



**Develop
Perform
Transform**

**Apprenticeship &
Training Services**

An Employer's Guide



Where do we start?

- TSP Learn is a national training provider on the government's Apprenticeship and Assessment Providers Register.
- Over 20 years experience, delivering training & support services to large national clients & SME's including apprenticeships & qualifications across a wide range of industry sectors.
- Strong focus on the principles of delivering service excellence to internal & external customers & understanding approaches to leadership, management & effective administration.
- Specialisms in supporting Facilities Management, Security & Passenger Transport sectors.
- Ofsted Grade 2, Good provider (June 2025).
- Provider financial assurance graded: Good.
- Matrix Standard approved for information, advice, guidance & support since its introduction.
- Cyber Essentials compliant. UK GDPR compliant. Data safety is our priority.





External Benchmarks

GOV.UK

Find apprenticeship training

Ofsted

Good Provider

Matrix

Approved

Training provider

**THE SKILLS PARTNERSHIP
LIMITED**

Employer reviews

★★★★ **Excellent** (127 reviews)

► [Employer review details](#)

Apprentice reviews

★★★★ **Excellent** (180 reviews)

► [Apprentice review details](#)



Overview of Services

Funded Apprenticeship Delivery

Business, Leadership & Management

- Business Administration Level 2-3
- Project Management Level 4

Customer Experience & Service

- Customer Service Level 2-3

FM & Protective Services

- Facilities Services Operative Level 2
- Safety, Health and Environment Technician Level 3
- Facilities Management Level 4

Passenger Transport

- Passenger Transport Operations/Management Level 2-4

Professional Development

- Motivation & Managing Performance
- Project Management Essentials
- Time Management & Prioritisation
- Stress Management, Assertiveness & Resilience
- Train the trainer.
- Problem Ownership & Decision Making
- Dealing With Challenging Behaviour
- Customer & Stakeholder Service Excellence
- Lean Management & Business Improvement Techniques
- Presenting/Presentation Skills
- Understanding Data Protection and Data Security
- Understanding Safeguarding and Prevent

Digital Skills & Functional Skills

- Employee initial assessment & diagnostic service that can be undertaken at scale
- Digital Skills development courses from Entry Level 1- Level 2
- Digital ICT Skills conversion course to Level 1 or 2
- Excel Level 1 or 2
- Presentation Software Level 1 or 2
- Using Teams/Zoom/Google: Online Presentation & Collaborative Working
- English and Maths development courses
- Deaf awareness and BSL.
- Online & at site options for all

Training Support Services

- Training programme development
- Training content creation, including app based content
- Apprenticeship information, advice and guidance services to support your workforce
- Apprenticeship recruitment support service
- 'Individual Learner Record' (ILR) management & apprenticeship administration support services
- Bespoke programme development service

Facilities Management

Accredited qualifications:

Level 2

- Certificate Facilities Services Principles

Level 3

- Award & Certificate Facilities Management

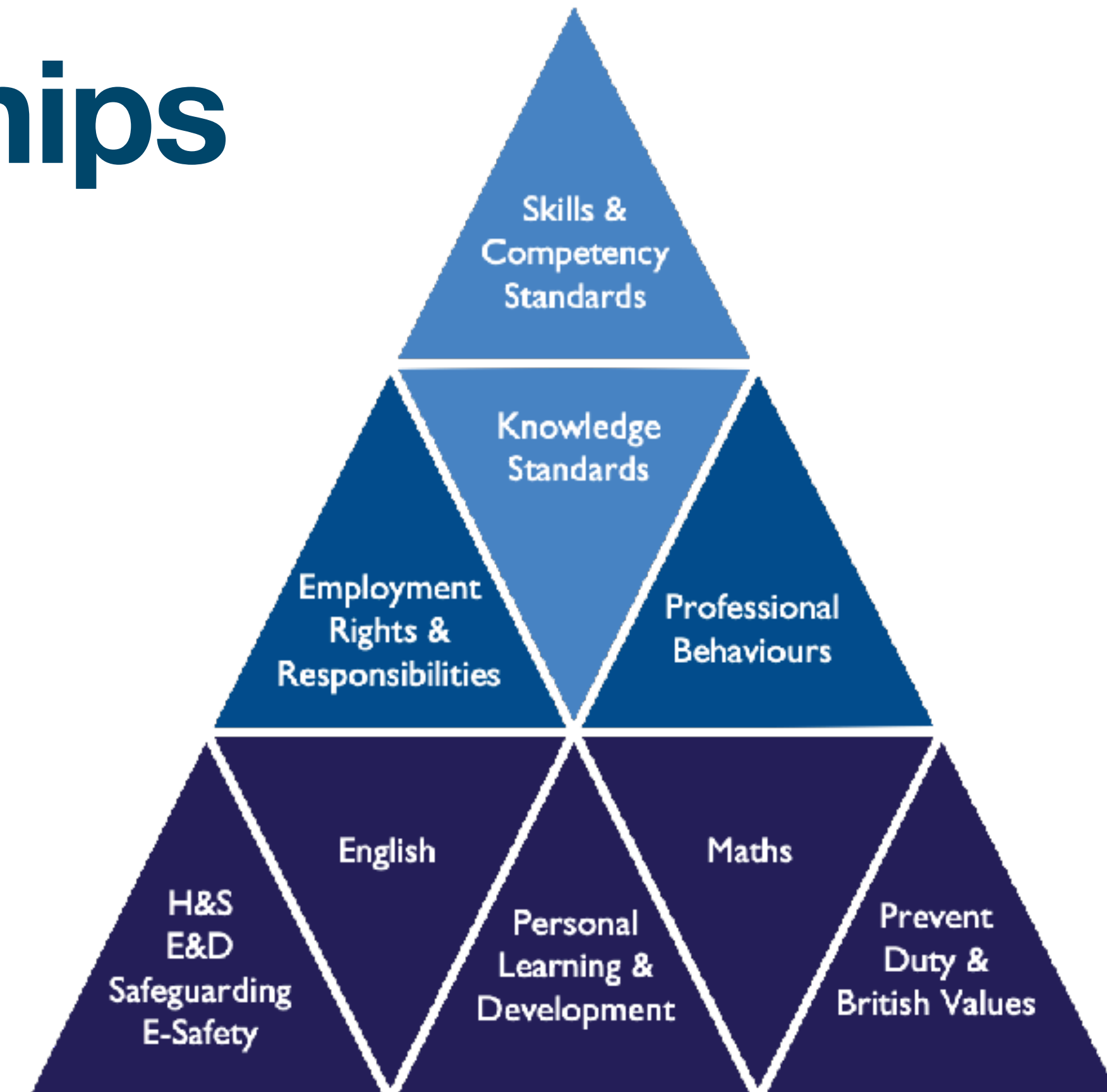
Level 4

- Award, Certificate & Diploma Facilities Management



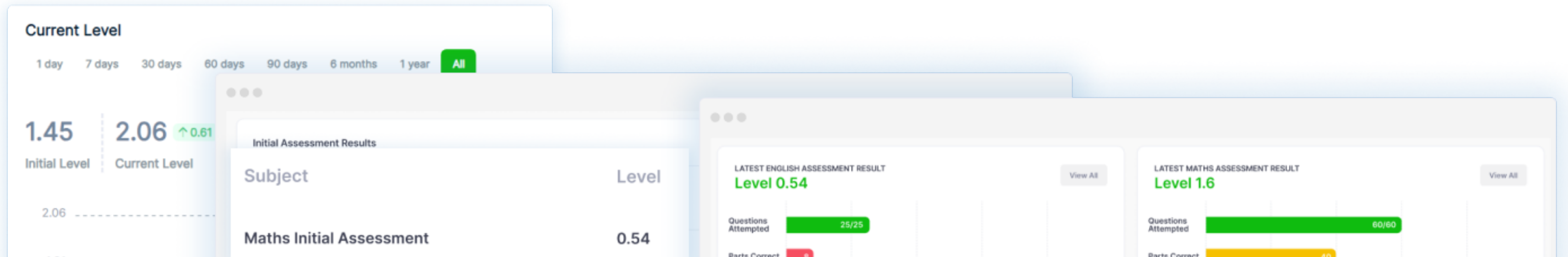
Our Approach to Apprenticeships

- We work in a genuine partnership to fit the requirements of each apprenticeship standard around your organisation's needs and existing in-house provision.
- Our national client management team provides support to develop, launch and monitor programme delivery with regular reporting.
- From initial assessment, we establish candidates' prior experience and qualifications and create individual training plans.
- Experienced teachers deliver key themed workshops.
- Personal tutors support apprentices and ensure preparation for End Point Assessment.
- Assignments and activities are set in manageable, bite-sized chunks.
- We plan and manage all auditable documentation including the collection of Off The Job learning hours. Minimum requirement 6 hours per week. Includes all workshop, tutorial, work on projects, assignments & activities, mentoring and work shadowing directly related to the apprenticeship.



