (Detailed Dwg)	Y	16.6%															
Assignment 3 (Class Test)	N	16.6%															
Assignment 4 (Detailed Dwg)	Y	16.6%															
Assignment 5 (Detailed Dwg)	Y	16.6%															
Assignment 6 (Class test)	N	16.6%															
Practice Knowledge 1																	
Work Placement	N																
Diary Portfolio	Y	50%															
Interim report	Y	50%															

Semester 4

Modules	Recoverable (y-n)	% of overall marks	w/c 1	w/c 2	w/c 3	w/c 4	w/c 5	w/c 6	w/c 7	w/c 8	w/c	w/c	w/c 9	w/c 10	w/c 11	w/c 12	w/c 13
Valuation Appraisal																	
Assignment 1 (Property valuation task)	Y	20%															
Assignment 2 (DCF)	Y	20%															
End of term exam	N	60%															
Real Estate Law in Practice																	
Assignment 1 (Essay development of the legislative framework directed by the PSRA)	Y	15%															
Assignment 2 (Essay - relationship between agent and client)	Y	25%															
End of term exam	N	60%															
Maintenance & Facility Management																	
Assignment 1 (Property maintenance task 1)	Y	20%															
Assignment 2 (Facility management task 2)	Y	20%															
End of term exam	N	60%															
Building Technology 2 (semester 4)																	
Assignment 1 (Detailed Dwg)	Y	16.6%															
Assignment 2 (Detailed Dwg)	Y	16.6%															
Assignment 3 (Detailed Dwg)	Y	16.6%															
Assignment 3 (Class Test)	N	16.6%															
Assignment 4 (Detailed Dwg)	Y	16.6%															
Assignment 5 (Detailed Dwg)	Y	16.6%															
Assignment 6 (Class test)	N	16.6%															
Practice Knowledge 1																	
Work Placement	N																
Diary Portfolio	Y	60%															
Interim report	Y	20%															
Presentation	Y	20%															

Appendix C-Guidelines to practice knowledge Module, alongside revised module descriptor.

SECTION 1

The Context –Higher Certificate in Property and Facilities Management. The course is at Level 6 (higher certificate) – on the National Framework of Qualifications and carries 120 European Credit Transfer System (ECTS) which is the minimum academic qualification requirement set down by the Property Services Regulatory Authority to obtain a property service provider license - a "Guide to becoming a Licensed Property Services Provider" available on the PSRA website www.psr.ie

This programme has been designed to upskill construction professionals and provides technically trained personnel to work in a number of areas within the construction sector including: Real Estate Valuers, Facility Management, Property Management Agents, Auctioneers, Consultants, Contractors and Facilities/Asset management. Graduates of the programme will be equipped with the required knowledge, skills and competencies to register for a licence with the Property Service Regulatory Authority under the Property Services (Regulation) Act 2011, to provide property services in Ireland. This programme meets the current and future skills needs of the construction sector as outlined in the recent reports from the Expert Group on Future Skills Needs (EGFSN). The skills developed on the programme are aligned to the increasing need to provide for the control and supervision of Property Services Providers (PSPs) - (i.e. Auctioneers/Estate Agents, Letting Agents and Management Agents) and for the maintenance, by such providers, of high standards in the provision of property services. Modules completed by students alongside their Practice Knowledge Module (work-placement) include:

Semester 1 (Sep-Dec Yr.1)	Status	Semester 2 (Jan-May Yr1)	Status	Semester 3 (Sep-Dec Yr.2)	Status	Semester 4 (Jan-May Yr2)	Status
Property Valuations	M	Professional Development	M	Property Economics & Valuations	M	Valuation Appraisal	M
Report writing & Communications	M	Agency Law	M	Land Law in Practice	M	Real Estate Law in Practice	M
Measured Surveys (or) Sur & Energy Mang	E	Property Management	M	Property & Asset Management	M	Maintenance & Facility Management	M
Building Technology-1	M	Building Technology-1	M	Building Technology-2	M	Building Technology-2	M

(* M = mandatory, E = Electives)

The practice knowledge/work based learning is the interface between theoretical knowledge and practical experience of hands on work. It is a partnership arrangement which nurtures the student's professional development and personal growth.

