

# Level 2, 3 and 4 Apprenticeship in Facilities Services

Apprenticeships Framework



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## 1. What is an Apprenticeship?

Apprenticeships are nationally recognised, work-based training programmes designed around the needs of employers to facilitate the development of practical, job specific skills by allowing inexperienced individuals to work alongside more experienced staff.

Statistics released by the Department for Business, Innovation and Skills (2013) indicate that in 2011/12 Apprenticeships starts increased by 13.9% compared to the previous year.

This increase can be attributed to the Government as they continue to place emphasis on using Apprenticeships to combat unemployment and boost the UK's ability to compete in global markets.

By completing an apprenticeship, individuals gain a qualification that is valued by employers and enhances their prospects for career progression in the future.

According to the National Apprenticeship Service (2013), an apprenticeship can take between one and four years to complete depending on the level of the Apprenticeship, the individuals' ability and the industry in which they are based.

Due to the time it takes to complete an apprenticeship, individuals have the opportunity to earn a wage (the minimum salary is £2.68 per hour), while working to gain job-specific skills. Employers therefore use apprenticeships to train both new and existing employees who are moving into a new or changed job role and need to learn new skills.

### 1.1 What does an Apprenticeship involve?

Apprenticeships are designed with input from employers in the industry sectors, and offer a structured programme that takes individuals through the skills they need to undertake their job to a high standard. The Government covers a proportion of the cost associated with training apprentices; however, this is dependent on the age of the apprentice and employers are responsible for paying their apprentices wages.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis. A paper by Asset Skills (2011) suggests that individuals looking to apply for an apprenticeship placement in today's competitive market would benefit from having a range of skills and attributes, including:

- Confidence
- Interview skills
- Communication skills
- Problem solving skills
- Independent and team working skills
- Basic literacy, numeracy and IT skills

## 2. Industry Overview

### 2.1 Definition

Facilities management is a relatively new sector that focuses on the co-ordination of services related to the operation of commercial or institutional buildings. This will typically include activities such as:

- Procurement and contract management
- Building and grounds maintenance
- Security
- Cleaning
- Health and safety
- Energy management
- Space management
- Catering

### 2.2 The industry's role in the UK economy

The facilities management industry is relatively new, but in recent years it has matured and has been able to demonstrate its value to businesses by providing an efficient method of managing non-core activities (Facilities Management Journal, 2013). In 2012, the UK facilities management industry was valued at £106.3 billion.

This is expected to increase by £10.7 billion to £117 billion by 2017 due to new growth opportunities created by the popularity of outsourcing key support services through bundled and integrated contracts that enhance core services by adding value (Facilities Management Journal, 2013; Facilities Management Magazine, 2013) – Market and Customer Insight (MCI) (2013) estimate that demand for contracted services will increase by 9% between 2012 and 2017.

### 2.3 Employment

Evidence suggests that this growth, particularly in sales, will contribute to the creation of new jobs in the sector with 72% of the facilities management companies recently surveyed stating that they would recruit new employees (FM World, 2013).

There are currently a total of 207,800 people employed in the facilities management industry across Great Britain. London accounts for the highest proportion of facilities management employees in England (29%), followed by South East (13%) and the West Midlands (13%).

## 3. Entry Requirements

### 3.1 Apply for an Apprenticeship

Apprenticeships are an established route for new people to enter their chosen field of work by easing the sometimes difficult transition between full-time learning and employment. They also provide more experienced staff with the opportunity to develop their existing skills or re-train so that they can enter new industries.

Anyone living in England, over 16 years-old and not in full-time education can undertake an apprenticeship that takes between 1 and 4 years to complete depending on level. A paper by Asset Skills (2011) suggests that individuals looking to apply for an apprenticeship placement in today's competitive market would benefit from having a range of skills and attributes, including:

- Confidence
- Interview skills
- Communication skills
- Problem solving skills
- Independent and team working skills
- Basic literacy, numeracy and IT skills

### 3.2 Progression route

Apprenticeships can lead to:

- Permanent employment
- National Vocational Qualifications (NVQs) at Level 2,3,4 or 5
- Functional Skills qualifications, e.g. in maths, English or ICT
- a technical certificate, such as a BTEC or City & Guilds Progression Award
- knowledge-based qualifications, such as a Higher National Certificate (HNC), a Higher National Diploma (HND) or a Foundation degree

## 4. Level 2 Apprenticeship in Facilities Services

### 4.1 Who is it for?

This apprenticeship programme has been designed for people working in the following occupations roles:

- Trainee / Facilities Assistant
- Caretaker
- Cleaning Services Team Leader

### 4.2 What does it cover and how will I learn?

The apprenticeship programme in Facilities Services at level 2 has been designed and developed to attract new entrants into Facilities Services and to enable the up skilling of the existing workforce to progress and develop within the job role.

