

FACILITIES MANAGEMENT SUPERVISOR

LEVEL 3

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/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

18 months.

MANDATORY QUALIFICATIONS

- Apprentices without Level 2 English and maths on entry must achieve this level before taking the end-point assessment.

WHAT DOES THE QUALIFICATION COVER?

Full competence for a Facilities Management Supervisor, Facilities Management Administrator, Facilities Management Coordinators will be demonstrated by delivery and understanding of knowledge and skills. The standard also defines some core behavioural competencies

- Analytical:** Systematic in their approach to understanding a problem
- 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:** Ability 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

HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer





- Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and review the 'off the job' training elements.
- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- A Consultative Project, which contains a range of evidence demonstrating that the apprentice has met the requirements of specific Knowledge and Skills
- A Professional Discussion

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