

## Apprenticeship Standard: Facilities Manager Level 4



### Who is the programme for?

Specific job roles that this programme is suitable for vary and may include: Facilities Manager; Facilities Management (FM) Operations Manager; Estates Manager; FM Contract Manager. A Facilities Manager is responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility. They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets and services.

### Duration?

This Apprenticeship is designed to be delivered over 18-24 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. The work you undertake on your programme will lead to the achievement of a level 4 facilities management diploma. You will have regular tutorials each month and you will be asked to complete daily/weekly activities using learning resources that are provided for you. During your programme, we will collect evidence of the 'Off The Job' training you receive during your programme, which can include; 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. Depending on your circumstances, you may wish to progress on to a level 5 Leadership and 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 5% of the full value of the programme, the balance (95%) 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.

[www.tsplearn.co.uk](http://www.tsplearn.co.uk) | Twitter @tsplearn | [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | 01451 810 387

## What will my programme cover?

We have summarised some key elements below. A full set of standards can be provided upon request.

| Skills  | Knowledge   |
|---|---|
| <p><b>PROPERTY ASSET MANAGEMENT</b><br/>Manage property and fixed assets and implement building maintenance plans (monitor and control premises; optimise the use of space; evaluate the effectiveness of the implementation of a property management plan)</p>   | <p>Implications of property ownership<br/>Establishment &amp; management of registers for property &amp; fixed assets<br/>Principles of building design; the features of building, fabric, structures and components and their implications for maintenance<br/>Relocation requirements &amp; factors involved<br/>Layout, flow management &amp; space planning techniques; accessibility &amp; inclusion</p> |
| <p><b>SERVICE DELIVERY</b><br/>Ensure the delivery of FM service provision to required standards and identify opportunities for improvement (identify requirements; identify opportunities for improvements; identify and rectify FM service delivery problems)</p>   | <p>Principles of contract management<br/>Problem solving techniques, prevention measures, corrective actions<br/>Management of sub-contractors (management systems for contractors &amp; specialists, e.g. security &amp; access, performance management, H&amp;S briefings)</p>  |
| <p><b>COMPLIANCE</b><br/>Meet FM compliance, risk and business continuity requirements (analyse the extent to which compliance, Corporate Social Responsibility (CSR) &amp; sustainability requirements are met; carry out risk assessments; develop a Business Continuity Plan (BCP))</p>  | <p>Regulatory frameworks, health and safety, client requirements, statutory legislation and FM industry best practice; sustainability and corporate responsibility<br/>The impact of FM on the environment<br/>Principles of risk management; business continuity planning</p>  |
| <p><b>MANAGEMENT SYSTEMS</b><br/>Use FM management systems to monitor, report and act on the performance and efficiency of properties, assets and services against FM Key Performance Indicators (KPIs) (collate data; analyse statistics; maintain data security)</p>  | <p>FM data capture, analysis &amp; management techniques; types, capabilities and limitations of FM IT systems e.g. of building management services; requirements of ISO 41001 (international FM standard)</p>  |
| <p><b>POLICY IMPLEMENTATION &amp; CHANGE MANAGEMENT</b><br/>Develop and implement delivery plans for the management of FM properties, assets and services and manage change (carry out activities ethically and sustainably; identify operational impact of change; develop plans to mitigate negative impacts; manage expectations)</p>            | <p>FM organizational and service requirements, targets &amp; objectives<br/>Change management techniques (e.g. agile v waterfall; developing work processes, procedures, systems, structures &amp; roles)<br/>Principles of project management (tools &amp; methods for planning, monitoring &amp; managing an FM project; process-based methodologies; project stages)</p>                                   |
| <p><b>QUALITY &amp; STAKEHOLDER MANAGEMENT</b><br/>Establish and manage day-to-day relationships with clients and other stakeholders to agreed quality standards (develop and implement FM quality management operational plans; use appropriate stakeholder management methods; recommend improvements to the quality of FM service provision)</p> | <p>Quality management in FM<br/>Client objectives, requirements &amp; value; Service Level Agreements (SLAs)<br/>Survey &amp; benchmarking techniques<br/>Uses of customer feedback; principles of continuous improvement; influencing techniques</p>   |

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|---|---|
| <p><b>PEOPLE MANAGEMENT</b></p> <p>Motivate, manage and develop FM teams to deliver operational objectives (deploy assets; assess and plan for individuals' development needs; comply with Human Resources (HR) requirements)</p>   | <p>Ways of recording and tracking human resources capabilities</p> <p>The impact of change on people HR-related legislation affecting FM</p> <p>Capability building, HR tools and techniques</p>  |
| <p><b>FINANCIAL &amp; PROCUREMENT MANAGEMENT</b></p> <p>Manage FM finances and procure FM goods and services, ensuring they are delivered within agreed budgets and make recommendations for innovation (analyse financial information; develop operational plan and budget; manage budget variances; analyse the effectiveness of procurement practices)</p> | <p>Financial/budget/resource management &amp; reporting systems and processes &amp; techniques</p> <p>Accountability within delegated financial authorities</p> <p>Organizational procurement policies and processes &amp; client objectives and requirements</p> |
| <b>Knowledge</b>  | <b>What is required for occupational competence</b>   |
| <b>Customer focus</b>   | Exceed customer expectations and add value  |
| <b>Collaboration</b>  | Work in partnership with others for the common good   |
| <b>Influencing</b>  | Anticipating and responding to others' needs and influencing them to enhance performance  |
| <b>Innovation and quality</b>   | Aim for a higher level of excellence  |
| <b>Ethics and integrity</b>   | Work for the greater good and not sacrifice high standards for immediate gain or personal benefit   |
| <b>Leading people</b>   | Foster the growth of themselves and others, inspiring them to exceed their personal and professional goals  |
| <b>Systematic approach</b>  | Approach work in an orderly way   |

## End Point Assessment

Before reaching the gateway for End Point Assessment (EPA) all apprentices must successfully complete the IWFM Level 4 Diploma in Facilities Management. Then during EPA the overall apprenticeship will be graded as Fail, Pass, Merit and Distinction based on the marks achieved for each of the three components as follows:

1. An FM work-based project (apprentices must gain a minimum of a pass in the work-based project prior to making the presentation and carrying out the professional discussion (50% weighting);
2. A presentation (20% weighting);
3. A professional discussion of the reflective log and their portfolio (30% weighting).

To achieve the apprenticeship, apprentices must gain a minimum of a pass in each component

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