It covers a wide range of competencies at operative level, including: role and responsibilities, customer service, health and safety, maintaining service delivery, ensuring premises operate efficiently and sustainability.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis.



#### The Five Components of this Apprenticeship

1. Level 2 Certificate in Property, Caretaking and Facilities Services mandatory and optional competence units so can demonstrate workplace abilities.
2. Level 2 Certificate in Facilities Services Principles (technical certificate) to provide extra knowledge about job role.
3. Employment Rights and Responsibilities (ERR).
4. Functional Skills in English and Mathematics *OR* Essential Skills in English and Mathematics.
5. *For English Apprentices Only:* Personal Learning and Thinking Skills (PLTS).

## 4.3 Apprenticeship Components

### 4.3.1 Level 2 Certificate in Property, Caretaking and Facilities Services mandatory and optional competence units

#### Mandatory

- Reduce risks to health and safety in the workplace
- Promote and maintain service delivery
- Contribute to the effectiveness and efficiency of premises and facilities

#### Optional Units for Apprentices (Level 2)

- Support the work of a team and develop yourself
- Develop customer relationships
- Control the use of resources in a Property and Caretaking environment
- Maintain grounds of premises and facilities
- Maintain site security and safety
- Control the use of premises and facilities
- Work safely at heights
- Monitor and maintain electrical and plumbing services
- Carry out maintenance and minor repairs
- Operate plant to maintain the quality of pool water
- Deal with routine waste
- Deep clean equipment in premises and facilities

### 4.3.2 Level 2 Certificate in Facilities Services Principles

#### Mandatory

- Working in Facilities Services
- Health and Safety for Facilities Services
- Working with customers and others in Facilities Services
- Sustainability and environmental issues for Facilities Services

### 4.3.3 Employment Rights and Responsibilities

- Know employer and employee rights, responsibilities and own organisational procedures
- Know factors that affect own organisation and occupation

### 4.3.4 Functional Skills (English Apprentices) or Essential Skills Wales

- English and Mathematics at Level 1

### 4.3.5 Personal Learning and Thinking Skills

- Team Working
- Reflective Learning
- Creative Thinking
- Independent Enquiry
- Self Management
- Effective Management

## 5. Level 3 Apprenticeship in Facilities Management

### 5.1 Who is it for?

This apprenticeship programme has been designed for people working in the following occupations roles:

- Trainee / Facilities Assistant
- Team Leader/ Supervisor
- Facilities Manager/ Senior Caretaker

### 5.2 What does it cover and how will I learn?

The apprenticeship programme in Facilities Management at level 3 has been designed and developed to attract new entrants into Facilities Management and to enable the up skilling of the existing workforce to progress and develop within the job role.

It covers a wide range of competencies, including: health and safety, facilities management in context, developing relationships in the workplace, developing facilities services, problem solving, innovation, team building, personal development, effective management, energy efficiency, contract management and leadership.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis.



#### The Five Components of this Apprenticeship

1. Level 3 Certificate in Facilities Management Practice mandatory and optional competence units so can demonstrate workplace abilities.
2. Level 3 Certificate in Facilities Management (technical certificate) to provide extra knowledge about job role.
3. Employment Rights and Responsibilities (ERR).
4. Functional Skills in English and Mathematics *OR* Essential Skills in English and Mathematics.
5. *For English Apprentices Only:* Personal Learning and Thinking Skills (PLTS).



