

Facilities Management Supervisor Level 3

Apprenticeship Overview

KEY INFORMATION

Content:

- Management of health and safety
- Develop and implement risk assessment plans
- Organise and delegate day to day and project activities
- Understand SLA's and KPI's
- Monitor the cost of delivery FM services
- Resolve customer service queries
- Manage staff
- Take responsibility for self-development of skills and knowledge

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 1-3 months with 2 elements:
- Project report presentation
- Professional discussion

Cost:

This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- This apprenticeship is aimed at people who have supervisory responsibilities within the FM industry, preparing individuals for managing a 'hard' (estate/building management) or 'soft' (catering, cleaning, administration and security) Facilities Management service, or a group of services.
- Facilities Management Supervisors will be providing customer service, be proactive in finding solutions to problems, supervising others and have an awareness of the contractual requirements and service delivery targets between their organisation and the client.
- 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 1-3 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 Services. In addition, the standard focuses on core behaviour competencies that include: Customer focus, team working, personal effectiveness, attention to detail, honesty and adaptability.

Facilities Management Function & Operations

- Managing day to day performance of a team.
- Equality, diversity and inclusion.
- Wellbeing - awareness of issues, signs of stress, anxiety and where to get help.
- Supporting hard and soft FM functions.
- Managing continuing professional development.

Health and Safety, Risk Management and Legislation

- Awareness of 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.



Customer and Stakeholder Management

- Customer service excellence.
- Managing internal and external stakeholders' expectations.
- Service Level Agreements and KPI's.
- Relationship building.
- Managing conflict.

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.

Environment and sustainability

- Supporting sustainability plans and targets.
- Sustainable use of equipment and resources.
- Developing sustainable practices.
- Understanding environmental and sustainability legislation and regulations.
- CSR and ESG.



Continuous Improvement & Problem Solving

- Principles and techniques of continuous improvement and lean management (Kaizen, 6-sigma).
- Problem solving techniques: root cause analysis, DMAIC (Define, Measure, Analyse, Improve), PDCA (Plan, Do, Check, Act).

Finance and Reporting

- Use information and digital technology to analyse data to monitor performance.
- Report writing.
- The principles of financial management in FM.
- Apply financial management principles in department budget spending.

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

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