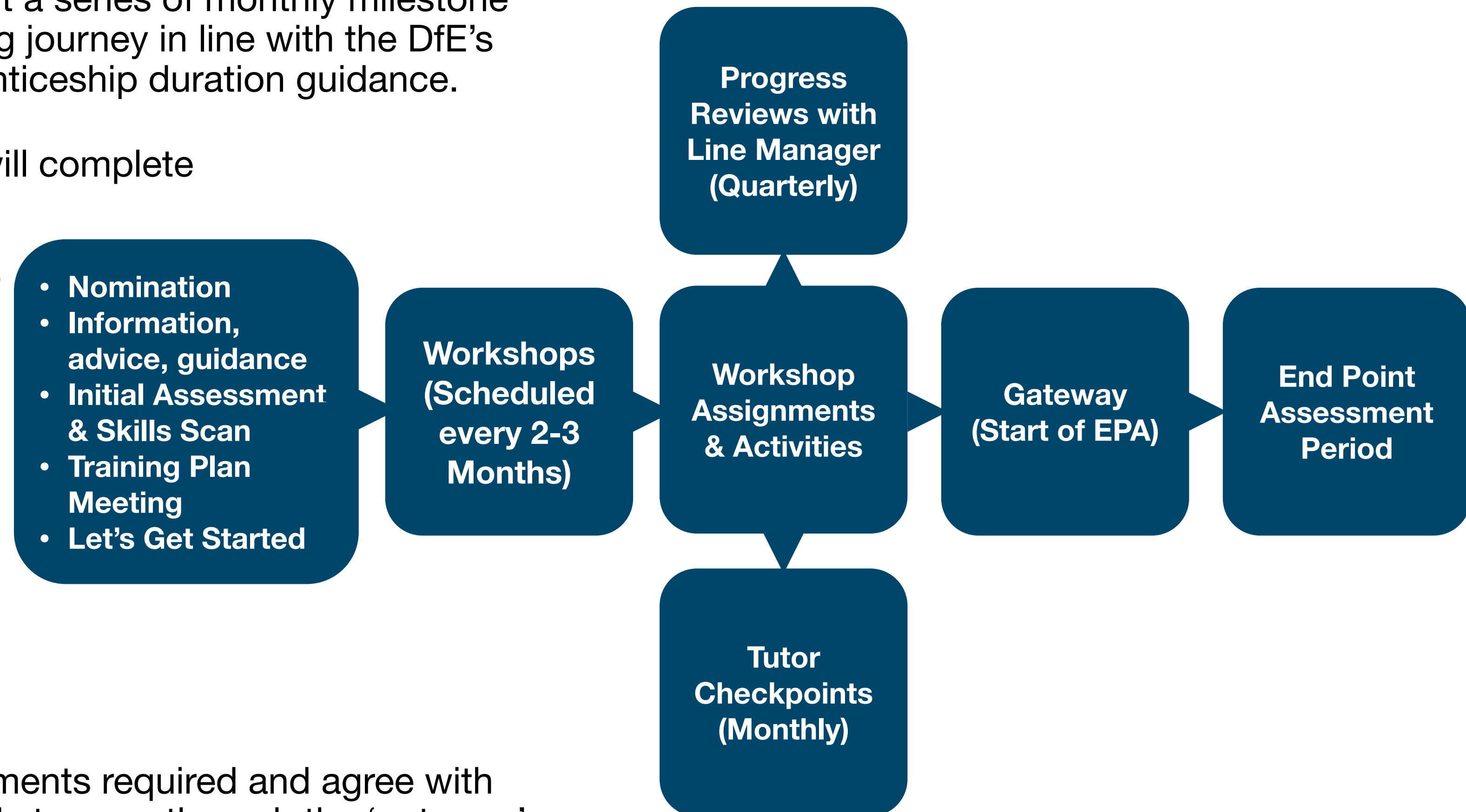
Functional Skills: English & Maths

- Functional Skills initial assessments are undertaken during application to all of our training programmes using online assessments provided by the Pass Functional Skills learning platform.
- The compulsory achievement requirement of functional skills, for those aged 19+ at the start of their apprenticeship, has been removed.
- Individual learning programmes are generated based on the initial assessment and a full range of formative and summative assessments are hosted on the online platform.
- As part of the apprenticeship programmes progress is reviewed monthly and prepares learners for their functional skills assessments.
- Progress is tracked individually and additional learning support tutors are available if required to support learner progress and achievement.
- Our Functional Skills qualifications are certificated by Open Awards. Fact sheets and Qualification specifications are also provided through our Launchpad (Moodle) system :
- English Level 1 and Level 2 Functional Skills Qualifications
- Maths Level 1 and Level 2 Functional Skills Qualifications



The Apprentice Learning Journey

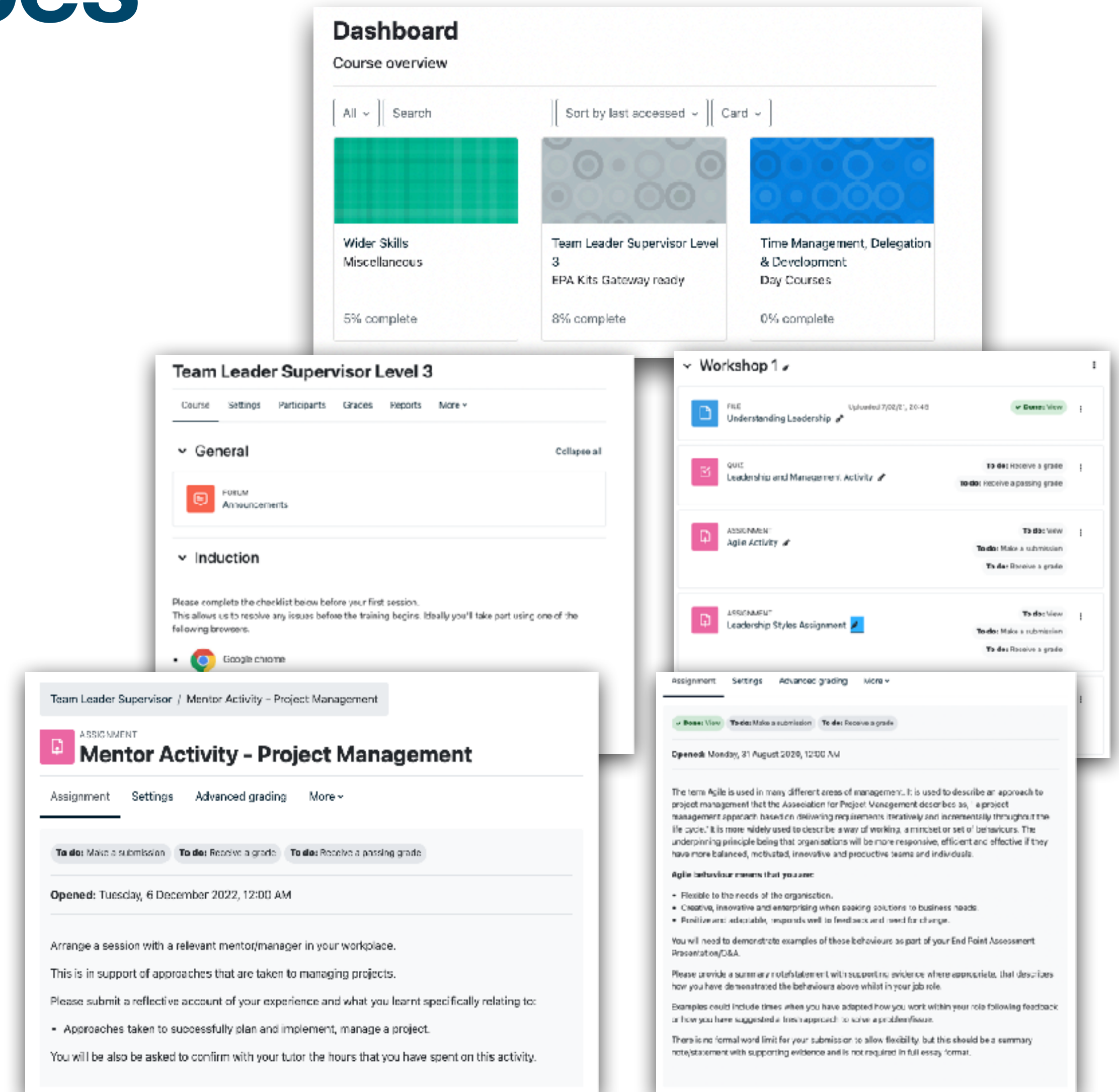
- We agree a detailed Training Plan that sets out a series of monthly milestone targets for each part of the apprentice learning journey in line with the DfE's latest off the job training and minimum apprenticeship duration guidance.
- As apprentices attend each workshop, they will complete related activities and assignments. These are designed to demonstrate that they have met the knowledge, skills and behaviour standards for the subject and level being undertaken.
- It is expected that apprentices will complete activities inbetween each workshop to stay on target for timely completion of your programme.
- Workshop & personal tutors support and guide apprentices through their programme.
- Apprentices then complete any mock assessments required and agree with their tutor and line manager that they are ready to pass through the 'gateway' and start their End Point Assessment.





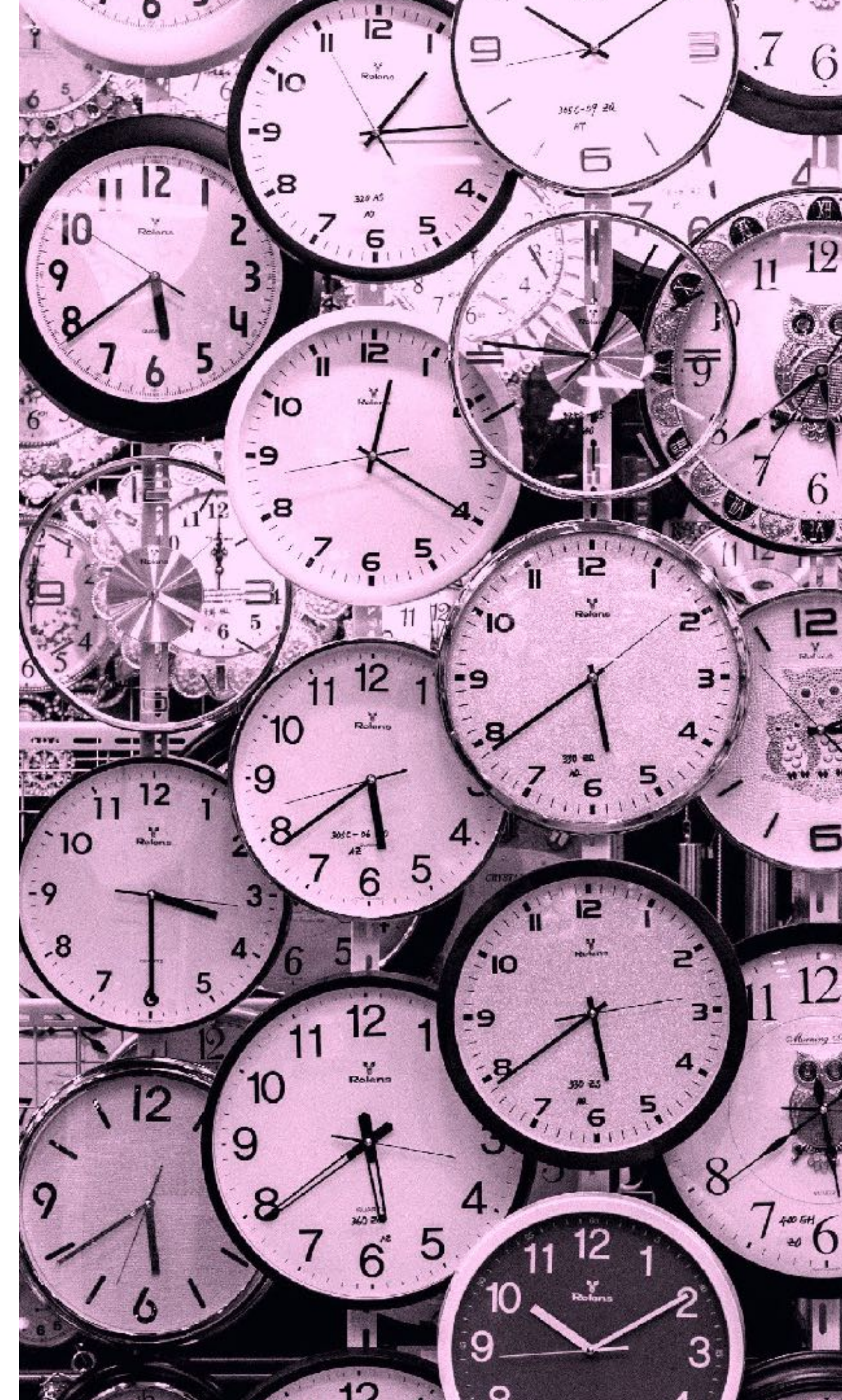
Online Learning Resources

- You will have access to one main online learning platform during your programme.
- TSP Learn's Launchpad (a Moodle learning platform)
- Your workshop assignments, activities & your End Point Assessment 'Toolkits' appear on your Course Pages.
- You access these from your Dashboard.
- You will be provided with feedback on the work that you submit.



