TSP learn

Facilities Management Supervisor Level 3

Developing skilled supervisors to deliver safe, high quality facilities services across FM, Security, Transport and other service operations.

Level 3 Facilities Management Supervisor Apprenticeship



> *"Great facilities are the result of great people, effective leadership and a commitment to continuous improvement."*

LEVEL	DURATION	DELIVERY	COST
3	15 months training + assessment	Blended	£5,000 (Private Funding Only)

PROGRAMME OVERVIEW

This apprenticeship develops the knowledge, skills and behaviours needed to effectively supervise and support facilities management teams, ensuring the delivery of safe, compliant and high quality services.

Facilities Management Supervisors provide customer service, are proactive in finding solutions to problems, supervise others and have an awareness of contractual requirements, service delivery targets and the efficient use of resources across FM, Security, Transport and other service operations.

WHO IS THIS FOR?

Ideal for:

- Individuals with supervisory responsibilities within FM, Security, Transport and other service operations
- Those managing a 'hard' (estate/building management) or 'soft' (catering, cleaning, administration and security) facilities service or a group of services
- Team leaders and aspiring supervisors looking to develop their management and leadership skills

WHAT'S IN IT FOR YOU?

- Build confidence in leading and supporting teams
- Develop practical facilities management and customer service skills
- Gain knowledge of health and safety, risk management and compliance
- Improve problem-solving and decision-making skills
- Enhance your career opportunities across multiple sectors
- Achieve a nationally recognised level 3 qualification

QUALIFICATION ACHIEVED

Level 3 Facilities Management Supervisor Apprenticeship

A nationally recognised qualification that demonstrates your ability to supervise and manage facilities services, ensuring safe, efficient and high quality delivery.

DELIVERY

7 engaging workshops
Seven half day, face-to-face or virtual sessions, combining theory with practical activities tied to your workplace.

Blended learning
Self-paced online content and workplace tasks between sessions, designed to fit around a full working week.

Dedicated personal tutor
1:1 coaching, regular progress reviews and apprenticeship assessment support from day one through to completion.

WORKSHOPS

01 **Facilities Management Function & Operations**
Managing day to day performance, hard and soft FM services, equality and inclusion, wellbeing.

02 **Environment and Sustainability**
Sustainability plans and targets, efficient use of resources, environmental legislation, CSR and ESG.

03 **Health, Safety, Risk Management and Legislation**
Health and safety regulations, risk assessments, COSHH, RIDDOR and safe systems of work.

04 **Continuous Improvement & Problem Solving**
Principles of continuous improvement (Kaizen), root cause analysis, change management and feedback.

05 **Customer and Stakeholder Management**
Service excellence, managing expectations, SLAs and KPI's, relationship building and handling conflict.

06 **Finance and Reporting**
Using information and digital technology, report writing, financial management and budget control.

07 **Revision & End Point Assessment Preparation**
Knowledge consolidation, assessment practice and preparation for the EPA.

BUSINESS BENEFITS

- Improved service delivery
- More efficient use of resources
- Safer and more compliant operations
- Increased problem-solving capability
- Stronger team performance
- Support for succession planning
- Better customer satisfaction
- Enhanced organisational reputation

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