GLPTRAINING

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LEVEL 3 APPRENTICESHIP STANDARD

FACILITIES MANAGEMENT SUPERVISOR

(health & safety)

building futures | crafting careers : www.glptraining.co.uk

DISCOVER THE **FACILITIES MANAGEMENT** PATHWAY

Our Facilities Management pathway has been shaped through over 10 years experience of delivering impactful training and qualifications to the facilities industry. This pathway incorporates both hard and soft facilities management areas and creates progression opportunities from Level 2 through to Level 5.

Apprenticeships · Skills for Life Skills Bootcamps · City & Guilds · CMI · iwfm · iosh · nebosh · bcc · citb

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Great Place To Work. Certified NOV 2024-NOV 2025 UK

Building Safer and Stronger Facilities Management Operations

The Facilities Supervisor Programme (Health & Safety) is designed to develop confident, capable supervisors who can lead safe, compliant, and high-performing facilities services.
Built on the Safety, Health & Environmental Technician Level 3 standard, this programme is tailored specifically to the realities of facilities management environments - from corporate offices and estates to public sector, healthcare, and complex multi-site operations.

Apprentices develop the ability to:

- Identify, assess, and manage operational risks across FM services
- Embed a proactive safety culture across teams and contractors
- Ensure compliance with health, safety, and environmental legislation
- Lead teams effectively within fast-paced, service-driven environments

IWFM Level 3 Award in Facilities Management (Included at No Extra Cost)

Alongside the apprenticeship, learners complete the IWFM Level 3 Award in Facilities Management, building core Facilities Management knowledge and leadership capability, including:

- FM3.01 Introduction to Facilities Management
- FM3.03 Customer & Stakeholder Relationships in Facilities Management

This combination ensures learners are not just safety professionals - but well-rounded Facilities Management supervisors.

Level 3

14+ months
Approximate on-programme training (does not include EPA period)

£0 to **£250**
Maximum cost for non-levy employers and micro-businesses

£5,000
Maximum cost/ funding for levy employers

Linked to our Facilities Management pathway providing career advancement and progression opportunities.

iwfm
Institute of Workplace and Facilities Management

Who it is for and **Why** it matters

For **Learners**

This apprenticeship is ideal for aspiring or existing Facilities Supervisors / Team leaders, FM professionals responsible for health, safety, compliance, or contractor management.

- Individuals looking to step into SHE-focused roles within FM environments

You'll gain the skills to:

- Manage risk across diverse FM services (cleaning, security, maintenance, etc.)
- Influence safe behaviours across teams and supply chains
- Balance operational delivery with compliance and safety leadership

Entry Requirements

A **skills scan** - assess current knowledge and ensure this apprenticeship is the right fit for you. You must also:

- Be aged **16** or **over**
- Not be in full-time education
- Live in the UK or EEA and have been resident for the past 3 years
- Have the right to work in the UK
- Be in (or moving into) a suitable job role
- Be willing to complete **Functional Skills qualifications** during your apprenticeship if required, depending on employer policy, the nature of the qualification, or if you don't already hold the necessary **English** and **Maths** qualifications.

Final entry criteria may vary depending on the employer's discretion.

For **Employers**

Facilities environments present unique safety challenges - multiple contractors, diverse risks, and high service expectations. This programme helps organisations:

- Strengthen compliance and reduce incidents
- Build confident frontline supervisors
- Improve contractor and stakeholder management
- Embed safety into everyday service delivery

FM Industry Specialists: As the UK's FM apprenticeship specialists, GLP Training is trusted by leading service providers and national employers managing large, complex estates.

IWFM Approved Centre: Delivered through an IWFM-approved training centre, giving apprentices access to industry-recognised standards and pathways to professional membership.

FM-Specific Safety Training All our training is tailored to real operational environments.

Dual Qualification Gain an Apprenticeship as well as IWFM Level 3 Award in Facilities Management

Immediate Impact Apply learning directly in the workplace

Clear Progression – Progress from Level 3 into Level 4 Facilities Manager Apprenticeship or onto other leadership and FM roles

Expert Tutors Delivered by experienced FM supervisors and managers with real-world expertise in hard and soft services.

Why choose this apprenticeship?

Facilities Management Supervisor Apprenticeship

The roadmap below outlines each module and assessment that makes up Facilities Management Supervisor (health and safety) Level 3.

Month 1 — *Onboarding & Induction*

Career Development for FM Professionals
Develop skills for career growth in facilities management.

Driving a Culture of Safety in the FM Sector within a FM's Role
Promote and embed a strong safety culture.

Governance, Compliance and Safety in Facilities Management
Maintain compliance and safe operations.

Principles of Accident Causation in Facilities Environments
Understand incident causes and reduce risks.

Building Positive Workplace Cultures in the Facilities Sector
Foster engagement, wellbeing and performance.

Leadership for SHE Excellence in Facilities Management
Lead health, safety and environmental improvement.

Managing Stakeholders, Clients and Supply Chains in FM
Strengthen relationships for effective service delivery.

