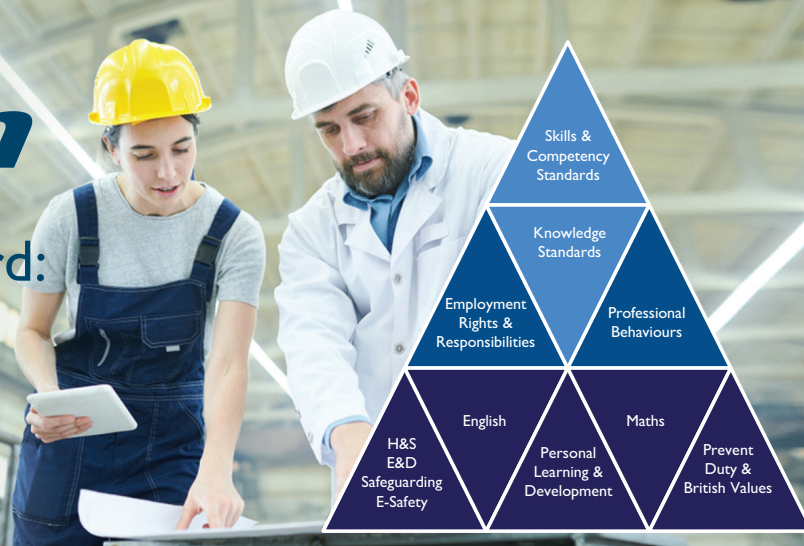




# Apprenticeship Standard: Facilities Manager Level 4



## Who is the programme for?

Specific job roles that this programme is suitable for vary and may include: Facilities Manager, FM Operations Manager, Estates Manager and 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 & Safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility.

For those who want to ensure that all levels of performance delivered exceed customer expectations within budget for the properties, assets and services, this course will be an excellent pathway to higher level Facilities Management.

## Duration?

The 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, skills and behaviours to be able to successfully undertake your End Point Assessment. You will have regular tutorials each month and you will use online learning resources to support your learning.

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 undertaken 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 listed in the table over the page. There are no formal qualifications required, but you will need to have a minimum standard of level 1 English and maths 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 consider a higher leadership and management or FM qualification.

## Cost?

Apprenticeship Levy paying customers (companies with a digital account) can use their Levy to cover the full cost of training and End Point Assessment. Companies who have already utilised their Levy will contribute 5% of the full value of the programme, the balance (95%) is contributed by the government. Please contact us to confirm the value.

## Contact us

Please 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 some key elements below. A full set of standards can be provided upon request.

Skills	Knowledge
<p><b>PROPERTY ASSET MANAGEMENT</b></p> <p>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.</p> <p>Establishment and management of registers for property and fixed assets.</p> <p>Principles of building design; the features of building, fabric, structures and components and their implications for maintenance.</p> <p>Relocation requirements and factors involved.</p> <p>Layout, flow management and space planning techniques.</p> <p>Accessibility and inclusion.</p>
<p><b>SERVICE DELIVERY</b></p> <p>Ensure the delivery of FM service provision to required standards and identify opportunities for improvement. Identify requirements and opportunities for improvements. Identify and rectify FM service delivery problems.</p>	<p>Principles of contract management.</p> <p>Problem solving techniques, prevention measures, corrective actions.</p> <p>Management of sub-contractors. Management systems for contractors and specialists, e.g. security and access, performance management, H&amp;S briefings.</p>
<p><b>COMPLIANCE</b></p> <p>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 and 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.</p> <p>The impact of FM on the environment.</p> <p>Principles of risk management. Business continuity planning.</p>
<p><b>MANAGEMENT SYSTEMS</b></p> <p>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 and management techniques.</p> <p>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></p> <p>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 and manage expectations.</p>	<p>FM organizational and service requirements, targets and objectives.</p> <p>Change management techniques e.g. agile versus waterfall. Developing work processes, procedures, systems, structures and roles.</p> <p>Principles of project management. Tools and methods for planning, monitoring and managing an FM project. Process-based methodologies, project stages.</p>
<p><b>QUALITY &amp; STAKEHOLDER MANAGEMENT</b></p> <p>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 and recommend improvements to the quality of FM service provision.</p>	<p>Quality management in FM.</p> <p>Client objectives, requirements and value; Service Level Agreements (SLAs).</p> <p>Survey and benchmarking techniques.</p> <p>Uses of customer feedback, principles of continuous improvement, influencing techniques.</p>

<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.

## Does this Apprenticeship include any mandated qualification in addition to functional skills?

**Yes** - Institute of Workplace and Facilities Management (IWFM) Level 4 Diploma in Facilities Management.

## Professional recognition?

Successful completion of the apprenticeship will meet the full requirements of the IWFM at Associate grade. During the programme, apprentices will receive membership of IWFM at the Affiliate grade.

## End Point Assessment

When you have successfully completed the mandatory IWFM level 4 Diploma in Facilities Management as well as your training period with TSP Learn, you will sign off your 'Gateway' with your tutor and line manager, which means you are ready to complete your End Point Assessment. The End Point Assessment in this apprenticeship consists of:

**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 – contributes 50% of your Apprenticeship.

**A presentation** – contributes 20% of your Apprenticeship.

**A professional discussion of the reflective log and their portfolio** – contributes 30% of your Apprenticeship..

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

A **pass, merit** or **distinction** grade is available on this apprenticeship programme.

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