

Apprenticeship Overview

KEY INFORMATION

Content:

- Management of health and safety, risk management and compliance.
- Property asset management.
- Sustainability.
- Quality assurance.
- Continuous improvement & problem solving.
- Project management
- Communication & stakeholder management.
- Equity, diversity & inclusion, wellbeing and CPD.
- FM continuity & change management.

Delivery:

- Training period 18 months.
- Online group workshops x 7
- Online one to one tutorials.
- Assignments & activities to prepare for end point assessment.

End Point Assessment:

- Completed within 2-6 months with 2 elements:
- Project report & presentation with Q&A.
- Professional discussion.

Cost:

This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- Facilities Managers (FM's) working in the private, public or third sector and all sizes of organisation. FM's that may be responsible for the maintenance and security of buildings and services. Their work ensures that the environment meets the needs of the people working within it.
- Those who manage tasks like overseeing building projects, renovations, or refurbishments, managing general upkeep and maintenance, ensuring that facilities meet regulations and environmental, health, and security standards. The exact duties of a facilities manager can depend on the organisation and industry.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

How long is the apprenticeship?

- Training will be completed within 18 months. The end point assessment process is completed within 2-6 months.

How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Seven bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints, providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what are termed 'off the job training hours' and it is a requirement of the apprenticeship that these take place in line with the training plan each month within working hours.

What professional recognition and progression routes can this apprenticeship provide?

- This apprenticeship is recognised by the Institute for Workplace Facilities Management (IWFM). Progression routes to higher FM apprenticeships and qualifications (Awards, Certificates and Diplomas) are available.

Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills use in facilities management. In addition, the standard focuses on core behaviour competencies that include: Taking responsibility for quality, promoting equity, diversity and inclusivity, responding to work demands and situations, acting ethically, taking responsibility for health, safety and welfare.

Property & Asset Management

- Asset management techniques.
- Building maintenance principles: reactive and planned.
- Property ownership principles.
- Building design, structure, accessibility, space planning and usability.

Health, Safety & Sustainability

- Compliance with health and safety regulations.
- Strategies for identifying and managing risk.
- Data analysis and reporting.
- Digital/cyber security and GDPR
- Sustainable practices and development.
- Waste management.

Continuous Improvement & Problem Solving

- Quality assurance and monitoring processes.
- Principles and techniques of continuous improvement and lean management (Kaizen).
- Problem solving techniques: root cause analysis.
- Change management techniques.
- Feedback and research.



Project Management

- Project management lifecycle and roadmap.
- Service Level Agreements (SLA's).
- Key Performance Indicators (KPI's) .
- Business operations considerations: efficiency, competitiveness and ethical issues.
- Budgets and financing, cost centres, cost control.

Customer and Stakeholder Management

- Delivering service excellence.
- Managing internal and external stakeholders' expectations.
- EDI, wellbeing and continuing professional development.
- Managing conflict.

FM Continuity & Change

- Business Continuity Plans (BCP's).
- Change management principles and techniques.
- Manage resource requirements.
- Apply and manage Standard Operating Procedures (SOP's).

Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Hygiene Cleaning Operative Level 2
- Professional Security Operative Level 2
- Security First Line Manager Level 3
- Passenger Transport Operations/Management Level 2-4

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