



Facilities Management Supervisor Apprenticeship



Level: 3 Duration: 12 to 28 months

Occupational Profile

Facilities Management impacts on the vast majority of individuals and organisations across the UK. It adds value through a highly skilled workforce by creating efficiencies in service delivery and implementation. It includes many different activities within the built environment, and has a daily impact on people and their workplace.

A Facilities Manager may have responsibility for one block which is owned by the employer, or may work for a Facilities Management company, controlling a number of different facilities over a widespread area. The programme incorporates the City & Guilds Level 3 Diploma in Facilities Management, delivery of which is tailored to each individual's learning needs using workbooks, activity led workshops and teaching and learning sessions in their own working environment.

The Apprenticeship will enable Facilities Managers to appreciate all aspects of the role, and apply the learning specifically to their own working environment.

Entry criteria: Apprentices will be required to have or achieve level 2 English and Maths prior to completion of their Apprenticeship.

Delivery Model: We offer a flexible approach to delivery, blending face-to-face requirements: teaching & learning, activity-based workshops (depending on group size), webinars and online learning resources. At the very least you will see your tutor face-to-face every 4 weeks.

Progression: Successful completion of the course could lead to senior management, operations management role.

Additional information: There are no entry requirements to the apprenticeship but employers may run their own selection process. Apprentices without Level 2 English and Maths will need to achieve this level prior to completion of their Apprenticeship.

Knowledge & Skills

The Facilities Management Apprentice will be able to demonstrate the following knowledge & skills within the context of your organisation.

What is required:

- All aspects of Facilities Management roles
- Customer service
- Health & Safety requirements of the role
- Developing working relationships
- Budgeting and cost control
- Basic principles of project management
- Organising staff and delegating tasks effectively
- Procuring supplies
- Performance management
- Resource management
- Problem solving
- Development of self and staff

Behaviours

The Facilities Management Apprentice will be able to demonstrate the following behaviours:

What is required:

- Analytical Customer Focused
- Collaborative Effective Communicator
- Flexible Honest
- Methodical

End Point Assessment

The Apprentice will be expected to maintain a portfolio of evidence, a reflective log and a theoretical case study/project throughout the Apprenticeship. These will be used as reference material during the Competency Based Interview

Assessment Method	Are Assessed	Assessed by	Grading	Weighing
Written test, (online and paper based) Maximum duration 90 mins	Knowledge	EPA Organisation	Fail/Pass/ Distinction	50%
Competency Based Interview Duration 45 - 60 mins	Knowledge, Skills and Behaviours	EPA Organisation	Fail/Pass Distinction	50%



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