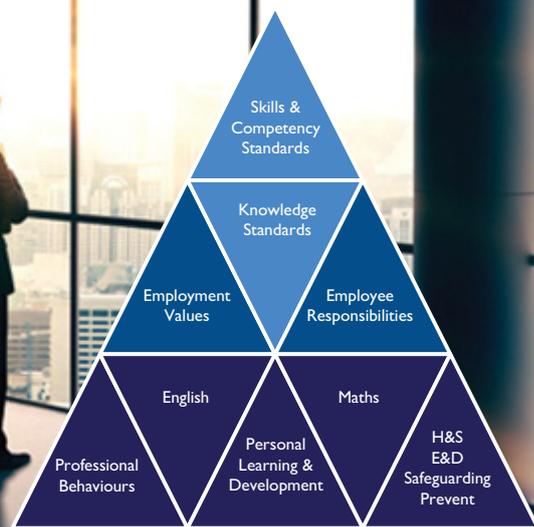


Apprenticeship Standard: Facilities Management Supervisor Level 3



Who is the programme for?

This apprenticeship prepares an individual for managing a facilities management service, or a group of services, which can be labelled as 'hard' (estate/building management) or 'soft' (catering, cleaning, administration and security). All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems.

Duration?

This Apprenticeship is designed to be delivered over 18-21 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. 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 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. As much of this programme is delivered online, you should be comfortable using IT.

Progression?

Depending on your circumstances, you may wish to progress on to a Higher level 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 10% of the full value of the programme, the balance (90%) 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 | Twitter [@tsplearn](https://twitter.com/tsplearn) | info@tsplearn.co.uk | 01451 810 387

What will my programme cover?

We have summarised below the competencies and knowledge that are required to be successful in this programme. A full set of standards can be shared with you upon request.

Behavioural Competencies	Candidates will be assessed against these criteria:
Analytical	Systematic in their approach to understanding a problem.
Customer focused	Customer focused: Considerate of the needs of users and stakeholders.
Collaborative	Able to work as part of a team and with a wide variety of stakeholders
Effective Communicator	Able to build relationships based on common understanding.
Flexible	Capable of adapting to changing circumstances and expectations.
Honest	Truthful in the dealings with stakeholders.
Methodical	Detailed in the way they go about their work.

The programme is designed to lead up to an End Point Assessment that will test the knowledge, skills and behaviours covered in the apprenticeship standards. Full competence for a Facilities Management Supervisor will be demonstrated by delivery and understanding of the following elements:

- Facilities Management within the context of the employing organisation (Hard Facilities Management, Soft Facilities Management, Total or Integrated Facilities Management)
- Management of Health and Safety in accordance with employing organisation and client/customer requirements for the facilities management service they are supervising
- Developing relationships in the workplace with colleagues from own employing organisation and with employees of the customer/client to achieve service targets
- Developing and implementing risk assessment plans in accordance with the requirements for the facilities management service they are supervising
- Organisation and delegation of the day to day activities of staff to ensure that the facilities management service meets contractual requirements and service targets
- Monitoring the costs of the facilities management service to ensure the budget is not exceeded
- Procuring supplies for the facilities management service and maintaining relationships with suppliers
- Resolving customer service queries and issues in accordance with contractual requirements
- Solving day to day problems to ensure the facilities management service meets its service targets and contractual requirements
- How to manage the day to day performance of staff and contribute to their development
- Ensuring that resources (materials and equipment) are used efficiently
- Taking responsibility for own development of skills and knowledge

Professional Recognition

Apprentices will receive up to two years studying membership of the British Institute of Facilities Management (BIFM) and on completion of the apprenticeship will meet the qualifying criteria for Associate Membership of the Institute. Further progress can be made post apprenticeship through the professional membership pathway which ultimately leads to recognition as a Certified Facilities Manager by the BIFM.

End Point Assessment

A Pass or Distinction outcome is available on this programme. To successfully complete, you will need to successfully complete and pass your End Point Assessment where you will be assessed against the standards outlined above using the following methods:

- Written assessment: 90 mins.
- Competency interview: 45-60 mins.