

FACILITIES MANAGEMENT APPRENTICESHIPS

Level 4 Facilities Manager Standard

What is Facilities Management?

Facilities Management involves providing a quality and cost-effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, hospitals, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering and cleaning (referred to as 'soft services') and maintenance and building services (referred to as 'hard services') run smoothly, so that customers can run their businesses efficiently. The sector is also responsible for property and estates management, including energy management and environmental protection.

Who is this programme for?

This apprenticeship can be delivered to existing Facilities Managers in order to develop skills, knowledge and understanding or those that are newly appointed to a Facilities Management position. Specific job roles at this level may include: Facilities Manager; Facilities Management (FM) Operations Manager; Estates Manager; FM Contract Manager. A Facilities Manager is responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility e.g. for one or more contracts/services; specific services e.g. cleaning, maintenance or fleet services. They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets and services

What is the eligibility criteria?

- Must not hold a qualification at the same level or higher in the sector that the Apprenticeship is in.
- Must commit to the minimum learning period, this typically lasts for 27 months.
- Must commit to 20% in work off the job training hours
- Must undertake initial assessments and diagnostics in English and maths.
- Must commit to completing the End Point Assessment (EPA) within six months of the learning period completion for all standards.

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By the end of this programme, learners will demonstrate knowledge and understanding and the ability to apply the skills required for:

- Managing property and fixed assets including space management
- Facilities Management Service Delivery Relationship Building and management, performance monitoring and improvement planning
- Facilities Management Compliance with Legislation and Organisational Policy
- Financial Management in FM, and the ability to implement ethical procurement practices in line with organisational policy
- The recruitment, development and performance monitoring of staff
- Change management when developing and implementing change projects

The Facilities Management Sector and FM Management

Area 2. FM Service Delivery and relevance from Area 4 FM Management Systems

Trends in FM, Contract Management, Problem Solving and Corrective measure planning, Supply Chain Management(Sub-contractors). External sources of information. Relevant Core Behavioural Competencies. Use of performance management data (to inform and use when monitoring against Contract SLA/KPI)

IWFM Embedded Unit:

FM4.01 Overview of facilities management

Area 6. Quality and Stakeholder Management in FM and relevance from Area 4 FM Management Systems

Quality Standards in FM, Relationship building and management, stakeholder Management SLA/KPI, Feedback, Continuous improvement planning and relevant Core Behavioural Competencies. Use of performance management data (to inform and use when monitoring against Contract SLA/KPI)

IWFM Embedded Unit:

FM4.04 Understanding facilities management support

Area 7. People Management in FM and relevance from Area 4 FM Management Systems

Theories of Leadership and Motivation, Employment Law Management, HR practices. Staff development, and relevant Core Behavioural Competencies. Use of performance management data (to inform and use when managing staff)

IWFM Embedded Unit:

FM4.03 Understanding people management in FM

Compliance Management In FM

Area 3. FM Compliance (PART 1) and relevance from Area 4 FM Management Systems

Regulations 6 pack, RIDDOR, Fire Safety, Organisational, staff and personal responsibilities, Org H&S policy, consultation, training and communication, 5 steps to risk assessment, control methods to ensure safe systems of work, monitoring and evaluation, policy review timescales, sources of information, and relevant Core Behavioural Competencies.

IWFM Embedded Unit:

FM4.05 Managing health and safety in own area of facilities management

Area 3. FM Compliance (PART 2) and relevance from Area 4 FM Management Systems

Principles of risk analysis, mitigation, reduction and acceptance, different sources of risk (terrorism, theft etc), Business continuity planning and service restoration, monitoring and updating BCP, Disaster recovery planning, systems and processes for incidents, emergencies and disasters, and relevant Core Behavioural Competencies.

IWFM Embedded Unit:

FM4.06 Understanding risk management in FM

Area 3. FM Compliance (PART 3)) and relevance from Area 4 FM Management Systems

Sustainability and CSR, related legislation, FM activities that impact environment, reducing carbon footprint, trends for environmental management, Waste minimisation, legislation. Use of natural resources, control emissions, improving the environment, promoting culture as per Organisational CSR, and relevant Core Behavioural Competencies.

