

# Apprenticeship Overview

## KEY INFORMATION

### Content:

- Embedded IWFM level 4 FM Diploma
- Management of health and safety, risk management and compliance
- People management
- Property asset management
- Service delivery
- Space management
- Finance and procurement
- Customer and stakeholder management
- Policy implementation and change management
- FM management systems

### 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 3 elements:
- Project report presentation
- 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 working in the private, public or third sector and all sizes of organisation. Specific job roles at this level 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.
- 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 is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

## 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: Customer focus, collaboration, influencing, innovation and quality, ethics and integrity.

## Facilities Management Service Delivery

- Ensure the delivery of FM service provision to required standards and identify opportunities for improvement.
- Manage property and fixed assets and implement building maintenance plans.
- Layout, flow & space management

## Environment and sustainability

- Management of sustainability plans and targets.
- Developing sustainable practices.
- Understanding environmental and sustainability legislation and regulations.
- CSR and ESG.

## Health and Safety, Risk Management and Legislation

- Compliance with health and safety regulations and codes of practice.
- Health and Safety at Work Act, COSHH, RIDDOR.
- Methods to promote safe working, risk assessments, method statements and safe systems of work.



## Continuous Improvement & Problem Solving

- Principles and techniques of continuous improvement and lean management (Kaizen, 6-sigma).
- Problem solving techniques: root cause analysis.
- Change management techniques.
- Project management tools.

## Customer and Stakeholder Management

- Customer service excellence.
- Managing internal and external stakeholders' expectations.
- Producing Service Level Agreements and KPI's.
- Influencing, anticipating & responding to others' needs
- Managing conflict.

## Financial & Procurement Management

- Financial, budget, resource management & reporting systems and process/techniques.
- Accountability within delegated financial authorities.
- Procure FM goods and services.

## Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we will 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

[info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | [tsplearn.co.uk](http://tsplearn.co.uk) | 0118 984 4638