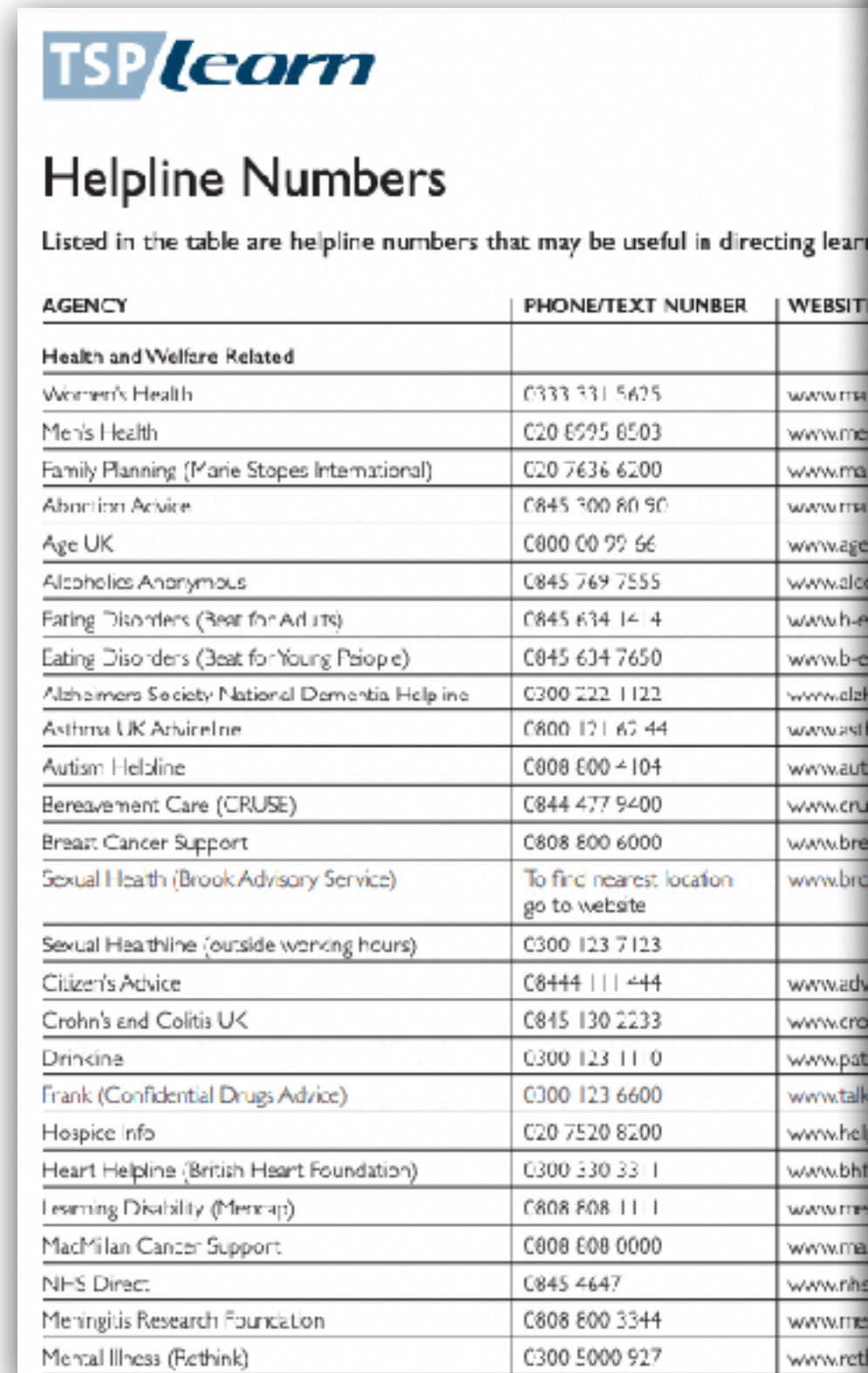
‘Off The Job’ Training Hours

- The Training Plan and Apprenticeship Agreement that we have confirmed and agreed with the apprentice and their line manager prior to this session, contains ‘Off The Job’ training hours that are allocated to:
 - Workshops
 - Tutorials
 - Online learning: assignments and activities
 - Time spent working on projects and activities for your apprenticeship
 - Work shadowing/deputising and mentoring
- Every month, the tutor will invite the apprentice to confirm the hours they have completed and the work they have submitted. This is summarised in a management report showing percentage progress made.
- This will be confirmed using your VQ Manager account.



Safeguarding, Welfare & Well-Being

- We believe that safeguarding is very important. All staff are expected to demonstrate their commitment to safeguarding and the promotion of the welfare of our learners, colleagues, children, young people and vulnerable adults.
- We support this by:
 - Ensuring that apprentices can learn and work safely.
 - Supporting equality of opportunity for all of our learners.
 - Protecting our learners from abuse, neglect, bullying and harassment.
 - Providing our accredited Safeguarding training content as part of our Wider Skills learning.
 - Providing our safeguarding hotline number and support from our designated safeguarding officer (DSO) and designated safeguarding lead (DSL).
 - We also support our learners by signposting them to relevant support agencies. We provide helpline numbers in learners' information folders on the Launchpad (Moodle).
 - Every touch point with our tutors has a safeguarding and well-being check in.



TSP Learn

Helpline Numbers

Listed in the table are helpline numbers that may be useful in directing learners to relevant support agencies.

AGENCY	PHONE/TEXT NUMBER	WEBSITE
Health and Welfare Related		
Women's Health	0333 331 5675	www.mh
Men's Health	020 6595 6503	www.mh
Family Planning (Marie Stopes International)	020 7636 6200	www.msi
Abortion Advice	0845 500 80 90	www.msi
Age UK	0800 00 99 66	www.age
Alcoholics Anonymous	0845 769 7555	www.alco
Eating Disorders (Beat for Adults)	0845 634 14 14	www.beat
Eating Disorders (Beat for Young People)	0845 634 7650	www.beat
Alzheimer's Society National Dementia Helpline	0300 222 1122	www.alz
Asthma UK AsthmaLine	0800 121 62 44	www.asth
Autism Helpline	0808 800 4 104	www.aut
Bereavement Care (CRUSE)	0844 477 9400	www.cru
Breast Cancer Support	0808 800 6000	www.bre
Sexual Health (Brook Advisory Service)	To find nearest location go to website	www.bro
Sexual Healthline (outside working hours)	0300 123 7123	
Citizen's Advice	08444 111 444	www.wadv
Crohn's and Colitis UK	0845 130 2233	www.cro
Drinking	0300 123 11 0	www.pat
Frank (Confidential Drugs Advice)	0300 123 6600	www.talk
Hospice Info	020 7520 8200	www.hel
Heart Helpline (British Heart Foundation)	0300 330 33 1	www.bhf
Learning Disability (Mencap)	0808 808 11 1	www.men
MacMillan Cancer Support	0808 808 0000	www.mam
NHS Direct	0845 4647	www.nhs
Meningitis Research Foundation	0808 800 3344	www.men
Mental Illness (Rethink)	0300 5000 927	www.reth

- Do you feel safe in your workplace?
- Do you feel safe in your home?
- Do you feel discriminated against for any reason?
- Do you suspect someone is being victimised or abused?
- Are you a victim of cyber-bullying?

If children are involved please contact **Child-line** on **0800 111 1**

Please contact our Safeguarding Officer on: 07583 876858

Your call will go to voicemail. Please leave a message, giving your name and contact number and you will be contacted within 24 hours. Please state a preferred time for the return call.

Our number one priority is your health, safety and welfare which includes extremism and radicalisation as part of the Prevent Duty. We promote and encourage a belief in The British Values.

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

We're here to help **07583 876858** 

Equality (Equity), Diversity and Inclusion

- Equality means ensuring individuals or groups of individuals are treated fairly, equally and no less favourably according to their needs, despite their race, gender, disability, religion or belief, sexual orientation and age. Promoting equality should prevent discrimination. We support equality and equity, recognising that each person has different circumstances and that we need to allocate the resources needed to reach an equal outcome.
- Diversity aims to recognise, respect and value people's differences – and their ability to contribute to society and realise their full potential – by promoting an inclusive culture for all. Those differences can help to create a richer, more creative and more productive working environment.
- Inclusion is striving positively to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.
- We want to make sure that nobody encounters unreasonable obstacles or harassment from us or anybody else in pursuing their rights to education and training. We have anti-harassment procedures in place in the company.





Learning support

- All of us learn in different ways and most of us face barriers or challenges of some sort when we are learning.
- Identifying and helping overcome obstacles to successful completion of a course is part of the delivery of our training. However, we need your help to plan it so that we can allocate the right resources.
- When your employees apply for a course with TSP we'll ask them to identify if there is anything that they would like to share with us.
 - This can include any mobility or health issues or a sensory impairment.
 - It can also include information about their prior qualifications and experience.
 - It could include information about whether they have dyslexia or dyscalculia.
 - It might be information about a learning disability.
- It is possible to adapt and flex our delivery to support them in the most appropriate way.
- They might need some extra one to one support with English or Maths for example.
- There are adjustments that can be made to their formal assessments, such as extra time or the provision of a 'reader' or 'scribe' to help them.
- It's important to talk to us and share their situation so that we can help them.





Recruiting An Apprentice

We will:

- Provide you with a recruitment coordinator.
- Help match your role and responsibility requirements to the right Apprenticeship Standard.
- Confirm what funding is available from the apprenticeship levy/digital account.
- Advertise (with your permission) your apprenticeship using the Find An Apprenticeship .gov website.
- Ensure that, when you have selected an apprentice, all eligibility and suitability checks are carried out.
- Provide the appropriate apprenticeship agreement, commitment documentation and Training Plan.
- Ensure that you are aware of how to apply for and receive any government incentives.





Develop
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Apprenticeship
Standards

Portfolio



Flexible Funded Apprenticeship Routes

Previous Apprenticeship (De-funded/Commercially Funded Only)	New Primary Options (Recommended)	Alternative Options	Aimed At:
Cleaning Hygiene Operative L2	Cleaning Operative - FM Route (Facilities Services Operative L2)	Cleaning Operative - SHE Route (Safety, Health & Environment Technician L3)	Commercial and healthcare cleaners
Professional Security Operative L2	Security Operative - FM Route (Facilities Services Operative L2)	Security Operative - CX Route (Customer Experience) (Customer Service Practitioner L2)	Frontline security roles with customer interaction
Security First Line Manager L3	Security Leaders – CX Route (Customer Experience) (Customer Service Specialist L3) Facilities Leaders - FM Route (Accelerated - Facilities Manager L4)	Security Leaders - SHE Route (Safety, Health & Environment Technician L3) Security Leaders - PM Route (Associate Project Manager L4)	Security supervisors managing teams, client relationships, and service delivery
Facilities Management Supervisor L3	Facilities Leaders - FM Route (Accelerated - Facilities Manager L4)	Facilities Leaders - SHE Route (Safety, Health & Environment Technician L3)	FM supervisors progressing into strategic FM roles
Team Leader L3	Operational Leaders - Business Route (Business Administrator L3)	Operational Leaders - PM Route (Associate Project Manager L4) Operational Leaders – CX Route (Customer Experience) (Customer Service Specialist L3)	Team leaders, supervisors and first line managers
Operational Manager L5	Operational Leaders - FM Route (Facilities Manager L4)	Operational Leaders - PM Route (Associate Project Manager L4)	Operational and departmental leaders working in FM and related sectors



Apprenticeship Directory

Click on the sector
that you would like to
find out more about...