Practice Knowledge (Work Placement) Objectives:

Practice knowledge is a key element of the student's learning experience. Experiential learning is recognised as one of the most successful way of embedding knowledge, skills and values. Along-side a body of theoretical knowledge and professional skill-sets, each student brings to the placement setting their own personal attributes.

On completion of the work placement module the student will be able to:

Objectives:

- Critique linkage between theory and the real-life, work based environment.
- Demonstrate professionalism, the foundation of any working environment – specifically professional communication, managing confidentiality, working on own initiative, flexibility and problem solving and punctuality and time management.
- Build a portfolio of activities undertaken as a property professional.
- Demonstrate the business operations of the property sector.
- Demonstrate the provision of a professional service to clients in the property sector.
- Link knowledge and understanding of the property sector with work practices.
- Reflect on one's experience as a property professional.

SECTION 2: STRUCTURE OF THE PLACEMENT

Programme Details: Higher Certificate in Property and Facilities Management

Overview: Students on this programme MUST be working in full-time, approved property related employment. This can include auctioneering, estate agencies and facility managers but also involvement in the property related functions of financial institutions, semi-state bodies and companies, the civil service, local government, property development and similar activities.

Duration: Throughout the duration of programme

Must be completed by 20th May 2018 in the case of 2016 applicants.

(Exceptions to be discussed on a case by case basis)

Working Hours: Standard Working Week is preferred but placement must reach a minimum of 20 hours per week. Precise hours are negotiated between the organisation and the student.

The student must adhere to the working practices of the host organisation - working hours, codes of practice and /or regulations.

Supervision: Student must be provided with a dedicated work supervisor who will manage their work programme, provide regular formal support and supervision sessions, participate in any DkIT review meetings and carry out a final assessment of the student.

Academic Assessment/ Requirements:

- Supervisors Evaluation Report
- Presentation
- Work Placement Portfolio
- Dairy Portfolio

Students will demonstrate skills and competencies in accordance with module learning outcome through defined assessment strategy's (see section 11.3 stage 3 proposal)

Sickness

Compassionate Leave If students are unable to attend their placement they must contact both the Work Supervisor and the Institutes Placement Officer/Tutor immediately and must provide both with a medical certificate for any time over 3 days taken off for illness. Any outstanding hours must be made up by the student in their own time and with the agreement of their work supervisor.

Roles and Responsibilities

1. Work Placement Supervisor (within student's employment)

The Placement Supervisor is a key support to the student on placement. This person will provide professional guidance and support for the student so that they can achieve their learning objectives and satisfy the placement organisations work tasks. This person will carry out formal supervision and complete a final assessment on the student according to the agreed standards.

1.2 Role

The Placement Supervisor will:

☐ Provide work experience compatible with the student's programme of study and professional development.

☐ Meet with the student throughout their Practice Knowledge module (start, interim and completion) to agree practical arrangements and to identify and agree learning objectives of the placement, and participate in visit meeting with the academic tutor to evaluate the placement and the student's performance.

☐ Meet with the student on a regular basis for formal supervision to discuss performance and to acknowledge strengths and progress, to discuss difficulties and remedial action

☐ Sign off on the student Hours Record (diary)

☐ Liaise with to Placement Tutor/Employer (from DkIT) as and when necessary about the student performance

☐ Assess and grade the student for professional competence by completing the final Supervisors Evaluation Report.

1.3. Work Placement Supervisors Evaluation Report:

The Work Placement Supervisor is asked to assess the student under the main learning outcomes:

- Critique linkage between theory and the real-life, work based environment.
- Demonstrate professionalism, the foundation of any working environment – specifically professional communication, managing confidentiality, working on own initiative, flexibility and problem solving and punctuality and time management.
- Build a portfolio of activities undertaken as a property professional.
- Demonstrate the business operations of the property sector.
- Demonstrate the provision of a professional service to clients in the property sector.
- Link knowledge and understanding of the property sector with work practices.
- Reflect on one's experience as a property professional.

