GLPTRAINING

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LEVEL 3 APPRENTICESHIP STANDARD

FACILITIES MANAGEMENT SUPERVISOR
(operational)

CMI iwfm

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DISCOVER THE **OPERATIONS AND IMPROVEMENT** PATHWAY

Our Operations and Improvement pathway has been shaped through years of experience delivering impactful training and qualifications that support operational excellence across a wide range of industries. Covering key areas such as leadership, continuous improvement, and customer service, the pathway creates clear progression opportunities from Level 2 through to Level 5.

Apprenticeships City & Guilds CMI iwfm iosh nebosh bcc citb

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Driving Operational Excellence in Facilities Management

The Facilities Supervisor Programme (Operations and Improvement) is designed to develop supervisors and team leaders responsible for day-to-day service delivery, operational processes, and systems within facilities management.

Built on the Business Administrator Level 3 apprenticeship, this programme has been tailored specifically for FM environments, equipping learners with the skills to coordinate services, manage systems, and support high-performing operations.

Learners will develop the ability to:

- Support facilities management operations and service delivery across the organisation
- Communicate effectively with customers, colleagues, contractors and stakeholders
- Plan, organise and prioritise work to improve productivity and team performance
- Use digital systems, data and resources to support operational decision-making
- Contribute to continuous improvement while maintaining compliance and professional standards within facilities management

Level 3

12+ 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 Operations and Improvement pathway providing career advancement and progression opportunities.

Learners also receive an additional 2 qualifications, with the opportunity to top up to a CMI Diploma upon completion.

CMI Award in Leadership and Management (included at No Extra Cost)

Level 3 Award in Facilities Management

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

For **Learners**

Ideal for:
- Facilities Supervisors / Team Leaders
- FM Coordinators or Administrators stepping into operational leadership
- Individuals responsible for planning, scheduling, systems, or service delivery

Leaners will develop the ability to:
- Manage operations across multiple FM services
- Use systems and data to improve performance
- Coordinate people, processes, and resources effectively
- Support service delivery across complex environments

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**

Operational efficiency is at the heart of successful FM delivery. This programme helps organisations:
- Improve service coordination and consistency
- Strengthen use of systems and data for decision-making
- Develop supervisors who can bridge operations and leadership
- Drive efficiency, compliance, and performance improvement

Key **Benefits**

FM-Contextualised Learning – tailored to real operational environments

Triple Qualification – Apprenticeship + IWFM Level 3 Award + CMI Level 3 Award

Systems & Process Focus – CAFM, reporting, scheduling, compliance

Immediate Impact – applied learning in the workplace

Clear Progression – into leadership or specialist roles

Facilities Management Supervisor (operational) Apprenticeship

The roadmap below outlines the key learning areas and assessment that makes up the Facilities Management Supervisor Level 3 (operational).

Month 1 — *Onboarding & Induction*

Understanding the Organisation and FM Context
Connect role to the wider business and facilities management functions/sector.

Supporting Business Operations & Service Delivery within FM
Deliver efficient administrative and operational support within FM

Communication and Stakeholder Engagement within FM
Strong collaboration, clearer communication and improve the service experience through effective communication.

Customer Service and Stakeholder Engagement
Build skills and confidence in delivering excellent customer service and acting as a key point of contact.

Planning, Organisation and Prioritisation
Develop strong organisational and time management skills to provide more efficient, organised & productive team operations.

Using Data, Systems and Digital Tools
Using applicable systems within facilities manager that support decision making and improve operational performance.

Supporting Projects and Continuous Improvement
Contribute to real world projects and business improvements within facilities management operations.

Managing Resources, Procurement and Costs
Mange resources effectively within business constraints within FM to improve resource usage and increase cost awareness.

Compliance, Governance and Risk Awareness
Operate within organisation and legal frameworks to reduce risk and maintain high levels of compliance.

Professionalism, Ethics and Personal Development
Develop your skills and professional behaviours to become a confident and accountable team leader.