Business, Leadership & Management

Apprenticeship
Standards

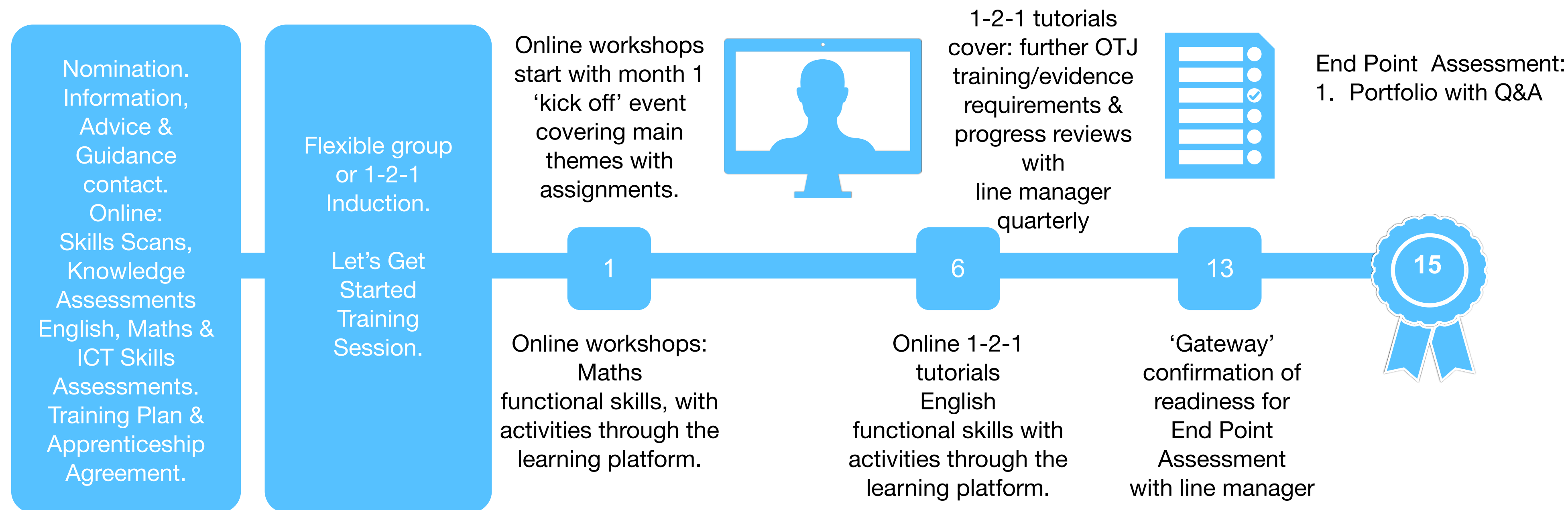
Portfolio



Business Administration, CX, Leadership & Management

Routes	Standard Workshop Group	Route Specific Online Content (Examples)	Who is it for?
Administration Assistant (Available Summer 2026)	Administration Assistant L2		Administrative assistants and administrators aged 16-24
Advanced Business Administrator	Administration Assistant L3		Business administrators and office managers
Operational Leaders - Business Route	Business Administrator L3	Leadership style, Motivation, Emotional Intelligence	Team Leaders, Supervisors, Line Managers and Team/Office Managers
Operational Leaders - PM Route	Associate Project Manager L4	Leadership style, Motivation, Emotional Intelligence	Managers in team or departmental leadership roles who will be responsible for managing projects
Customer Service Practitioner	Customer Service Practitioner L2		Customer Service operatives, those working in CX account management or similar roles.
Customer Service Specialist	Customer Service Specialist L3		Those working as specialists in Customer Service. Team leaders, supervisors and managers with responsibilities for analysing and problem solving within CX and Customer Service.

Learning Journey Administration Assistant 2



Administration Assistant 2 Workshops

Workshop 1

Organisational Responsibilities & Legislation

Your Organisation & The Marketplace

Business Principles & Policies

Legislation & Regulation

Workshop 2

Customer Service Excellence

Managing Stakeholders

Managing expectation

Effective communication

Service Excellence & Right First Time

Workshop 3

Using IT & Data

Working with data

IT equipment, applications use:

Document & presentation production

Managing information for stakeholders

Collecting and using feedback

Workshop 4

Problem Solving & Quality Improvement

Problem ownership

Root cause analysis

Dealing with conflict & challenging behaviour

Assertiveness & influence

Resilience

Workshop 5

Personal Management & Wellbeing

Time Management

Prioritisation

CPD

Wellbeing

Workshop 6

Projects & Finance

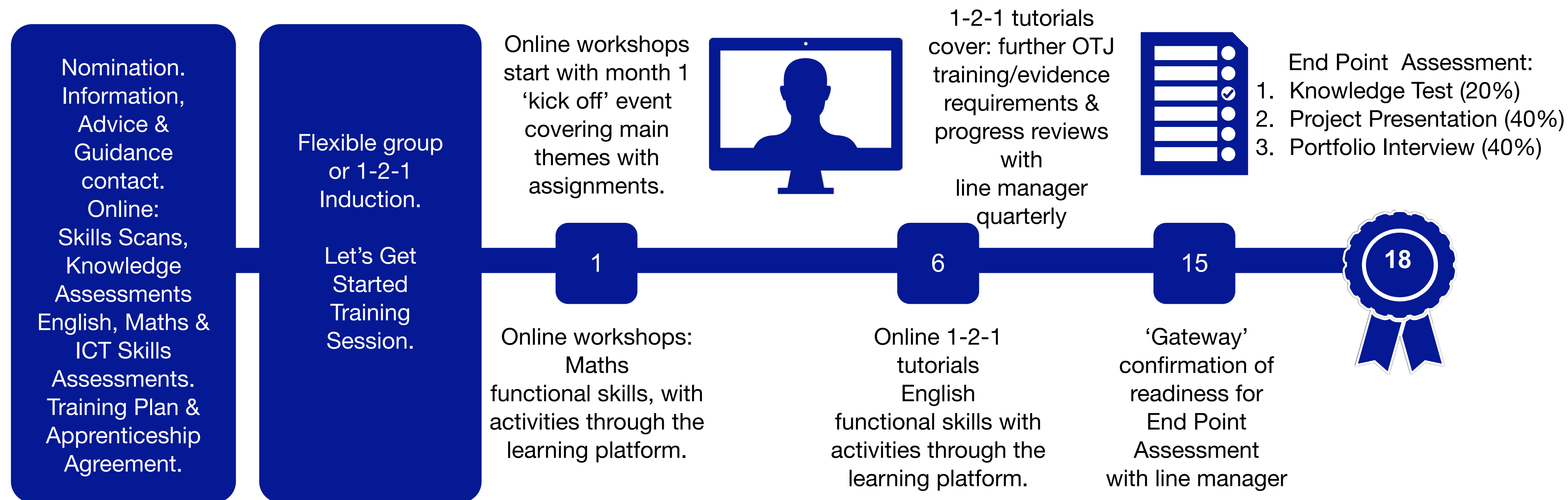
Planning projects (E.g. events)
Project

Essentials
Finance
Essentials

Understanding budgets

Monitoring and reporting

Learning Journey Business Administrator 3



Business Administrator 3 Workshops

Workshop 1

**Leadership
Responsibilities,
Legislation &
Regulation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Legislation &
Regulation
CSR

Workshop 2

**Project
Management
Essentials**

Project Lifecycle

Planning

Risk
management

Implementation

Reporting &
Using IT
Resources

Workshop 3

**Relationships,
Stakeholders &
Communication**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence

Workshop 4

**Problem
Solving &
Quality
Improvement**

Working with
challenges

Problem
ownership, root
cause analysis

Plan, Do,
Check, Act
(Action Plan for
issue
resolution)

Effective
Decisions

Workshop 5

**Personal
Management**

Time
Management

Prioritisation

CPD

Coaching
GROW Model

Workshop 6

**Finance &
Reporting**

Budgeting

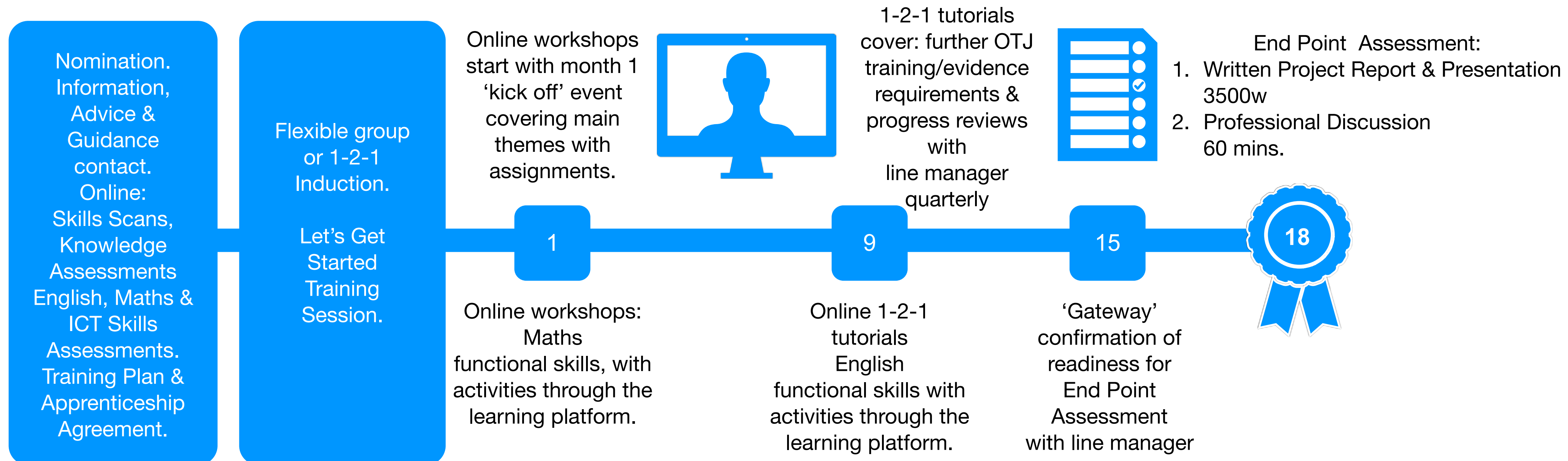
Reporting

Procurement

Contracts

SLA's

Learning Journey Associate Project Manager 4



Associate Project Manager 4 Workshops

Workshop 1

**Leadership
Responsibilities,
Legislation &
Regulation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Leadership

Legislation &
Regulation
CSR

Workshop 2

**Project
Management
Essentials**

Project Lifecycle

Planning

Risk
management

Implementation

Reporting &
Using IT
Resources

Workshop 3

**Relationships,
Stakeholders &
Communication**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence

Workshop 4

**Problem
Solving &
Quality
Improvement**

Working with
challenges

Problem
ownership, root
cause analysis

Plan, Do,
Check, Act
(Action Plan for
issue
resolution)

Effective
Decisions

Workshop 5

**Personal
Management**

Time
Management

Prioritisation

CPD

Coaching
GROW Model

Workshop 6

**Finance &
Reporting**

Budgeting

Reporting

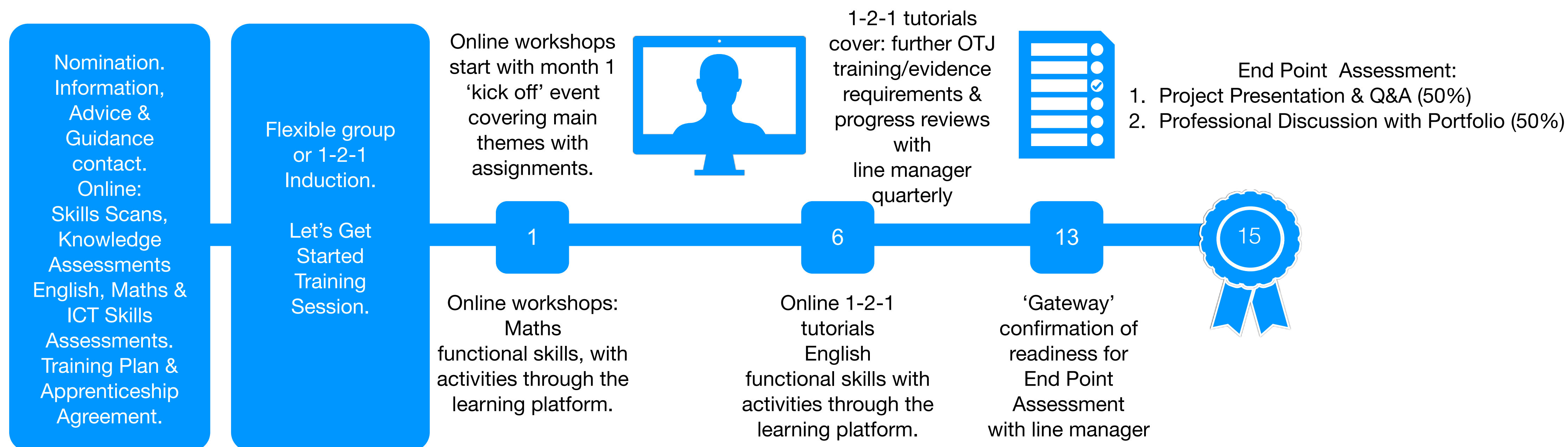
Procurement

Contracts

SLA's

Learning Journey

Team Leader 3



Team Leader 3 Workshops

Workshop 1

Kick Off Session

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Leadership Styles

Legislation &
Regulation
CSR

Workshop 2

Project Management Essentials

Project Lifecycle

Planning

Risk
management

Implementation

Reporting &
Using IT
Resources

Workshop 3

Relationships, Stakeholders & Communication

Managing
Stakeholders

Effective
communication

Assertiveness

Service
Excellence &
Right First Time

EDI

Team Wellbeing

Workshop 4

Quality Improvement/ Conflict Management

Working with
challenges

Problem
ownership, root
cause analysis

Plan, Do,
Check, Act
(Action Plan for
issue
resolution)