IWFM Embedded Unit:

No unit embedded in this Area

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Strategy, Change and Space Management in FM

Area 5. FM Policy implementation and Change Management

Operational and delivery plans in line with FM Strategy (Org Mission Values, CSR), Risk Profiles for org (legal compliance, financial, reputational), Tools for monitoring FM Strategy (SLA, KPI, Benchmarking, RAG), Change Management, Project Management and relevant Core Behavioural Competencies.

IWFM Embedded Unit:

FM4.12 Understanding Facilities Management Projects

Area 1. Property Asset Management

Property and fixed assets, Property Ownership, Building and workplace Design, Relocation requirements, Space Planning, Access and Inclusion, minimising waste, Building Services maintenance programmes including risk assessments, plans, monitoring, record keeping and relevant Core Behavioural Competencies.

IWFM Embedded Unit:

FM4.02 Understanding Facilities Management Strategy

Financial Management and Procurement in FM

Area 8. Financial and Procurement Management (PART 1)

Principles of Budget Management, Budget Management systems, Financial Information, Cost Centres, Capital vs revenue budgets, budget approval cycle and process, variances, cash flow projections and management. Building financial cases and relevant Core Behavioural Competencies

IWFM Embedded Unit:

FM4.07 Understanding financial management in facilities management

Area 8. Financial and Procurement Management (PART 2)

Ethical Procurement principles (specification, sourcing supplier, tender and bid process, short listing and negotiating, contract award, declining interest, initiating contract and setting monitoring requirements, Legislation and relevant Core Behavioural Competencies

IWFM Embedded Unit:

FM4.21 Understanding procurement and contract management in facilities management

End Point Assessment – EPA – 6 Months

To be conducted over 6 month period after the 21 month teaching period has ended. EPA will be conducted by a Panel (1 x EPAO and an Industry Expert) where the learner will be graded overall with a Fail, Pass, Merit or Distinction. A Minimum of pass required in each of the 3 elements:

- Element 1: Work Based Project set by EPA to be conducted after gateway. A WBP Report must be generated (8,000 words). Areas covered are 1, 3, 4, 8 and behaviours

To be conducted AFTER the WBP has been assessed:

- Element 2: Presentation to last between 15 to 20 minutes followed by Q&A. This will cover area 6 and behaviours
- Element 3: Professional Discussion to last 45 mins – 1 hr and will be based on the Academic Portfolio, Area Reports and reflective log for areas 2, 5 and 7 and behaviours

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Core Behavioural Competencies to be evidenced:

Customer focus - Exceed customer expectations and add value

Collaboration - Work in partnership with others for the common good

Communication - Communicate and understand meaning, both orally and in writing

Innovation & quality - Aim for a higher level of excellence

Ethics & integrity - Work for the greater good and not sacrifice high standards for immediate gain or personal benefit

Leading people - Foster the growth of themselves and others, inspiring them to exceed their personal and professional goal

Systematic approach - Approach work in an orderly way

Included within Delivery:

- Free studying membership of the British Institute of Facilities Management (BIFM)
- Regional Cohorts with a target of 10 -15 learners
- 21 months teaching and learning schedule consisting of 10 centralised workshops supported by 1-2-1 Tutor sessions followed by 6 months EPA
- End Point Assessment preparation in the form of mock presentation activities and professional discussions
- Development of reflective practice skills and how to identify core behavioural competencies
- Robust engagement planning with Line Manager or Mentor, Tutor and Learner involvement
- Blended Delivery resources to support self-study and research
- Learner Management System with transparent and up to date progress reporting functions

Future developmental opportunities within Leadership and Management:

- Level 6 Senior Facilities Manager Degree Standard

Expression of Interest

To submit an expression of interest (EOI):

- Please speak to your Line Manager/Mentor or your Learning and Development Department.