The assessment of each competency will be recorded on a structured report with an opportunity to provide additional comments to support the grade awarded.

☐ The Work Supervisors evaluation report is worth 30% of the overall placement

☐ DkIT Tutor will discuss the report with the Work Supervisor via phone or email.

☐ This grade recommendation is reviewed by the course management and Board of Examiners and processed accordingly. The Exam Board must ratify the final grade.

2. Student

☐ Abide fully by the DkIT Student work based learning Code of Conduct

☐ Approach your work diligently, take responsibility and show a willingness to use your initiative

☐ Always act in a professional, respectful manner with supervisors, colleagues and clients.

☐ Fully adhere to the working practices and terms and conditions of the placement organisation – working conditions, health and safety, confidentiality etc.

☐ Plan effective use of time, prioritise working tasks that you have responsibility for.

☐ Open communication - establish an open and professional working relationships - be respectful of those you are working with

☐ Be sensitive and responsive to the needs of the agency and its clients

☐ Ensure that your health and safety needs are met.

☐ Keep your supervisor and other staff informed of what you are doing at all times.

☐ Supervision – use formal supervision as a way of giving feedback, supporting reflection and evaluation of your learning experience

☐ Be accountable and accept responsibility for your actions

☐ Be aware of your limitations and seek help when necessary

☐ Fully advise DkIT of any changes to the conditions of your working arrangements

☐ Prepare and submit your written Placement records, Portfolio and Assignments as required to the Institute

☐ Be curious of the work environment, make the most of the experience and enjoy it.

3. Institute's Placement Officer/Tutor

☐ Provide Work based Supervisors with details of students' learning needs.

☐ Monitor the practice experience offered to students and its fit with their learning needs and stage in training.

☐ Ensure the students have sufficient opportunities to gain necessary experience and to establish their competence.

☐ Make contact with Work Placement Supervisor during the placement to review student's progress and development.

☐ Assess students learning needs for any future placements or professional progression

☐ Obtain feedback from Placement Supervisor on the fit between the academic course and its arrangements,

and the requirements of placement Supervision

SECTION 3 ASSESSMENT

The Assessment Process

A. Supervisors Evaluation Report (30%)

Each student's progress and development within their work environment will be assessed jointly by the Work Supervisor (senior supervisor within workforce) and DkIT Tutor and recorded in a final evaluation report under the 7 core expected learning outcomes –

- Critique linkage between theory and the real-life, work based environment.
- Demonstrate professionalism, the foundation of any working environment – specifically professional communication, managing confidentiality, working on own initiative, flexibility and problem solving and punctuality and time management.
- Build a portfolio of activities undertaken as a property professional.
- Demonstrate the business operations of the property sector.
- Demonstrate the provision of a professional service to clients in the property sector.
- Link knowledge and understanding of the property sector with work practices.
- Reflect on one's experience as a property professional.

This report completed, signed and posted/ emailed back to the DkIT at the end of each semester (in the case of semester 1-December, semester 2-May etc).

B. Presentation (20%)

Students are to prepare a presentation in the format of a case study describing a project you worked on, or aspects of work you were involved in within your working environment, which demonstrate your application of course learning. The case study presentation should cover the following five elements:

☐ Description of project/activity

☐ Key tasks

☐ Difficulties/challenges

☐ Outcome/results

☐ Evaluation

☐ Reflection

In this presentation we will expect you to reflect on what you have learned from this project or activity, and to use appropriate visual aids and handouts.

Your presentation will be followed by a short Q&A.

Duration: 10 mins (before Q&A)

Audience: A panel of staff from the Department of the Built Environment and possibly a guest panellist

from the industry.

Location: TBD, there will be standard LCD projection equipment for PowerPoint presentations, however if you require different equipment you must contact your DkIT supervisor in advance to see if the equipment is available.

Date: Two in total (End of Semester **1 & 3**) - exact date to be arranged, subject to Exam Board dates (Presentation Schedule will be forwarded to you closer to the time)

C Work Placement Portfolio (40%)

The purpose of this Portfolio is to provide learners with a structure programme of reflection that will compliment and integrate skills and knowledge developed during their studies with those gained and developed in the workplace.