Effective
Decisions

Workshop 5

Personal Management Skills

Time
Management

Prioritisation

Motivation

CPD

Coaching
GROW Model

Workshop 6

Finance, Operational Management

Finance
essentials

Contracts

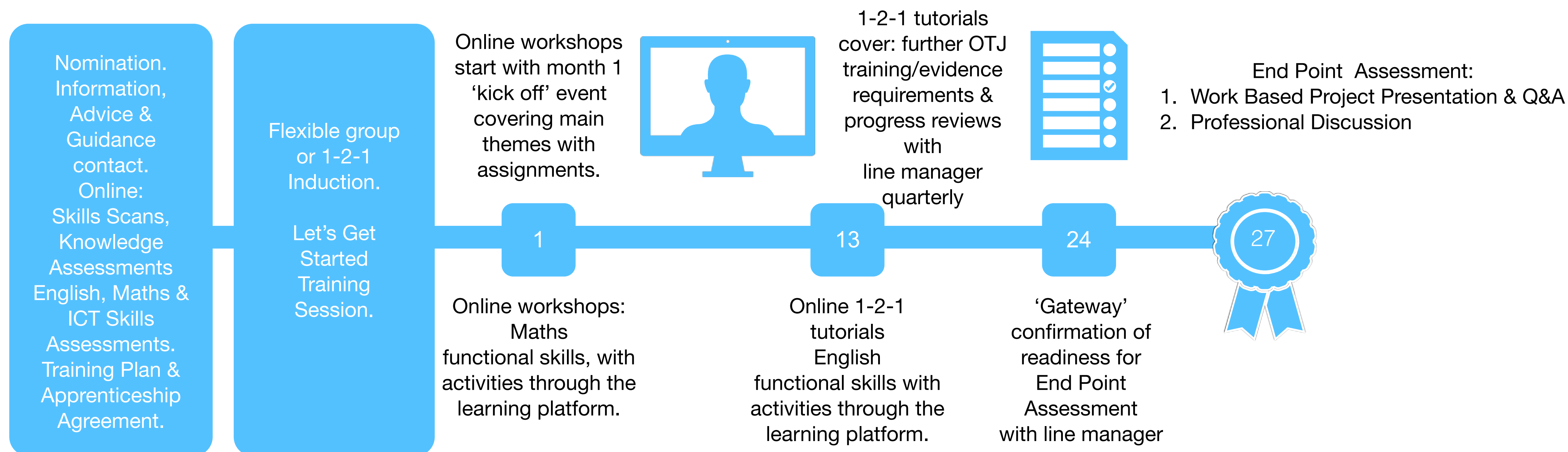
SLA's

Operational
management

Knowledge
Assessment
revision session

Learning Journey

Operations Manager 5



Operations Manager 5 Workshops

Workshop 1

Kick Off Session

Leadership responsibilities

Leadership style

Legislation & regulation

Change

CSR

Workshop 2

Project Management Essentials

Project Lifecycle

Planning

Risk management

Implementation

Workshop 3

Customer Service Excellence

Managing stakeholders

Managing expectation

Effective communication

Service Excellence & Right First Time

Workshop 4

Problem Solving/ Conflict

Working with challenges

Problem ownership, root cause analysis

Plan, Do, Check, Act
(Action Plan for issue resolution)

Effective Decisions

Workshop 5

Personal Management Skills

Time Management

Prioritisation

Feedback

CPD

GROW Model

Workshop 6

Finance, Operational Management

Finance essentials

Contracts

SLA's

Operational management

Managing multiple teams

Knowledge Assessment
revision session

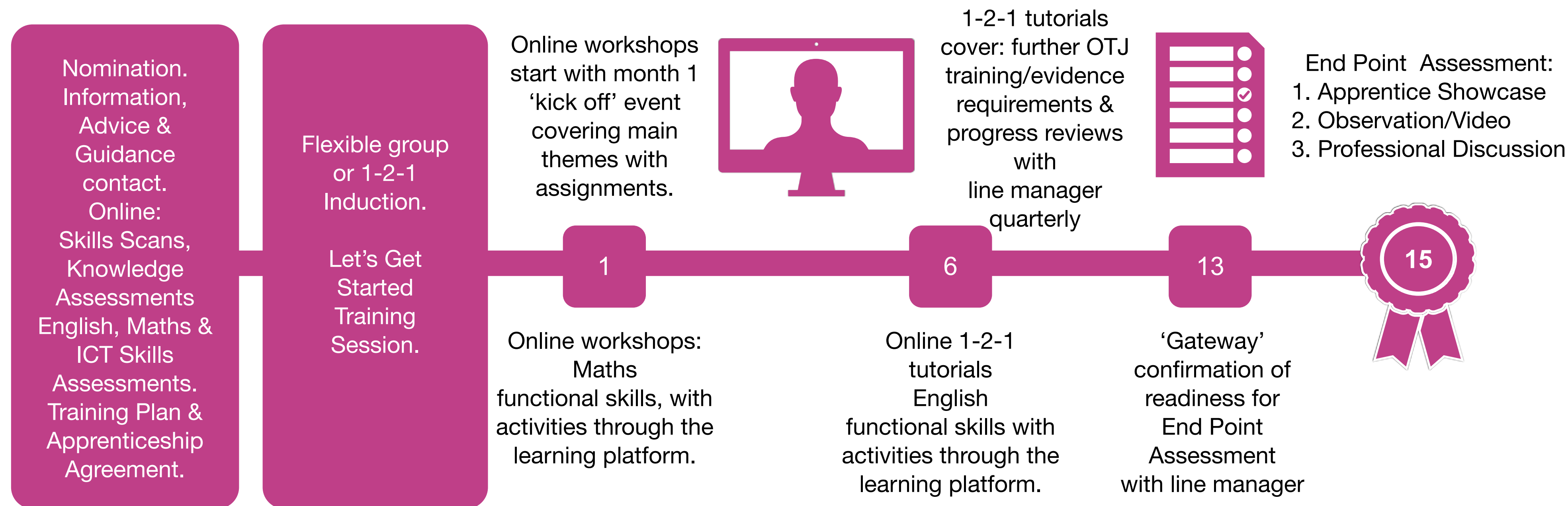


Customer
Service &
Experience

Apprenticeship
Standards

Portfolio

Learning Journey Customer Service Practitioner 2



Customer Service Practitioner 2 Workshops

Workshop 1

**Organisational
Responsibilities &
Legislation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Legislation &
Regulation

Workshop 2

**Customer
Service
Excellence**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence &
Right First Time

Workshop 3

Using IT & Data

Working with
data

IT equipment,
applications use:

Document &
presentation
production

Managing
information for
stakeholders

Collecting and
using feedback

Workshop 4

**Problem
Solving &
Quality
Improvement**

Problem
ownership

Root cause
analysis

Dealing with
conflict &
challenging
behaviour

Assertiveness
& influence

Resilience

Workshop 5

**Personal
Management
& Wellbeing**

Time
Management

Prioritisation

CPD

Wellbeing

Workshop 6

**Projects &
Finance**

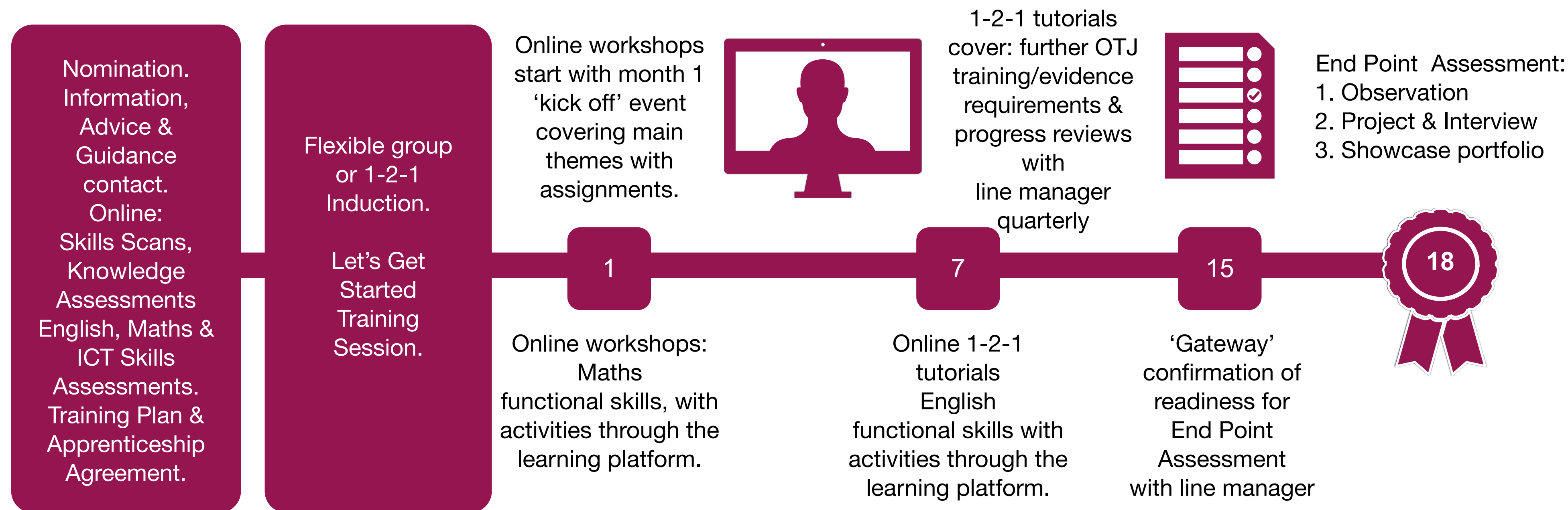
Planning
projects (E.g.
events)
Project

Essentials
Finance
Essentials

Understanding
budgets

Monitoring and
reporting

Learning Journey Customer Service Specialist 3



Customer Service Specialist 3 Workshops

Workshop 1

**Leadership
Responsibilities,
Legislation &
Regulation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Legislation &
Regulation

Workshop 2

**Project
Management
Essentials**

Project Lifecycle

Planning

Risk
management

Implementation

Reporting

Workshop 3

**Relationships,
Stakeholders &
Communication**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence &
Right First Time

Workshop 4

**Problem
Solving &
Quality
Improvement**

Working with
challenges

Problem
ownership, root
cause analysis

Plan, Do,
Check, Act
(Action Plan for
issue
resolution)

