



# FACILITIES MANAGEMENT SUPERVISOR LEVEL 3 APPRENTICESHIP

<b>Level:</b>	Advanced Apprenticeship (Level 3)
<b>Typical Duration:</b>	18 Months
<b>Delivery Model:</b>	Work-based supported by Workshops
<b>Delivery Location:</b>	North West Only
<b>Start Date:</b>	Throughout the Year



## Introduction to the Programme

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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. 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

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This apprenticeship will typically take 18 months to complete. The length may be altered if the apprentice has already gained knowledge and skills working in this sector.



## Entry requirements

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Minimum of 4 GCSEs at grades A-C/4-9 including maths and English OR  
a Vocational qualification Level 2, plus GCSE grade C/4 in both maths and English

& Must have a supervisory role within own organisation (or given the opportunity to)

NB: English & maths Functional Skills Level 2 will be accepted as an alternative to GCSEs.



## Costs

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Costs will be dependent on several factors such as age of apprentice and size of employer. The cost may be altered if the apprentice has already gained knowledge and skills working in this sector. Please contact us for more information.



## Delivery Location

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Delivery is work-based using blended learning technologies on the employer's premises. There is an expectation that 20% of the working week will be off the job training, which is a legal requirement.



## Knowledge, Skills & Behaviour gained

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Throughout the programme, apprentices will work towards gaining the following knowledge, skills & behaviours:

# Knowledge & Skills

### Demonstrate & Have a knowledge 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
- 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

## Behaviours

Have the required behaviours including:

- 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



### End Point Assessment

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At a point where employer, tutor and apprentice feel is appropriate, apprentices will undertake an end point assessment, which is carried out by a separate approved organisation, independent from Myerscough College.

The end point assessment will contain 2 components:

- Knowledge Test
- Competency Based Interview

There will be 2 levels of achievement: Pass & Distinction

In the unlikely event of an apprentice needing to resit an End Point Assessment (or elements of the End Point Assessment), then the employer will be responsible for funding these additional costs.



### Progression

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Apprentices will receive up to two years studying membership of the Institute of Workplace and Facilities Management (IWFM) and on completion of the apprenticeship will meet the qualifying criteria for Associate Membership of the Institute. Further progress can be made post apprenticeship through the professional membership pathway which ultimately leads to recognition as a Certified Facilities Manager by the IWFM.

Completing this apprenticeship programme will enable progression into a wide range of senior roles within the Facilities Management area roles such as a Facilities Manager, Premises Manager, Energy Services Manager or Contract Manager.



### How to apply

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In order to start the enrolment process we need an **Online Application Form** to be completed & submitted. You can do this by contacting the Employer Services Team.

Telephone: 01995 642255, Email: [employerenquiries@myerscough.ac.uk](mailto:employerenquiries@myerscough.ac.uk)

Website: [www.myerscough.ac.uk](http://www.myerscough.ac.uk)