

Apprenticeship Standard: Facilities Management Supervisor Level 3

Who is the programme for?

This apprenticeship prepares an individual for managing a facilities management service, or a group of services, which can be labelled as 'hard' (estate/building management) or 'soft' (catering, cleaning, administration and security). All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems.

Duration?

This Apprenticeship is designed to be delivered over 18-21 months.

How is it delivered?

You will be assigned a tutor who will plan an individual learning programme with you. Your tutor is responsible for training and supporting you to ensure that you have the knowledge and skills to be able to successfully undertake your end point assessment. You will have regular tutorials each month and you will use online learning resources provided through the BIFM Direct system to complete a full Facilities Management Level 3 Diploma qualification. During your programme, we will collect evidence of the 'Off The Job' training you receive during your programme, which can include your online learning; completing activities and questions; work shadowing; mentoring and a range of other activities that can be completed whilst still being within your workplace and which should take place within your working hours. Your manager will be asked to support you with this before you start your programme.

Entry requirements?

You should be aged 16 or over and be working or applying to work with a company where you will be in a role that enables you to have exposure to the responsibilities identified at the beginning of this document. There are no formal qualifications required but you will need to have a minimum standard of level 1 English in order to cope with the requirements of this programme. If you don't already have a level 2 English and/or Maths qualification, we will train and support you to achieve this as part of your programme. Those with any level of prior education including degrees may wish to apply and we will check your eligibility and suitability. As much of this programme is delivered online, you should be comfortable using IT.

Progression?

Depending on your circumstances, you may wish to progress on to a Higher level Management programme.

Cost?

Apprenticeship Levy paying companies can use their Levy to cover the full cost of training and end point assessment. Companies who do not pay the Apprenticeship Levy will contribute 10% of the full value of the programme, the balance (90%) is contributed by government. Contact us to confirm the value.

Contact Us

Contact us using the details below and we can provide you with further information and discuss how to apply.

What will my programme cover?

We have summarised below the competencies and knowledge that are required to be successful in this programme. A full set of standards can be shared with you upon request.

Behavioural Competencies	Candidates will be assessed against these:
Analytical	Systematic in their approach to understanding a problem.
Customer focused	Customer focused: Considerate of the needs of users and stakeholders.
Collaborative	Able to work as part of a team and with a wide variety of stakeholders
Effective Communicator	Able to build relationships based on common understanding.
Flexible	Capable of adapting to changing circumstances and expectations.
Honest	Truthful in the dealings with stakeholders.
Methodical	Detailed in the way they go about their work.

The programme is designed to lead up to an End Point Assessment that will test the knowledge, skills and behaviours covered in the apprenticeship standards. Full competence for a Facilities Management Supervisor will be demonstrated by delivery and understanding of the following elements:

- Facilities Management within the context of the employing organisation (Hard Facilities Management, Soft Facilities Management, Total or Integrated Facilities Management)
- Management of Health and Safety in accordance with employing organisation and client/customer requirements for the facilities management service they are supervising
- Developing relationships in the workplace with colleagues from own employing organisation and with employees of the customer/client to achieve service targets
- Developing and implementing risk assessment plans in accordance with the requirements for the facilities management service they are supervising
- Organisation and delegation of the day to day activities of staff to ensure that the facilities management service meets contractual requirements and service targets
- Monitoring the costs of the facilities management service to ensure the budget is not exceeded
- Procuring supplies for the facilities management service and maintaining relationships with suppliers
- Resolving customer service queries and issues in accordance with contractual requirements
- Solving day to day problems to ensure the facilities management service meets its service targets and contractual requirements
- How to manage the day to day performance of staff and contribute to their development
- Ensuring that resources (materials and equipment) are used efficiently
- Taking responsibility for own development of skills and knowledge

BIFM Diploma & BIFM Direct

The BIFM Facilities Management Level 3 Diploma is a qualification that will provide candidates with the required knowledge and understanding to meet the standards for this programme. The units contained within the Diploma are provided at the end of this document.

End Point Assessment

A Pass or Distinction outcome is available on this programme. To successfully complete, you will need to successfully complete your BIFM Level 3 Diploma qualification and pass your End Point Assessment where you will be assessed against the standards outlined above using the following methods:

- Written assessment: 90 mins.
- Competency interview: 45-60 mins.

Unit Combinations for BIFM Diploma

The BIFM Level 3 Diploma in Facilities Management is a 480-hour qualification (48 credits) and consists of five mandatory units (26 credits) plus additional optional units in order to achieve a minimum of 48 credits in total.

BIFM Ref:	QAN Ref:	Unit title	Credit value	TQT (Hours)	Type of unit
Mandatory units					
FM3.01	D/504/5742	Introduction to facilities management	6	60	Knowledge
FM3.02	H/504/5743	Corporate social responsibility and sustainability in facilities management	4	40	Knowledge
FM3.03	K/504/5744	Customer and stakeholder relations in facilities management	5	50	Knowledge
FM3.04	T/504/5746	Specification and procurement of facilities supplies and services	6	60	Knowledge
FM3.05	F/504/5748	Health and safety responsibilities in facilities management	5	50	Competency
Optional units					
FMP413	600/7760/8	Manage operational performance in facilities management	4	40	Competency
FM3.06	R/504/5754	Project management within facilities management operations	5	50	Competency
	D/504/5756	Budget management of facilities management operations	4	40	Knowledge
FM3.08	L/503/9367	Understanding facilities management within the context of an organisation	4	40	Knowledge
FM3.09	J/503/9367	Understanding support services operations in an organisation	3	30	Knowledge
FM3.10	K/504/5758	Space allocation in facilities management	4	40	Competency
FM3.11	M/504/5762	Building maintenance in facilities management	5	50	Knowledge
FM3.12	A/504/5764	Understand the estate management function for facilities managers	4	40	Knowledge
FM3.13	A/601/7053	Contribute to disaster recovery and contingency planning	5	50	Competency
FM3.14	M/507/1343	Understanding access management and inclusion	5	50	Knowledge