



FACILITIES MANAGEMENT SUPERVISOR

Level 3

Facilities Management impacts on the vast majority of individuals and organisations across the UK and adds value through a highly skilled workforce creating efficiencies in service delivery and implementation.

It encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace. Effective Facilities Management, combining resources and activities, is vital to the success of any organisation. At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective Facilities Management

provides a safe and efficient working environment, which is essential to the performance of any business – whatever its size and scope. Within this fast-growing professional discipline, facilities managers have extensive responsibilities for providing, maintaining and developing myriad services. These range from property strategy, space management and communications infrastructure to building maintenance, administration and contract management.

You will be required to supervise/manage others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets.

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ROLE PROFILE

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.

FACILITIES MANAGEMENT SUPERVISORS MUST KNOW AND UNDERSTAND

- 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
- Develop and implement risk assessment plans in accordance with the requirements for the facilities management service they are supervising
- Organize and delegate day to day activities of staff to ensure that the facilities management service meets contractual requirements and service targets
- Monitor the costs of the facilities management service to ensure the budget is not exceeded
- Procure supplies for the facilities management service and maintain relationships with suppliers
- Resolve customer service queries and issues in accordance with contractual requirements; monitor customer service issues in order to prevent re-occurrence
- Solve day to day problems to ensure the facilities management service meets its service targets and contractual requirements
- Manage the day to day performance of staff and contribute to their development
- Ensure that resources (materials and equipment) are used efficiently by ensuring correct use in accordance with manufacturer's instructions
- Take responsibility for own development of skills and knowledge

FACILITIES MANAGEMENT SUPERVISORS DEMONSTRATE THE FOLLOWING BEHAVIOURS:

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

DURATION

Typical duration is 18 months for new entrants.

ENTRY REQUIREMENTS

Employers will set their own criteria, but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and Maths.

ENGLISH AND MATHS

During each session with their Tutor Apprentices without level 2 English and Maths will work towards achieving this. Level 2 English and Maths is required prior to taking the End-Point Assessment for this Apprenticeship.

FUNCTIONAL SKILLS (FS)

These will be completed taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder. Tutors will identify suitable opportunities to embed Functional Skills (FS) throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

GATEWAY

Prior to undertaking the End-Point Assessment:

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship standard
- Apprentices without English and Maths at level 2 must achieve this level
- an appropriate workplace project for the End-Point Assessment must be agreed for the Apprentice, based on their current job role
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method
- The employer will judge whether the Apprentice is ready for the end-point assessment; they may wish to take advice from the training provider

END-POINT ASSESSMENT

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the End-Point Assessment (EPA).

The EPA consists of two distinct components:

- Knowledge Test
- Competency Based Interview

A minimum of a 'pass' in each component is required.

GRADE BOUNDARIES

Knowledge Test

Grade	Marks Required
Pass	70% - 89%
Distinction	90%+

Competency Based Interview

A competency based interview to assess the knowledge, skills and behaviours across the standard. The duration of the competency based interview will be 45-60 minutes. The competency based interview will be assessed by the End-Point Assessment organisations and graded pass/distinction/fail.

Grade	Marks Required
Pass	70% - 89%
Distinction	90%+

EXPECTATIONS

Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in agreed timeframe
- 20% off-the-job
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicate support needs
- Coordinate development checks
- Create a learning record

Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant work place tasks
- Keep an open communication lines with the student and employer
- Provide learning opportunities
- 20% off-the-job

Tutor

- Teaching
- Monitor progress
- Coach
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicate with student and employer

20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to Podcasts, self-study, completing assignments and observing senior colleagues.





Introduction to Programme:
Meet the team and explain your learning journey. Eligibility checks and initial assessments will be undertaken. You will be introduced to learning methods of the programme. *Delivery Mode: Pre-work, Online learning, Review*



Introduction to Facilities Management – Part 1 (Area 1): Students will develop their knowledge and understanding of the different ways that business organisations are structured. *Delivery Mode: Pre-work, Online learning, Review*



Introduction to Facilities Management – Part 2 (Area 1): They will develop their knowledge of the potential impact of an organization's arrangements for FM on the organisation's external environment. *Delivery Mode: Pre-work, Online learning, Review*



Management of health and safety in accordance with employing organization and client/customer requirements for the FM service they are supervising – Part 1 (Area 2): The student will develop their understanding of the lines of responsibility for health and safety in facilities management. *Delivery Mode: Pre-work, Online learning, Review*



Organise and delegate day-to-day activities of staff to ensure that the facilities management service meets contractual requirements and service targets (Area 5): The student will develop their skills, knowledge and understanding of operational planning, the allocation and management of staff to deliver it. *Delivery Mode: Pre-work, Online learning, Review*



Developing relationships in the workplace with colleagues from own employing organization and with employees of the customer/client to achieve service targets (Area 3): The student will develop their understanding of the methods to ensure that customers and other stakeholders contribute to the maintenance, and evaluation of facilities supplies and services. *Delivery Mode: Pre-work, Online learning, Review*



Take responsibility for own development of skills and knowledge (Area 12): The student will develop their skills, knowledge and understanding of continuous professional development. *Delivery Mode: Pre-work, Online learning, Review*



Management of health and safety in accordance with employing organization and client/customer requirements for the FM service they are supervising – Part 2 (Area 2): The student will develop their understanding of the lines of responsibility for health and safety in facilities management, and how those responsibilities can be discharged. *Delivery Mode: Pre-work, Online learning, Review*



Resolve customer service queries and issues in accordance with contractual requirements; monitor customer service issues in order to prevent re-occurrence (Area 8): Students will develop their skills, knowledge and understanding of ensuring that customers and other stakeholders contribute to the maintenance, and evaluation of facilities supplies and services. *Delivery Mode: Pre-work, Online learning, Review*



Solve day-to-day problems to ensure the FM service meets its service targets and contractual requirements (Area 9): Students will develop their skills, knowledge and understanding of solving day-to-day problems in individual service areas. *Delivery Mode: Pre-work, Online learning, Review*



Manage the day-to-day performance of staff and contribute to their development (Area 10): Students will develop their skills, knowledge and understanding of the motivation and management of staff. *Delivery Mode: Pre-work, Online learning, Review*



Ensure that resources (materials and equipment) are used efficiently by ensuring correct use in accordance with manufacturer's instructions (Area 11): Students will develop their skills, knowledge and understanding of the management of FM assets and maintenance in a sustainable way. *Delivery Mode: Pre-work, Online learning, Review*



Monitor the costs of the facilities management service to ensure the budget is not exceeded (Area 6): Students will develop their skills, knowledge and understanding of the responsibilities for the budget management of operational functions. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



Procure supplies for the FM service and maintain relationships with suppliers (Area 7): Students will develop their skills, knowledge and understanding of the stages of procurement and agreement of contracts for FM services or supplies. *Delivery Mode: Pre-work, Online learning, Review*



Develop and implement risk assessment plans in accordance with the requirements for the FM service they are supervising (Area 4): Students will develop their skills, knowledge and understanding of risk analysis and management. *Delivery Mode: Pre-work, Online learning, Review*



Gateway Review: Review of learning and development of knowledge, skills and behaviours within the standards and preparation for End-Point Assessment. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



End-Point Assessment: Completed by End-Point Assessment Organisation (EPAO) selected by Employer. Please see EPAO Assessment Plan Guidance and EPA Assessment Plan for detailed guidance on assessment activities. *Delivery Mode: Knowledge test, Project & Presentation, Profession discussion and interview*