

# FACILITIES MANAGEMENT SUPERVISOR APPRENTICESHIP



**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.

## Entry

Employers will set their own entry requirements in order to start on this apprenticeship.

## Duration

Typically this apprenticeship will take 18 months.

## Level

This apprenticeship standard is set at level 3.

## Progression

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.

## Functional Skills

If the employee does not have maths and English GCSE passes at grade C or above, they will need to pass maths and English Functional Skills level 2 during their Apprenticeship.

## End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is competent and ready to undertake the independent end point assessment.

## HIT Professional Trainers

Alongside the apprentice they will agree on a personal learning and development plan, setting a timetable of learning activities in preparation for the End Point Assessment (EPA).

The HIT Training Consultant will meet with the apprentice regularly either online or face to face to complete and review assessments, provide further coaching where required and agree the next steps of learning.

For more information contact us at:

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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.

## PROFESSIONAL RECOGNITION

Apprentices will receive up to two years studying membership of the British Institute of Facilities Management (BIFM) 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 BIFM.

### Knowledge & Skills

Full competence for a Facilities Management Supervisor, Facilities Management Administrator, Facilities Management Coordinators 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
- ▶ 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

### Core Behavioural Competencies

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

# INDEPENDENT END POINT ASSESSMENT

The end point assessment will only commence once the employer, apprentice and HIT Training Consultant are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records. The independent end point assessment ensures that all apprentices consistently achieve the industry set professional standard and can commence at any point once the apprentice is competent after the minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

## Summary of independent end point assessment process

The synoptic end point assessment (EPA) will contain two components;

- ▶ **A knowledge test** that will be sat under invigilated conditions and marked by the end-point assessment organisations (i.e. externally).
- ▶ **A competency based interview** to assess the knowledge, skills and behaviours across the standard. The competency based interview will be assessed by the end-point assessment organisations.

The apprentices will undertake the knowledge test first and are required to pass before they can undertake the competency based interview. The assessment methods (short-answer, multiple choice questions and oral questioning) being used in this apprenticeship all require the apprentice to demonstrate their knowledge, skills and behaviours in an integrated manner to deliver the learning outcomes required to meet the standard. The end-point assessment will be synoptic in design, sampling a sufficiency of skills, knowledge and behaviours across the standard.

## Knowledge test

A knowledge test that 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. The knowledge test will be sat under invigilated conditions and marked by the end-point assessment organisations (i.e. externally). The assessments will be graded pass/fail/distinction.



## 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.



- ▶ The apprentices must undertake the knowledge test first and are required to pass before they can undertake the competency based interview
- ▶ Both components in the end-point assessment will be graded (Pass/Distinction/Fail) and will contribute to the final overall grade for the apprenticeship
- ▶ To achieve an overall grade of “Distinction” an apprentice must achieve a Distinction in both components of the end-point assessment
- ▶ The pass mark for a Pass and Distinction for both EPA components will be 70% pass and 90% distinction
- ▶ Where an apprentice fails an assessment, any retakes will be awarded a maximum of a Pass
- ▶ The written test will be conducted under invigilated conditions. The test will be delivered either onscreen or as a paper based test
- ▶ The competency based interview will be delivered in a suitable venue, free from disturbances and of sufficient size to hold the apprentice and a panel of two independent assessors
- ▶ The EPA organisations must have the capacity and capability to offer the assessments nationally, utilising assessment centres that provide economies of scale. An assessment centre can be an employer’s premises or other appropriate venue
- ▶ The EPA organisations must provide facilities for apprentices from employers who do not have sufficient numbers of apprentices to host their own assessment sessions
- ▶ As the apprentice must pass the written test before undertaking the competency based interview, employers must allow at least two weeks between the written test and interview to ensure receipt of result for the written test.

## Independent End Point Assessment Organisations

Approved assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>. The employer will approve and appoint the assessment organisation to undertake the independent end point assessment of the apprentice.



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