## 5.3 Apprenticeship Components

### 5.3.1 Level 3 Certificate in Facilities Management Practice mandatory and optional competence units.

#### Mandatory

- Provide and monitor facilities for clients
- Develop working relationships with colleagues
- Develop and implement a risk assessment plan in own area of responsibility

#### Optional Group 1 – Candidates must achieve a minimum of 5 credits from this group.

- Monitor and solve customer service problems
- Contribute to the management of incidents and emergencies
- Set objectives and provide support for team members
- Procure supplies

#### Optional Group 2 - Candidates must achieve a minimum of 8 credits from this group.

- Operate security measures
- Monitoring operational performance
- Maintain property and assets
- Contribute to disaster recovery and contingency planning
- Manage space
- Carry out energy management
- Manage facilities management projects

#### Optional Group 3 - Candidates must achieve a minimum of 3 credits from this group.

- Provide leadership and direction for own area of responsibility
- Understanding sustainability and environmental issues and the impact on facilities management
- Recruit staff in own area of responsibility
- Manage a budget for own area or activity of work
- Implement change in own area of responsibility
- Specify, commission and manage external contracts and agreements

### 5.3.2 Level 3 Certificate in Facilities Management (technical certificate)

#### Mandatory Group

- Managing Health and Safety at Work
- Understanding Facilities Management within the Context of an Organisation
- Managing and Developing Relationships in the Workplace
- Delivering Service in the Workplace

#### Optional Group - Candidates must complete units from this group totalling 11 credits.

- Solving Problems and Making Decisions
- Understanding Change in the Workplace
- Building the Team
- Developing Yourself and Others

- Recruiting, Selecting and Inducting New Staff in the Workplace
- Organising and Delegating
- Managing Projects
- Managing Performance
- Managing the Efficient Use of Materials
- Managing the Effective Use of Equipment
- Introduction to Managing and Maintaining Property and Assets
- Introduction to the Effective Management of Space within Own Organisation
- Understanding Support Services Operations
- Managing Sustainability and Environmental Issues
- Managing Utility Services and Energy Efficiency in the Workplace
- Understanding Procurement and Supplier Management in the Workplace
- Managing Contracts and Contractors in the Workplace
- Understanding Incident Management and Disaster Recovery in the Workplace
- Understanding Security Measures in the Workplace
- Introduction to Leadership and Management

### **5.3.3 Employment Rights and Responsibilities**

- Know employer and employee rights, responsibilities and own organisational procedures
- Know factors that affect own organisation and occupation

### **5.3.4 Functional Skills (English Apprentices) or Essential Skills Wales**

- Key Skills in communication and application of number at level 2
- English and Mathematics at Level 2

### **5.3.5 Personal Learning and Thinking Skills**

- Team Working
- Reflective Learning
- Creative Thinking
- Independent Enquiry
- Self Management
- Effective Management

## 6. Level 4 Higher Apprenticeship in Facilities Management

### 6.1 Who is it for?

This apprenticeship programme has been designed for people working in the following occupations roles:

- Facilities Manager/ Senior Caretaker
- Building Services Manager

### 6.2 What does it cover and how will I learn?

The apprenticeship programme in Facilities Management at level 4 has been designed and developed to enable the up skilling of the existing workforce to progress and develop within the job role.

It covers a wide range of competencies, including: service management, health and safety, operational performance, operational plans, budgeting and finance, sustainability, promoting services, implementing change, managing risk, asset management and energy management.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis.

#### The Components of this Apprenticeship

1. Level 4 Diploma in Facilities Management Practice



## 6.3 Apprenticeship Components

### 6.3.1 Level 4 Diploma in Facilities Management Practice

#### Mandatory Units

Candidates must complete all units in this group to achieve 21 credits.

- Understand the contribution of facilities management services to organisations (H/502/8148)
- Manage facilities management services (K/502/8149)
- Develop productive working relationships with others when delivering facilities management services (D/502/8150)
- Implement health and safety and environmental facilities management procedures (H/502/8151)
- Manage operational performance in facilities management (K/502/8152)

#### Option Group 1

Candidates must complete three units from this group to achieve a minimum of 12 credits.

- Implement facilities management policies and operational plans (M/502/8153)
- Monitor and implement facilities management projects (T/502/8154)
- Support equality, diversity and individual rights in facilities management (A/502/8155)
- Manage facilities management budgets and finances (F/502/8156)
- Manage accommodation and space utilization (J/502/8157)
- Oversee works and maintenance facilities (J/502/8255)
- Contribute to sustainable best practice through facilities management (L/502/8158)

#### Option Group 2

Candidates must complete three units from this group to achieve a minimum of 14 credits.

- Develop and promote facilities management services (R/502/8159)
- Implement change in a facilities management environment (J/502/8160)
- Deliver facilities management through people (L/502/8161)
- Manage risks and controls to ensure facilities management business continuity (R/502/8162)
- Specify and source products and services for facilities management (Y/502/8163)
- Provide property and asset management (D/502/8164)
- Carry out energy management of facilities (H/502/8165)





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