Effective
Decisions

Workshop 5

**Personal
Management
Skills**

Time
Management

Prioritisation

CPD

Coaching
GROW Model

Workshop 6

**Finance &
Reporting**

Budgeting

Reporting

Procurement

Contracts

SLA's



Facilities Management & Protective Services

Apprenticeship
Standards

Portfolio

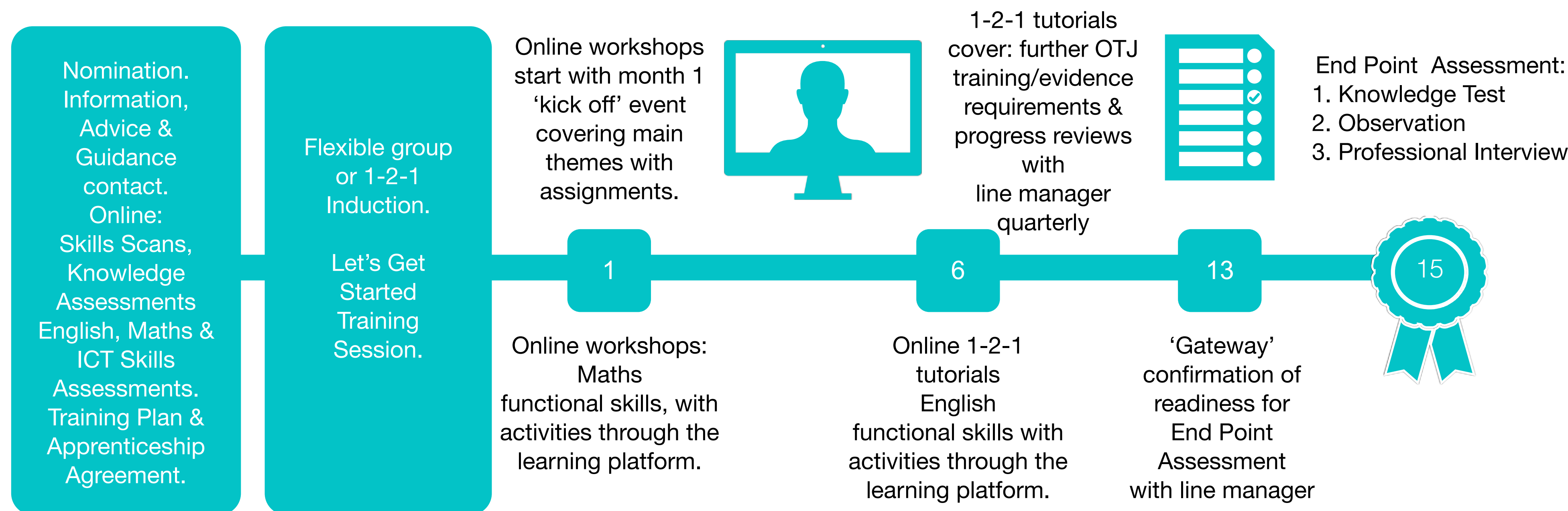


Facilities Management & Protective Services

Routes	Standard Workshop Group	Route Specific Online Content (Examples)	Who is it for?
Cleaning Operative - FM Route	Facilities Services Operative L2	Cleaning v disinfection, colour coding, prepare and carry out a clean, types of waste, healthcare standards	Frontline cleaners.
Cleaning Operative - SHE Route	Safety, Health & Environment Technician L3	Cleaning v disinfection, colour coding, prepare and carry out a clean, types of waste, healthcare standards	Cleaners who are looking to develop into future supervisors and have an interest in SHE and promoting safety culture.
Security Operative - FM Route	Facilities Services Operative L2	HOT Protocol, dynamic risk assessment, Licensing and new security legislation including Martyn's Law.	Frontline security guards.
Security Operative - CX Route	Customer Service Practitioner L2	CX journey, HOT protocol, dynamic risk assessment, Licensing and new security legislation including Martyn's Law.	Frontline security guards who have interaction with external customers in a meaningful way at events etc.
Security Leaders – CX Route	Customer Service Specialist L3	CX journey and problem solving, analysing and addressing feedback, co-ordinating a team to respond to CX issues.	Security team leaders, supervisors, line managers who have interaction with external customers in a meaningful way and can review and address issues.
Security Leaders - SHE Route	Safety, Health & Environment Technician L3	Problem solving, analysing and addressing feedback, promoting positive safety culture and new security legislation including Martyn's Law.	Security team leaders, supervisors who have a focus on safe operating practice and sustainable practice.
Security Leaders - PM Route	Associate Project Manager L4	Scoping and scheduling improvements to the security provision. Risk, issue and change control. Data analysis and reporting. Problem solving and decision support. Leadership and team delivery.	Security team leaders, supervisors who have been charged with improving practice.
Facilities Leaders - FM Route	Facilities Manager L4	Property and quality management plans, cost, resourcing and maintenance requirements, SHE, use of information, KPI's, SLA's. Ethics, integrity,	FM supervisors, line managers and leaders who are in charge of assets and a range of services within facilities.
Facilities Leaders - SHE Route	Safety, Health & Environment Technician L3	SHE legislation and compliance, control measures and safe systems of work, recommend improvements and innovations.	FM supervisors, line managers and leaders who have a focus on safe operating practice and sustainable practice and are required to share information.

Learning Journey

Cleaning Hygiene Operative 2



Cleaning Hygiene Operative 2 Workshops

Workshop 1

Kick Off Session

Health & Safety
Managing risk

Uniform & PPE
Safe use of equipment
Following SOPs

Legislation
HSAWA/COSHH/RIDDOR/
UKGDPR/
PAT Testing
(Healthcare Pathway -
National Standards of
Healthcare Cleanliness)

Sustainability
CSR/ESG

Workshop 2

Delivering Service Excellence

Key stakeholders &
suppliers of services

Working in diverse
environment and
recognising end service
user needs

Effective communication:
clients & colleagues

Meeting contract
requirements

Workshop 3

Safe Cleaning Practices 1

Preparation:
Safe operating
Stock storage
Equipment security &
maintenance
Stock control & rotation

Routine and rapid cleans in
line with SOP's

Soil classification
Removal methods

Colour coding

Dealing with routine and non-
routine waste

Introduction to prioritisation

Workshop 4

Safe Cleaning Practices 2

Recap on waste streaming
and environmental impact

Infection prevention and
control

Cleaning equipment.

Recognise the signs of and
report pest infestation

Accurate data reporting

Visual checks, audits &
quality assurance

Quality improvement

Workshop 5

Personal Management

Own your actions - taking
responsibility

Problem solving

Guidance and support.

Time management &
prioritisation - rapid response
cleans

Workshop 6

Revision Session

Assessment Specification

Terminology

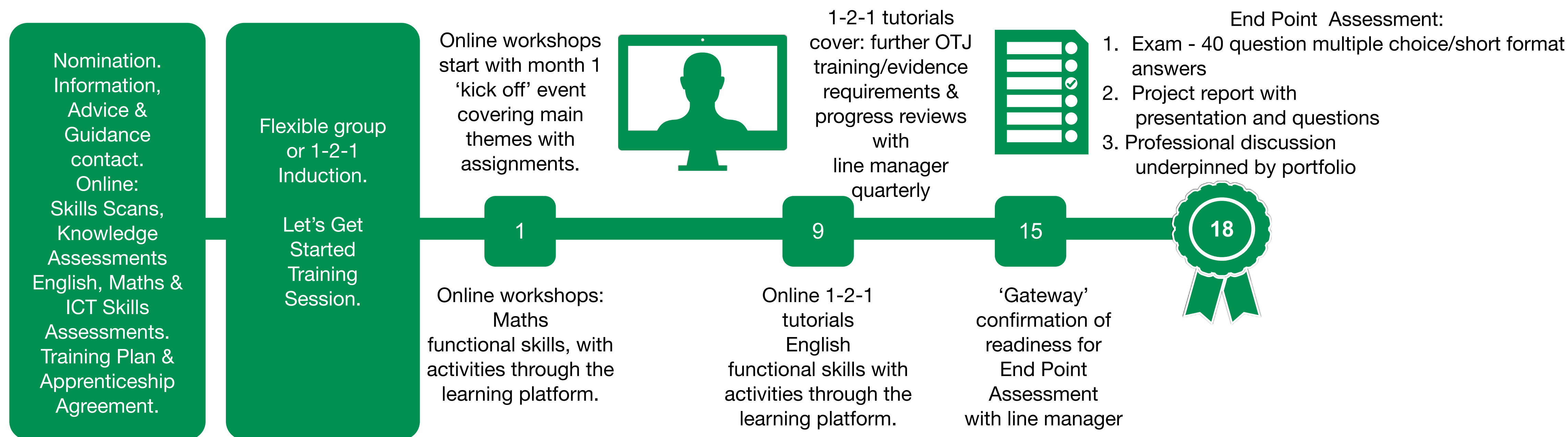
Practice questions

Completing your
toolkit

Approaching your EPA

Learning Journey

Safety, Health & Environment (SHE) Technician 3



SHE Technician 3 Workshops

Workshop 1

Responsibilities & Legal Framework

Legislation
HSAWA
6 Pack
Roles and Strategy
Duties & accountability
Ethics and professional standards
Management systems
Leadership style
SMART

Workshop 2

Risk Management & Safe Systems

Risk assessment & control
COSHH
RIDDOR
Incident reporting
Safe systems of work
Permit to work systems
Plant and equipment safety (PUWER)
Monitoring compliance

Workshop 3

Sustainability In Practice

Environmental risks & impacts
Sustainability in operations
ESG principles
Waste, energy, pollution control
Environmental legislation
Organisational responsibility

Workshop 4

Communication & Stakeholder Management

Communication inc.
Toolbox talks and briefings
Stakeholder management
Customer service Excellence
Team Wellbeing
Influencing unsafe behaviour

Workshop 5

Continuous Improvement

Conflict Management
Problem ownership
Incident investigation
Kaizen
Root cause analysis
DMAIC
PDCA