Implementing & Communicating Safe Systems of Work in FM
Develop and communicate safe working practices.

Health & Safety Risk Management in Facilities Operations
Identify, assess and control workplace risks.

Responding to Health & Safety Emergencies in FM
Respond effectively to incidents and emergencies.

FM Information Systems and Performance Reporting
Use data and systems to improve performance.

Managing Change and Presenting Strategic Research for Facilities Managers
Lead change and present strategic insights effectively.

Assessment **Preparation**

Month 14

GATEWAY

Month 15

Apprenticeship **Assessment**

Month 17

REMOTE ASSESSMENT
Knowledge exam

LIVE ASSESSMENT
Professional discussion on portfolio
Presentation on workbased project

- ***Masterclass***
  Online, tutor led sessions covering specialist topics and theory elements of the programme
- ***1-2-1 Reviews***
  Each module includes 1-2-1 review sessions with your tutor and line manager, ensuring you are progressing as expected and your learning continues to align with and benefit your job role.

AWARDING BODY:
Highfield Qualifications

Certifications Included with this Programme

Awarding Body	Modules
Institute of Workplace and Facilities Management (IWFM)	**IWFM** Level 3 Award in Facilities Management • FM3.01 Introduction to Facilities Management • FM3.02 Corporate Social Responsibility and Sustainability in Facilities Management • FM3.03 Customer and Stakeholder Relations in Facilities Management • FM3.04 Specification and Procurement of Facilities Supplies and Services • FM3.06 Project Management within Facilities Management Operations • FM3.08 Understanding Facilities Management within the Context of an Organisation

Immersive Learning

Simulate Real-World Scenarios across Facilities Operations and Workplace Environments

It's hard to come across every scenario in the workplace which is why important health and safety skills can only be mastered through virtual practice. That's why this apprenticeship goes beyond traditional training and integrates immersive health and safety situations and scenarios that can be accessed on desktop devices, through VR headsets, or at our state-of-the-art Augmented Reality Training Suite in Worcester for closed cohorts.

Learners use virtual avatars and AR technology to step into highstakes, real-world health and safety scenarios, practising skills such as:

- Identifying health and safety risks in different environment scenarios
- Practising calm decision-making under pressure
- Rehearse delivering safety messages, toolbox talks, or briefings to different (sometimes challenging) virtual audiences
- Walk through a virtual workplace to identify gaps in compliance.

All in a safe, controlled environment where they can reflect, repeat, and continuously improve.

Why It Matters

For Apprentices:

- Build confidence by rehearsing tricky conversations before doing them in real life
- Develop professional judgement and communication skills that set you apart
- Receive feedback and coaching based on your performance in simulated scenarios

For Employers:

- Ensure your recruiters are prepared for the complex conversations that define candidate and stakeholder experience
- Reduce the risk of costly mistakes in real-world recruitment situations
- See tangible improvements in how apprentices engage with candidates and managers

Testimonial

"My tutor Aliyu has been brilliant, good communication throughout and he explained things clearly. When it came to my end point assessment nothing has been too much trouble. Even on my test day I had some final words of encouragement from him. When it comes to making you feel confident in your ability GLP Training are the right people to go with.

Sarah Notman

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The Worcester **AR Suite**

For employers choosing closed cohorts, we offer the option to maximise impact by holding dedicated training sessions at our state-of-the-art **Augmented Reality Suite** in Worcester.

This provides apprentices with immersive, hands-on experiences in a live training environment designed to strengthen both confidence and competence. It is particularly effective for:

- **EPA Preparation** - rehearsing presentations, professional discussions, and high-stakes interactions in a realistic setting
- **High-Pressure Scenario Training** - exposing apprentices
- to challenging conversations that build judgement and resilience
- **Enhanced Engagement** - moving beyond theory into practice, ensuring skills are embedded and transferable back into the workplace

The Future of **FM Training**

By combining traditional apprenticeship learning with scenario based simulations, we create an environment where apprentices don't just learn - they experience.