Masterclass
Online, tutor led sessions covering specialist topics and theory elements of the programme

Month 12 — Assessment **Preparation**

GATEWAY

Month 13 — Apprenticeship **Assessment** — Month 15

- Professional discussion
- Portfolio of evidence
- Presentation
- Multiple choice test

AWARDING BODY: Highfield Qualifications

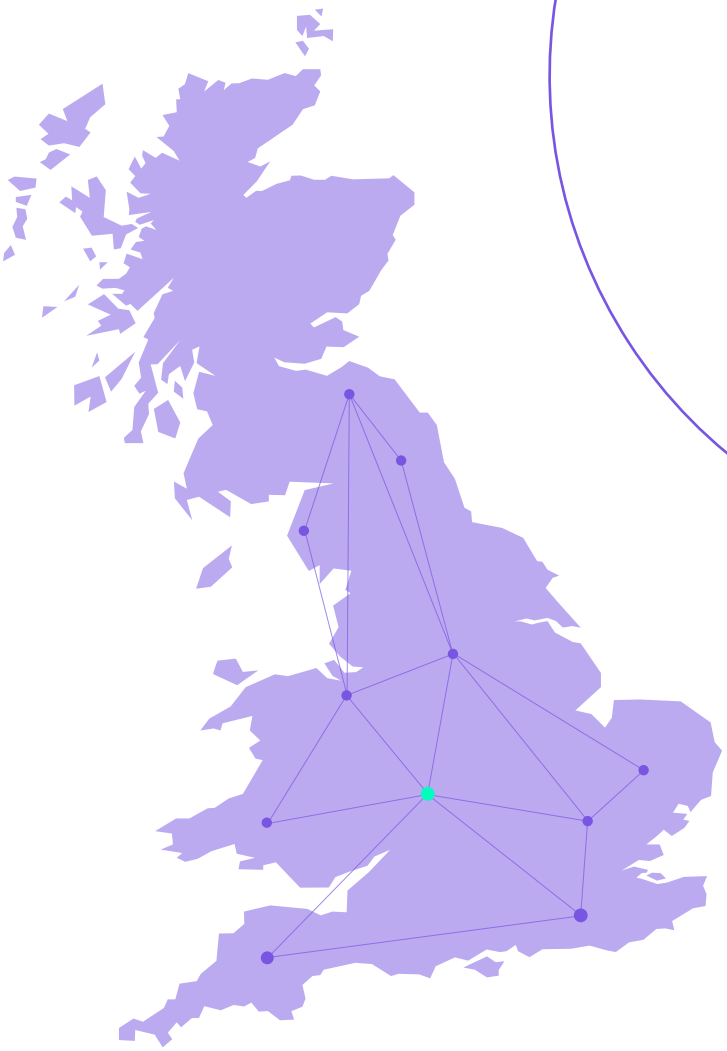
Certifications Included with this Programme

Awarding Body	Modules
Institute of Workplace and Facilities Management (IWFM)	**IWFM** Level 3 Award in Facilities Management · FM3.01 Introduction to Facilities Management · FM3.03 Customer and stakeholder relations in facilities management
Chartered Management Institute (CMI)	**CMI** Level 3 Award in Leadership and Management · Unit 331 – Approaches to Managing and Leading People and Teams

Blended Delivery

Our blended delivery model combines the best of both worlds – practical, on-site training and remote theory sessions. This approach ensures apprentices gain hands-on experience in their real working environment, while also accessing expert-led virtual teaching at times that fit around shifts and operational needs.

Learners benefit from face-to-face practice of workplace-specific tasks, supported by flexible online modules that embed the theory behind safe, effective, and compliant performance.



Practical
On-site sessions for hands-on skill development in the workplace.

Flexible
Remote theory sessions delivered online, arranged around work schedules.

Consistent
Same high-quality programme delivered by industry-expert tutors across both formats.

Real-world **Practice**. Flexible **Theory**. One Standard of **Excellence**.

Blended delivery is available for closed cohorts only to facilitate the in-person sessions within the workplace or at our training centres.

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 (Operational pathway) - helping you build confident supervisors who can manage systems, processes, and service delivery 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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