Workshop 6

Reporting & Performance Monitoring

Inspections
Audits
Digital tools
Reporting
SLA's & KPI's

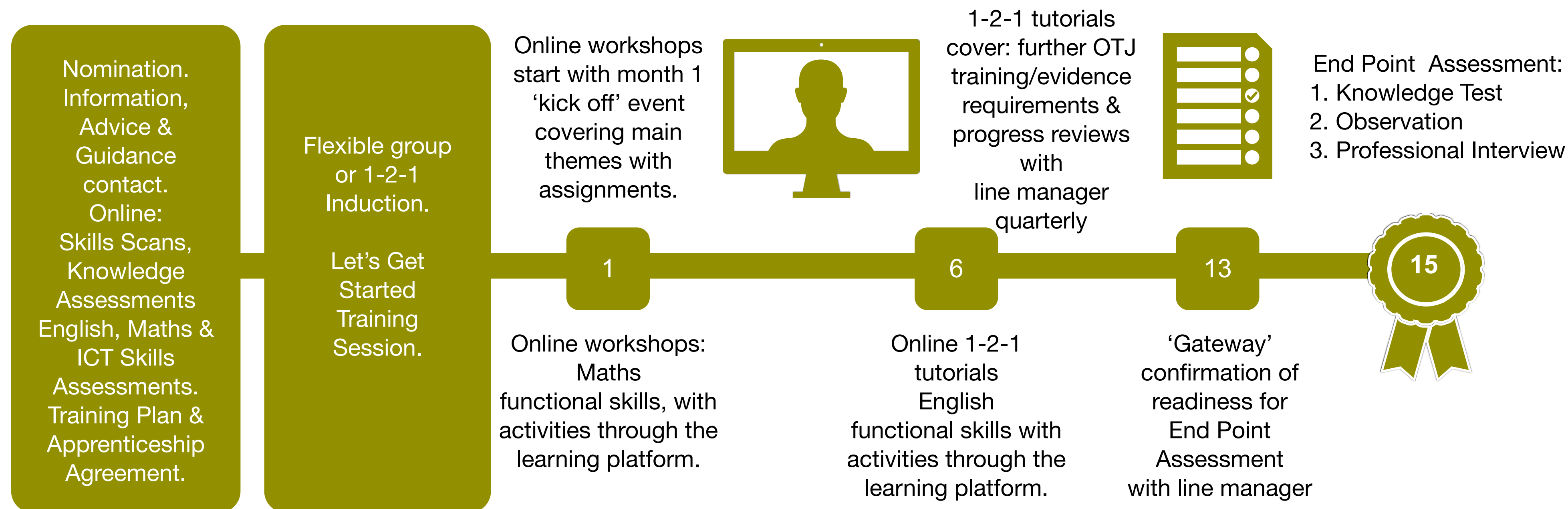
Workshop 7

Revision Session

Knowledge test preparation
Presentation skills
Professional discussion practice

Learning Journey

Facilities Services Operative 2



Facilities Services Operative 2 Workshops

Workshop 1

FM Roles & Delivery Strategy

FM roles and Organisations

Delivery strategies

Strategic, tactical, operations
SLA's/KPI's

Supporting Hard FM

Sustainability
CSR/ESG

Workshop 2

Customer Service Excellence

Key stakeholders & suppliers of services

Managing expectation

Effective communication

Right First Time

Front of House

Workshop 3

Project Management Essentials

Project Lifecycle

Risk management and incident reporting

Value for Money

Workshop 4

Problem Ownership & Continuous Improvement

Data in FM

Problem ownership, root cause analysis

Plan, Do, Check, Act
(Action Plan for issue resolution)

Continuous improvement cycle

Workshop 5

Personal Management

Time management

Prioritisation

CPD

Personal Development Plan

Workshop 6

Revision Session

Assessment Specification

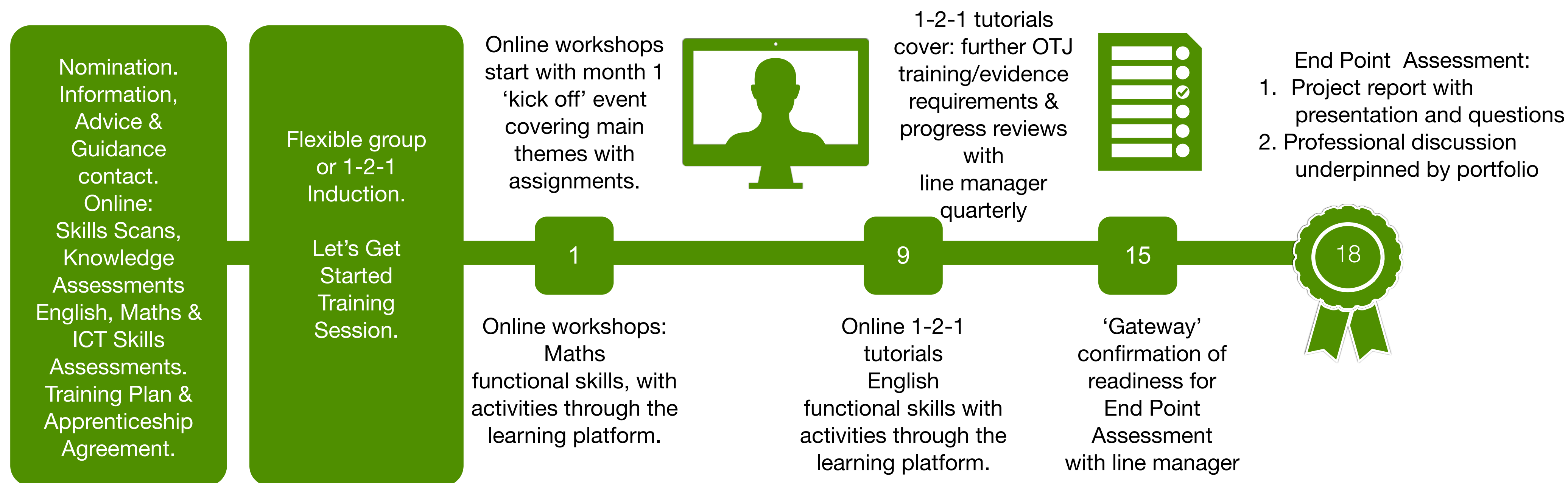
Terminology

Completing your toolkit

Approaching your EPA

Learning Journey

Facilities Management Supervisor 3



Facilities Management Supervisor 3 Workshops

Workshop 1

FM Leadership

FM Roles and
Strategy
Hard/Soft FM

Leadership Style
SMART
Situational
Leadership

Workshop 2

Sustainability, Environment & H&S

Sustainability
CSR
ESG
Legislation
H&S
Risk Management
COSHH
RIDDOR
Safe use of
equipment and
plant using
manufacturers
instructions

Workshop 3

Communication & Stakeholder Management

Communication
Stakeholder
management
Customer service
Excellence
EDI
Team Wellbeing

Workshop 4

Problem Solving & Continuous Improvement

Conflict
Management
Problem ownership
Kaizen
Root cause
analysis
DMAIC
PDCA

Workshop 5

Motivation & Development

Time Management/
Prioritisation
Motivation /
Delegate
CPD
Coaching

Workshop 6

Contracts & Finance

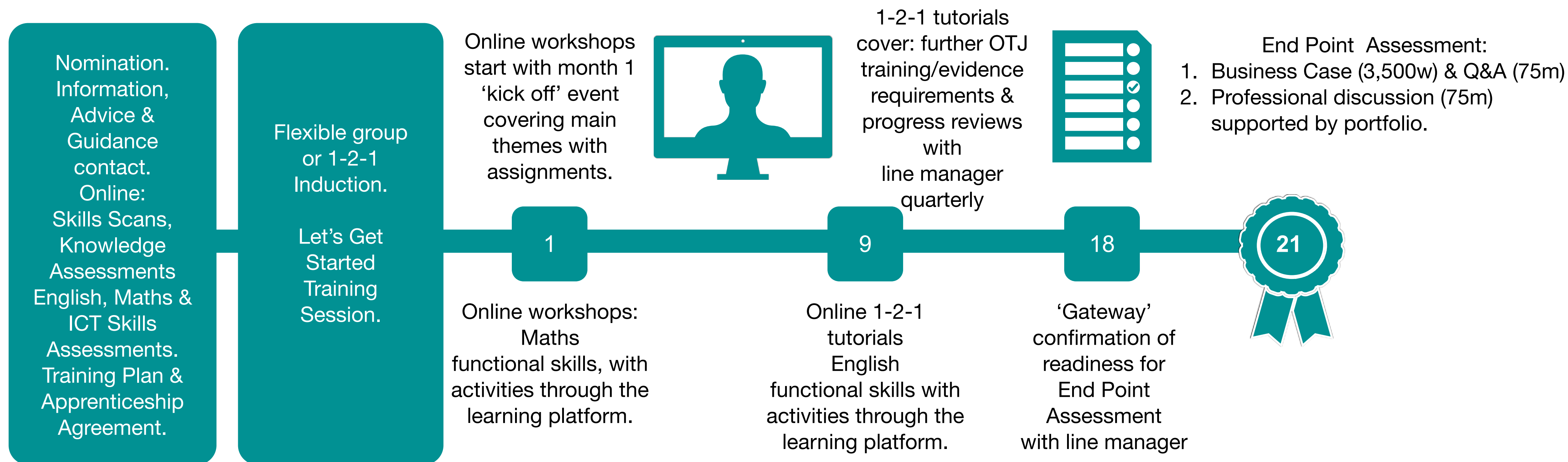
Procurement &
contract
management
Reporting
Financial
management
in FM
Budgets
SLA's & KPI's

Workshop 7

Revision Session

Revision of key
knowledge topic
areas

Learning Journey Facilities Manager 4



Facilities Manager 4 Workshops

Workshop 1

FM, Property & Asset Management (D6, D8, D9)

FM Overview

Property & Asset Management Strategy/techniques

Principles of property ownership.

Hard FM

Maintenance: How are planned & reactive tasks managed.

Workshop 2

Health, Safety & Sustainability (D1,D2,D3, D5, D12)

Health and safety regulations & compliance.

IT systems, GDPR & data compliance.

Hazard & risk management.

Sustainability (CSR/ESG)
Develop & apply sustainable practices in line with regulations.

Waste Management Intro

Workshop 3

Continuous Improvement & Problem Solving (D11)

Problem solving techniques, diagnostics & root cause analysis.

Research & feedback.

Continuous improvement techniques.

Quality assurance processes.

Workshop 4

Project Management (D6, D7, D10)

Project Management Essentials inc.

Finance & budget techniques.

SLA's & KPI's

Workshop 5

Communication & Stakeholder Management (D13)

Verbal and written communication techniques & adapting style.

Managing stakeholders.

Policies and approaches to promote equity, diversity and inclusivity.

CPD

Workshop 6

FM Continuity & Change (D4,D5)

Apply & Manage SOPs.

Change Management

Business Continuity Planning

Waste Management Strategy

Workshop 7

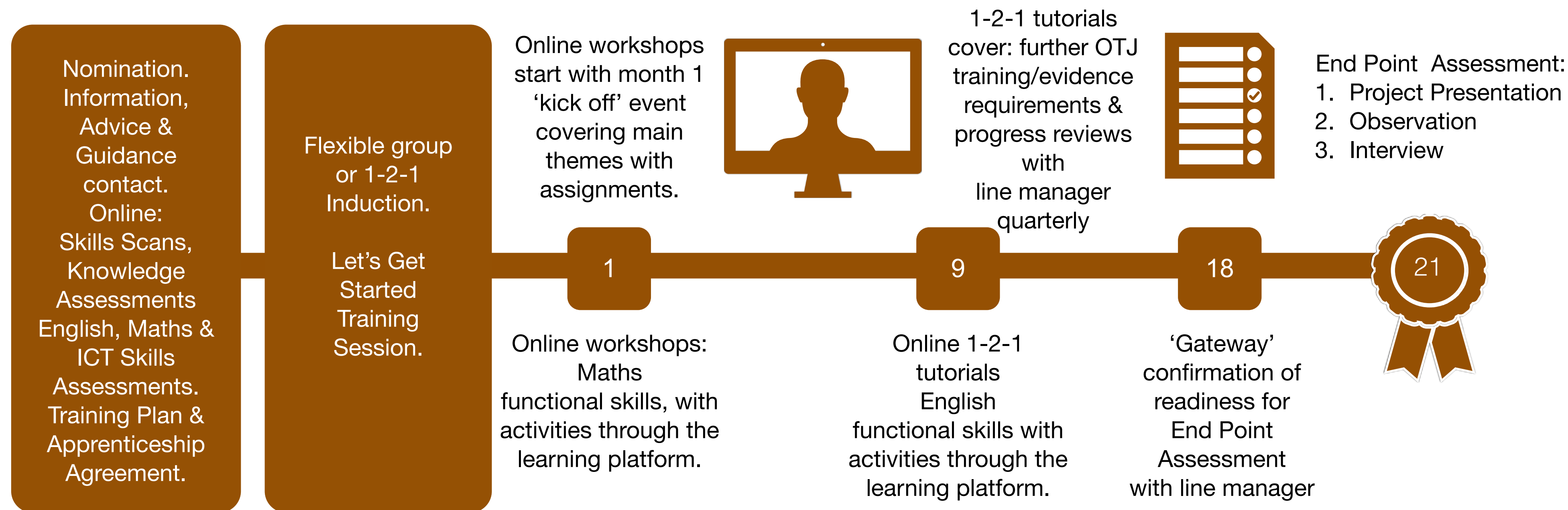
Revision

Recap on all themes.