Word Count	2500 words
Submission Date	End of Semester 2 & 4

A: PORTFOLIO CONTENT 40%

Preface

☐ Header Page (to include organisation name, learner name, date of submission of document)

☐ Contents Page

☐ List of Tables/Appendices

Organisational Details & Structure

☐ Introduction to organisation

☐ Personnel: Staffing, structure and organisation chart. Key duties and responsibilities of personnel in each organisational department.

☐ Services provided by the organisation.

☐ Organisation target market.

☐ Key competitors of the organisation.

Duties & Responsibilities

☐ Duties undertaken during work placement – detail of specific organisational department worked in and duties undertaken.

Specific Case Study

☐ Please describe a project you worked, or aspects of the work you were involved in during your placement

which best demonstrates the application of the skills developed in Property and Facility Management. This should cover the following elements

o Description of project / activity

o Key tasks

o Outcome/ Results

o Evaluation – what worked well, the challenges, opportunities for improvement

Personal & Professional Development

⊔ Reflect on and identify the professional skills you developed and areas of practices & procedures business operations, teamwork over the course of your placement.

⊔ Compare your actual personal and professional learning to your initial learning outcomes and expectations set at the beginning of your module

Linking Theory to Practice – Reflective Observations

⊔ What aspects of your course based learning (modules) did you find most beneficial to your working environment?

☐ Do you have any recommendations on how the organisation could enhance or achieve added value in the property and facility management sector?

Evidence of Experience

⊔ Include evidence to support activities undertaken and key learning experiences, e.g., photos, screen shots, promotional brochures, copies of reports etc.

Ensure to include the following Appendices in your final portfolio report.

a) Learning Contract (copy of signed Learning Contract)

b) Induction Checklist (copy of signed Checklist)

c) Hours Record (original signed records)

d) Verification Report (original signed report)

D Other 10%

Work Placement Records & Documentation. Students must submit key documentation in accordance with the guidelines of Placement Office. Students who do not comply with the submission of these documents will be penalised in their final grade for this module. Documents include - Pre Placement Reflection - Learning Contract - Induction Checklist - Student Progress Report (mid way point of work placement) - Hours Record - Placement Verification Form

SECTION 4 - Placement Meetings & Visits

1. Support from Institute

Placement Office/DkIT Tutor

The DkIT Placement Office/Tutor is the point of liaison for the Student and the Work Supervisor throughout the two year programme. Whilst in work, the Institute is keen to ensure that work based learning is occurring, offering students appropriate support. Should a student have issues regarding the work based learning and process, they should contact the DkIT tutor.

Academic Support

Each student is assigned a dedicated DkIT Tutor for their work based learning. This Tutor will provide academic support to the student over the course of the programme. They will carry out a mid-term visit with a view to discuss and support the student's progress and development, and offer support and guidance to the Work Supervisor on issues in relation to the progress of the student as they arise. Should a student have issues regarding any of their academic requirements they should make contact with their designated DkIT Tutor via email, who will follow up accordingly.

2. Work Based Meetings:

Key Placement Meetings that occur over the duration of the programme are as follows:

Meeting Type	Parties Involved	Documentation Required / Produced	Follow Up required and by whom
Pre/ Initial - Meeting	Student, Work Supervisor	Discuss & Agree Learning Contract with Work supervisor	Student to submit a copy of the signed agreement to the Placement Office by end of 2nd week of Placement
Mid- Term Meeting	Student Work Supervisor DkIT Tutor	Student Progress Report Development Plan for any difficulties that arise (only if concerns are identified)	Student to email their Progress Report to their Tutor, one week in advance of placement visit Tutor to email

			Development Plan to Student and Work Supervisor following visit
End of Term (Will only take place where necessary)	Student, Work Supervisor		Work Supervisor to submit Supervisors Evaluation Report to DkIT

2.1 Initial Induction Meeting

An initial meeting will take place between the student and the Work Supervisor prior to the placement commencement. The purpose of this meeting is to discuss and agree the expectations and learning objectives for the work based learning:

1. To give each party involved an opportunity to share their expectations. This is a chance for the student to share their vision for the work based learning aspect of the programme alongside the Work Supervisor to describe key features of the agency and their own style of supervision.