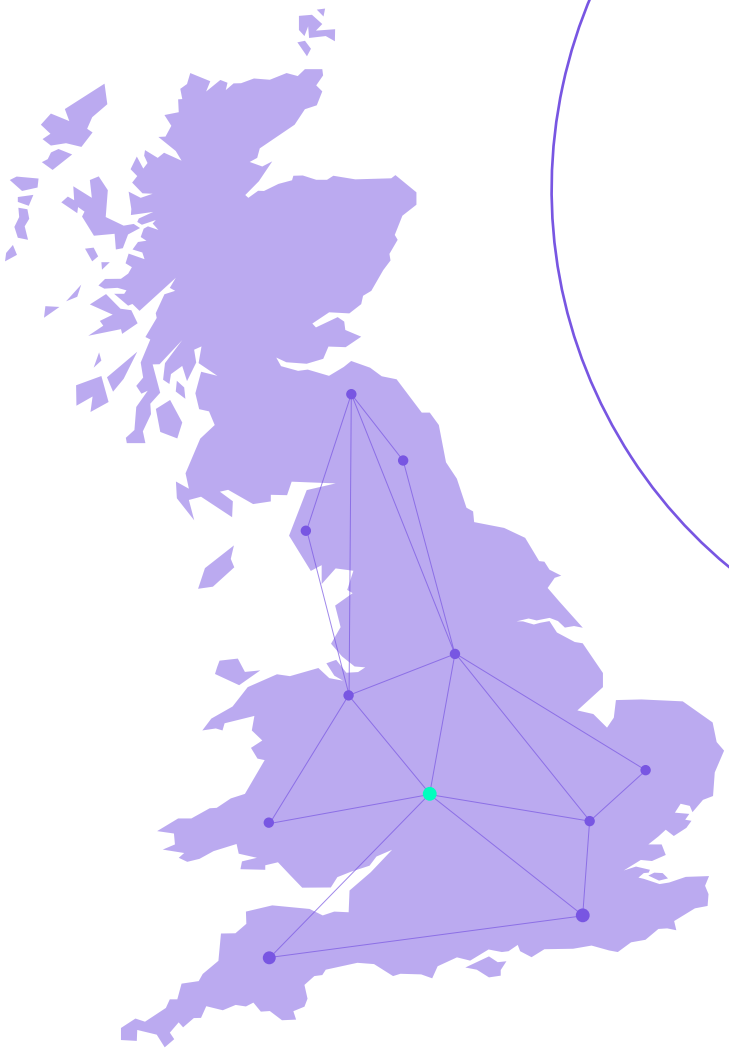
Whether accessed through desktop software, VR headsets, or in our Augmented Reality Suite in Worcester, this unique approach ensures every recruiter on our programme is better prepared, more confident, and more effective when it comes to real-world facilities management.



Our innovative approach ensures
seamless and efficient learning

Remote Delivery

Many of our professional services, leadership, and sustainability programmes are available for fully remote delivery. This ensures learners across the UK can access expert trainers and interactive sessions with consistency and flexibility - all while minimising disruption to their work and schedules.



Interactive
Live virtual sessions with group discussions and collaboration

Accessible
Join from anywhere, ideal for national teams and flexible working

Consistent
Same high standards, delivered by industry-expert tutors

In-Person **Impact**. Remote **Reach**. One Standard of **Excellence**.

Open national cohorts will have remote delivery of masterclasses and sessions. Option for employers with closed cohorts to have in person masterclasses at our centres or employer sites.

Enrolment & Onboarding

Getting Started with **GLP Training**

At GLP Training, we keep enrolment simple and supportive - helping every candidate and employer get set up quickly and confidently. We already work with many of the UK's leading employers, so if your organisation is partnered with us, much of this process may already be complete.

bksb

cognassist

bud

Testimonial

"Onboarding and welcome was friendly and approachable. Masterclasses were valuable, in both content, delivery and flexibility with dates, which was followed up with great tutor support, advice and encouragement throughout."

Richard Page
Associate Project Manager Apprenticeship

Majestic

For answers to Frequently Asked Questions, please scan the QR code below.

Step 1: Employer Agreement

A partnership agreement is confirmed between GLP and your employer to set up the apprenticeship.

This includes:
- Funding confirmed via the Digital Apprenticeship Service (DAS)
- Insurance and compliance documents
- Approvals from HR, Line Manager, and apprentice

Step 2: Role Suitability

Both apprentice and employer complete a role overview and skills scan to confirm the role offers the right opportunities to apply learning in practice.

Step 3: Initial Assessments & Systems Setup

Before learning begins, apprentices complete key onboarding assessments:
- **BKSB** – English and Maths initial assessments
- **Cognassist** – identifies individual learning styles and strengths
- **Bud** – your online learning system for progress tracking, resources, and tutor feedback

These ensure learning is personalised and all systems are ready for day one.

Step 4: Onboarding & Induction

You'll meet your tutor for an induction session covering:
- Programme structure and key milestones
- How to use Bud to record progress
- Off-the-job learning time and expectations
- Support available throughout your journey

From here, your apprenticeship begins - with everything in place for a smooth and confident start.

Operational Excellence starts here

We run regular intakes for the Facilities Supervisor Programme (Health & Safety pathway) - helping you build confident, compliant, and capable supervisors across your FM operations.

WHAT TO EXPECT

- **Dedicated Account Manager** - a single point of contact to guide you and your apprentices throughout the journey
- **Enrolment Team Support** - handling all administration and ensuring apprentices are set up for success from day one
- **Learning Style Assessment** - every candidate will complete an individual learning style assessment so we can tailor the programme to their individual learning preferences.
- **Guided Onboarding** - step-by-step support for learners and managers through induction, set-up and first modules
- **Ongoing Visibility** - monthly reporting and live tracking to keep you always updated on progress
- **Expert Delivery** - our tutors are experienced industry professionals who combine real-world expertise with proven teaching excellence

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