

ASTFM407

Support equality, diversity and individual rights in facilities management



Overview

This unit is for middle managers in the facilities management environment. It is about acknowledging the equality and diversity of people and their rights and responsibilities in their place of work. The unit involves supporting people's rights and responsibilities, encouraging equality and recognising the diversity of people which means ensuring that users' needs for accessing facilities are met. This will involve ensuring that facilities are accessible and useable by all.

This unit is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

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Performance criteria

- You must be able to:*
- P1 recognise people's right to make their own decisions and acknowledge their responsibilities
 - P2 ensure that your actions in interpreting the meaning of rights and responsibilities are consistent with existing legislative frameworks and your organisation's policy
 - P3 provide information on equality and diversity issues to relevant others which is up-to-date and takes account of the complexity of the decisions which people may need to make
 - P4 communicate to others the importance of providing and maintaining equality of access and usability of facilities to all
 - P5 acknowledge tensions between rights and responsibilities and provide appropriate support towards their resolution
 - P6 provide the necessary information to people who wish to make a complaint about an infringement of their rights
 - P7 comply with all requirements, legal and organisational, regarding signage, mobility, accessibility and other usability issues
 - P8 ensure the necessary records relating to the promotion of rights and responsibilities are accurate, legible and complete

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Knowledge and understanding

You need to know and understand:

- K1 the causes of discrimination against people
- K2 current legislation in relation to signage and equality of access
- K3 current legislation in relation to rights and responsibilities such as equal opportunities and health and safety
- K4 policies of the organisation which employs or contracts you relating to rights and responsibilities
- K5 relevant complaints systems and methods of accessing these
- K6 your role in the setting, and the limits which are set, on actions in relation to other members of the work team
- K7 the support services available to you
- K8 how personal beliefs and preferences (including your own) may affect the way in which people interact with others
- K9 the diverse experiences and perspectives which people bring to any interactions and the benefits of diversity in a multi-cultural society
- K10 the forms which discrimination may take, the behaviour which may be expressions of these and how they may differ between different groups and in different settings
- K11 the possible effects of stereotyping, prejudice and labelling on people
- K12 the ways in which you can best promote people's rights and how you can best handle the tensions which they may feel between their values, and beliefs and those of the people with whom they work
- K13 how to recognise when people are not able to exercise their rights personally
- K14 methods of enabling people to exercise their rights effectively - themselves, through you or through seeking help from someone else
- K15 how best to challenge people when their choices or actions infringe the rights of others

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