2. To clarify the students learning objectives for the work based aspect of the programme. This is a focus on the personal and professional learning goals of the student. The student will have drafted this prior to the meeting.

3. To discuss and agree the main areas of activity for the student as part of the work based learning module. It is understood that these may require adjustments once the module begins.

4. To clarify practical arrangements including

a. Hours and days of work

b. Key areas of work activity / responsibility

c. Study time

d. Supervision structures

2.2 Mid –Placement Meeting

The DkIT Tutor will make contact and arrange a time suitable for the Work Supervisor and the student to discuss the following:

1. Review progress of student against the agreed learning contract and to make necessary adjustments

2. Discuss key learning to date

3. Identify any issues of concern

4. Agree goals/ work plan remaining period.

In advance of this meeting the student must email their Tutor with a Student Progress Report briefly outlining how they have been progressing on placement.

2.3 Final Work Based Visit

This will only happen following an agreement that a final visit is required to address / update concerns raised earlier in the work placement.

3. SUPERVISION SESSIONS

As part of the facilitated learning process of work based learning it is requested that the dedicated Work Supervisor facilitates regular Supervision Sessions with their student.

DkIT encourage that the Supervision structure is discussed and agreed between the student and supervisor during the student induction.

Supervision is a key aspect of the learning process on work placement. A formal supervision session will deepen the learning experience, support personal awareness and professional development and significantly improve reflective practice.

PROCEDURES FOR Work Based Learning DIFFICULTIES

1. Procedures for Dealing with Work Placement Difficulties

1.1 Procedures to be followed if the Student has concerns about the Work Based Learning

☐ Should a student experience any difficulty during his/ her work based learning he/ she should inform the Work Placement Supervisor at an appropriate time and in a timely manner.

☐ If the problem is not resolved, the student should contact the Institutes' Placement Officer, who will arrange a meeting with the Work Placement Supervisor to address the problem.

☐ If no resolution is found, then an alternative plan will have to be discussed and a way forward agreed with the Institute.

1.2` Procedures to be followed if a Work Placement Supervisor has concerns about the performance of a student

☐ In the first instance, the Work Placement Supervisor should address any issues arising with the performance of the student directly with the student himself / herself, at an appropriate time and in a timely manner. This discussion needs to be recorded formally as evidence that the issue has been raised with the student.

☐ The Work Placement Supervisor should then contact the DkIT Placement Officer/Academic Supervisor to discuss matters, and if required, will request that the issue of concern be put in writing and forwarded to them.

☐ A formal meeting will be arranged by DkIT involving the student, Work Placement Supervisor and DkIT Placement Officer/Academic Supervisor. A development plan will be devised and implemented where appropriate.

☐ If the DkIT representative and the Work Placement Supervisor are unable to find an appropriate solution, the Head of Department will become involved in the process in an effort to address the problem. Such problems could include; inability to reach academic competencies, a fitness to practice issue, a conflict of personalities.

☐ If these interventions fail to remedy the situation, the Work Placement Supervisor in conjunction with the DkIT Placement Officer/Academic Supervisor may decide to terminate the student's placement. This may occur at any time during the work placement. Such action will result in the student failing their work placement.

☐ If the student does not comply with the process outlined above or refuses to attend placement in an effort to resolve the difficulties identified then this will result in a failed the work based module.

DUNDALK

Higher Certificate in Property and Facilities Management

Module Details

Full Title	Practice Knowledge-Professional Practice		

Module Code		Duration	Semester 1-4

Credits	30

NFQ Level	6

Field of Study	Building & Civil Engineering

Valid From:	Semester 1-4

Module Delivered in	1 Programme (s)

Module Author	Phil Bradley

Module Description:	The Practice Knowledge-Professional Practice, is an integral part of the programme of the Higher Certificate in Property and Facilities Management. The aims of the module are to Provide students with the opportunity to demonstrate and apply the practical knowledge and skills gained through the programme in an estate agency/facility management setting. Alongside facilitate students to develop practical competencies and communication skills necessary to work as an estate agency/facility management. The module provides students with an opportunity to reflect on their learning and their development as a professional practitioner at the each semester.