Practice Q&A session.

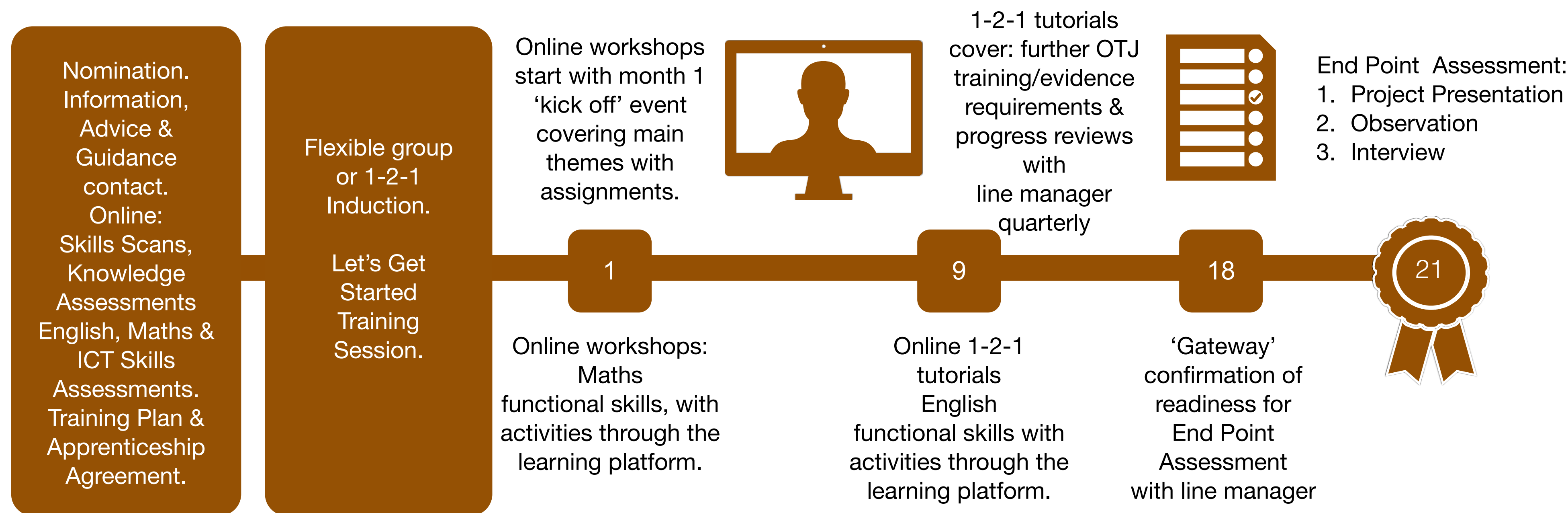
Project report outline discussion.

Learning Journey Security First Line Manager 3



Learning Journey

Security First Line Manager 3



Security First Line Manager 3 Workshops

Workshop 1

Kick Off Session

Areas: 1, 4, 9

Leadership responsibilities

Leadership style

Legislation & regulation

CSR

Workshop 2

Project Management Essentials

Areas: 6, 7, 10

Project Lifecycle

Planning

Risk management

Implementation

**Additional Online Learning:
Security Risk Management**

Areas: 3, 7, 8, 10

Threat assessment

Workshop 3

Customer Service Excellence

Areas: 2, 8

Managing stakeholders

Managing expectation

Effective communication

Service Excellence & Right First Time

Workshop 4

Problem Solving/Conflict

Areas: 6

Working with challenges

Problem ownership, root cause analysis

Plan, Do, Check, Act
(Action Plan for issue resolution)

Effective Decisions

Workshop 5

Personal Management Skills

Areas: 4, 11

Time Management

Prioritisation

Feedback

CPD

Coaching
GROW Model

Workshop 6

Finance, Operational Management

Areas: 5, 12

Finance essentials

Contracts

SLA's

Operational management

Knowledge Assessment
revision session



Passenger Transport

Apprenticeship
Standards

Portfolio

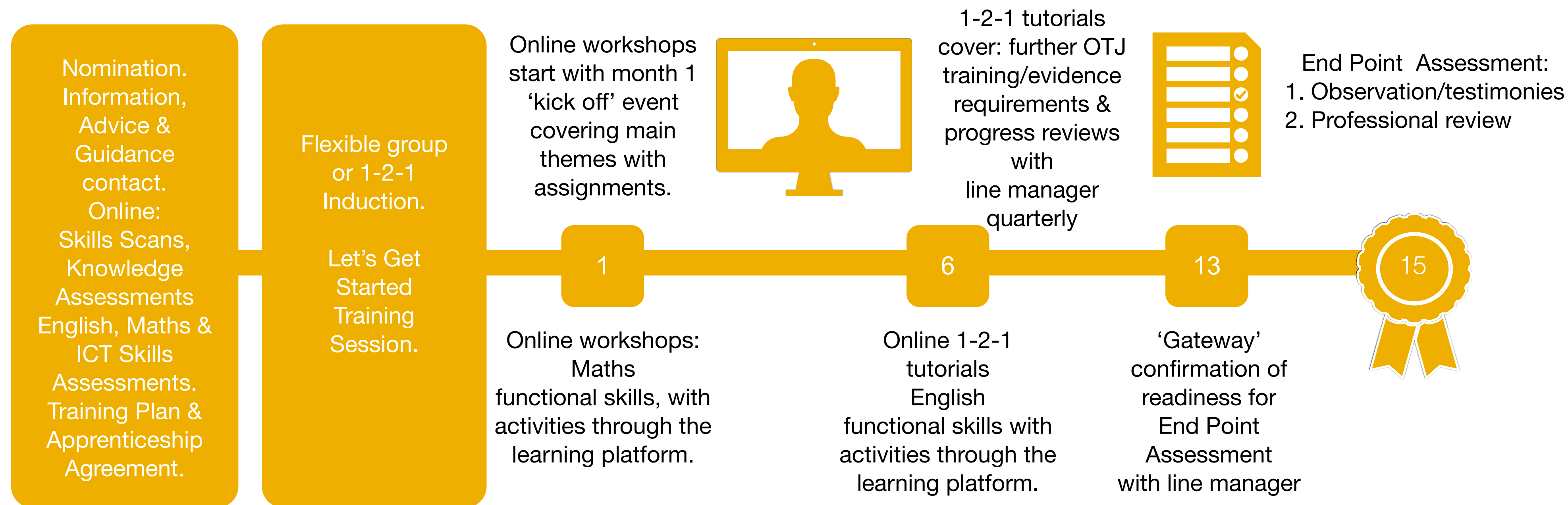


Passenger Transport Operations

Standard Workshop Group	Routes	Route Specific Online Content (Examples)	Who is it for?
Passenger Transport Operative L2	Passenger Transport Operative	N/A	Station, platform or on board train and bus team members.
Passenger Transport Operations Manager L4	Passenger Transport Operations Manager	N/A	Bus or train operational managers.

Learning Journey

Passenger Transport Operative 2



Passenger Transport Operative 2 Workshops

Workshop 1

**Organisational
Responsibilities &
Legislation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Legislation &
Regulation

Workshop 2

**Customer
Service
Excellence**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence &
Right First Time

Workshop 3

Using IT & Data

Working with
data

IT equipment,
applications use:

Document &
presentation
production

Managing
information for
stakeholders

Collecting and
using feedback

Workshop 4

**Problem
Solving &
Quality
Improvement**

Problem
ownership

Root cause
analysis

Dealing with
conflict &
challenging
behaviour

Assertiveness
& influence

Resilience

Workshop 5

**Personal
Management
& Wellbeing**

Time
Management

Prioritisation

CPD

Wellbeing

Workshop 6

**Projects &
Finance**

Planning
projects (E.g.
events)
Project

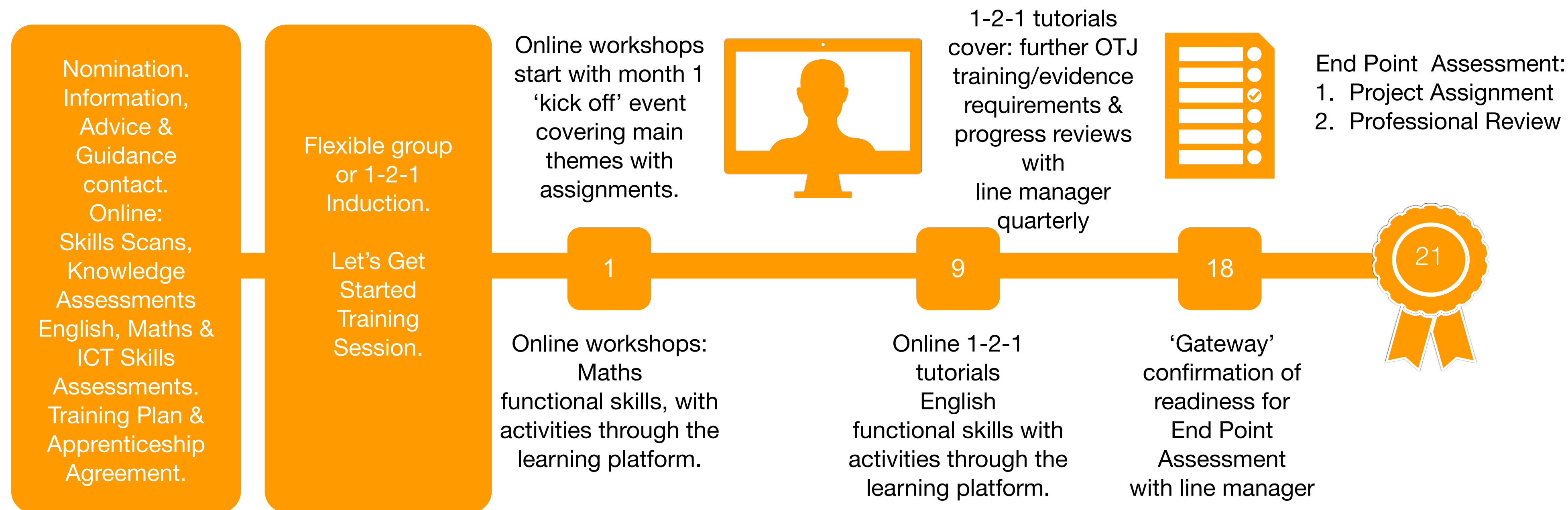
Essentials
Finance
Essentials

Understanding
budgets

Monitoring and
reporting

Learning Journey

Passenger Transport Operations Manager 4



Passenger Transport Operations Manager 4 Workshops

Workshop 1

**Leadership
Responsibilities,
Legislation &
Regulation**

Your Organisation
& The
Marketplace

Business
Principles &
Policies

Legislation &
Regulation

Workshop 2

**Project
Management
Essentials**

Project Lifecycle

Planning

Risk
management

Implementation

Reporting

Workshop 3

**Relationships,
Stakeholders &
Communication**

Managing
Stakeholders

Managing
expectation

Effective
communication

Service
Excellence &
Right First Time

Workshop 4

**Problem
Solving &
Quality
Improvement**

Working with
challenges

Problem
ownership, root
cause analysis

Plan, Do,
Check, Act
(Action Plan for
issue
resolution)

Effective
Decisions

Workshop 5

**Personal
Management
Skills**

Time
Management

Prioritisation

CPD

Coaching
GROW Model

Workshop 6

**Finance &
Reporting**

Budgeting

Reporting

Procurement

Contracts

SLA's