

Facilities Management Supervisor

Apprenticeship Level 3

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. An apprenticeship is a smart, cost-effective way of training someone up to work in the way you do and meet your standards.

This new apprenticeship has been designed by industry professionals to encompass the latest good practice. It prepares an individual for managing a facilities management service, or a group of services, which can be labelled as 'hard' (estates/building management) or soft (catering/ cleaning/ administration/security). Your member of staff will learn how to supervise others, how to manage contractual requirements and service delivery targets between you and the client/ customer, how to provide excellent customer service and how to be proactive in finding solutions to problems.

Key Areas of Study

Your learner will cover essential knowledge, skills and behaviours on their programme. The full menu of options for what can be covered is outlined below, and you can select the areas of most importance for your organisation.

Quick Information:

New Apprenticeship Standard designed by employers for employers

Sector:

Relevant to many sectors

Who is it for?

New recruits and existing staff

Start date:

September and January start dates (with a potential May start date)

Level:

Level 3

Duration:

Minimum 24 months

How does it work?

Delivered in your workplace with two days a month spent in College

Content:

Menu of options that can be tailored to your business

Assessment:

Knowledge test and competency-based interview at the end of the programme

Qualification:

Facilities Management Supervisor
Apprenticeship

Additional qualifications:

BIFM Diploma in Facilities Management



Knowledge and Skills

Full competence for a Facilities Management Supervisor will be demonstrated by delivery and understanding of:

- 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
- Organise 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

Core Behavioural Competencies

The standard also defines some core behavioural competencies as follows:

- **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:** Able to build relationships based on common understanding
- **Flexible:** Capable of adapting to changing circumstances and expectations
- **Honest:** Truthful in dealings with stakeholders
- **Methodical:** Detailed in the way they go about their work

Training, Tutoring and Assessment

The whole programme takes a minimum of 18 months to complete, at which point your apprentice can start their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training in College and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio and reflective log to track their learning and development throughout the apprenticeship.

It is recommended that during the on-programme assessment, your apprentice completes and achieves the BIFM Diploma in Facilities Management.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the end assessment, which will be measured as follows:

A Knowledge Test: – This will consist of 10 structured questions (short-answer) and 20 multiple choice questions to assess a sample of knowledge across the standard. The maximum duration of the knowledge test will be 90 minutes.

A Competency Based Interview: – This will assess the knowledge, skills and behaviours outlined above, taking between 45 and 60 minutes.

For more information on the assessment for the Facilities Management Supervisor Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation.

We will arrange the End Point Assessment.

Apprenticeship Entry Requirements

You will identify your own entry requirements. If your learner does not have a Level 2 English and Maths qualification (GCSE A* to C or equivalent), the learner must achieve this prior to completion of the apprenticeship. If tuition is required, we will provide this through our specialist team of English & Maths tutors.

Future/Other Opportunities

Facilities Management Certificate and Foundation Degree courses with our university partners.

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email employer@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

Email:

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0114 260 2600

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