Learning Outcomes

On successful completion of this module the learner should be able to
LO1. Critique linkages between theory and the real-life, work based environment.
LO2. Demonstrate professionalism, the foundation of any working environment – specifically professional communication, managing confidentiality, working on own initiative, flexibility and problem solving and punctuality and time management.
LO3. Build a portfolio of activities undertaken as a property professional.
LO4. Demonstrate the business operations of the property sector.
LO5. Demonstrate the provision of a professional service to clients in the property sector.
LO6. Link knowledge and understanding of the property sector with work practices.
LO7. Reflect on one's experience as a property professional.

Pre-requisite learning

Module Recommendations
No recommendation Listed

Indicative Content	%
Core Assessment Areas for Work Based Learning Each of following areas will guide the work placement assessment 1. Willingness to Learn 2. Communication Skills 3. Organisational Skills 4. Creative Thinking & Problem Solving 5. Flexibility & Initiative 6. Professional Attitude & Behaviour	
Work Placement Recall Day: Through a guided reflective process the student will be asked to share their placement experiences to date - focusing on transitions to the work place, key achievements, challenges, sharing strategies for the work place and setting goals for remaining period on work placement.	
Placement Visits: Each Placement student will receive a placement visit from a DkIT Lecturer/ Tutor over the course of their placement.	

Assessment Breakdown	%
Course Work	**100.00%**

Course Work

Assessment Type	Assessment Description	Outcome addressed	Delivery Period	% of total	Assessment Date
Portfolio	Reflective Learning Portfolio As part of students' work placement they are expected to prepare a Reflective Learning Portfolio comprising a reflective piece of writing which critically evaluates the learning from the work placement in terms of personal growth and professional development.	1,2,3,4,5, 6,7	n/a	40%	End of Semester 2 & 4
Practical/ Skills Evaluation	The Work Placement Supervisor will have responsibility for assessing the students progress whilst out on placement. Each placement supervisor will be given a standard Assessment Framework which they must complete and submit to the Institute's Placement Officer. They will assess the students progress within the provided Evaluation Framework and allocate an appropriate grade	1,2,3,4,5, 6,7	n/a	30%	End of Each Semester
Presentation	Students should critically reflect on their personal and professional learning experiences and present this learning through an oral presentation.	1,2,3,4,5, 6,7	n/a	20%	End of semester 1 & 3
Other	Work Placement Records & Documentation. Students must submit key documentation in accordance with the guidelines of Placement Office. Students who do not comply with the submission of these documents will be penalised in their final grade for this module. Documents include - Pre Placement	2	n/a	10%	

	Reflection - Learning Contract - Induction Checklist - Student Progress Report (mid way point of work placement) - Hours Record - Placement Verification Form				

No End of Module Formal Examination

Reassessment Required

Re-attendance

The assessment of this module is inextricably linked to the delivery. Therefore reassessment on this module will require the student to reattend (i.e. retake) the module in its entirety.

Reassessment Description

Students who fail the work placement will have to comply with the DkIT Work Placement Repeat Policy. Each student must pass their work placement in order to progress onto the next stage in their programme of study.

Module Workload & Resources

Workload Part Time

Workload Type	Workload Description	Hours	Frequency	Average Weekly Learning Workload
Placement	Work Placement (330 hours over each academic year)	20 minimum	Every Week	20
			Total Weekly Learning Workload	20
			Total Weekly Contact Hours	0.50

This module consist of work placement

Resources
Recommended Book Resources

This module does not have any book resources

This module does not have any article/paper resources

This module does not have any other resources

Other Resources

n/a: Placement Office, DkIT*Work Placement Handbook*

Module Delivered in

Programme Code	Programme Title
	Higher Certificate in Property and Facilities Management