



FACILITIES MANAGER

Level 4 Standard



FACILITIES MANAGER LEVEL 4

COURSE CONTENT

ENSURE BUILDINGS AND SERVICES MEET THE NEEDS OF THE PEOPLE THAT WORK IN THEM

Facilities Managers are in a variety of organisations. Specific job roles at this level may include: Facilities Manager; Operations Manager; FM Contract Manager, Estates Manager.

Grey Seal support managers to have the knowledge, skills and behaviours to deliver on their responsibilities and personally develop within their role. They will learn new ideas, theories and methods as well as consolidating existing knowledge and experience. Having this knowledge and with the support of their Trainer they will have the confidence to put new knowledge into practice. This will include being responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be compliant with health and safety and other legislation. As well as being accountable for the management of the delivery of FM services within their area of responsibility e.g. cleaning, maintenance or fleet. They will ensure that levels of performance delivered meet / exceed customer expectations within budget.

This course will enable Facilities Managers to be highly effective not just during the course but will give a solid basis for future development whether this is further courses or focused CPD as Managers will understand how to assess themselves and construct their own development plan.

To develop rounded facilities managers we cannot focus on knowledge alone. Managers need to be able to use the information they learn to develop skills and behaviours enabling them to be highly effective.

Grey Seal Trainers are experienced Facilities Managers who will train the knowledge and support Managers to use this in their roles. Each module supports the knowledge skills and behaviours to be effective in the subject area. They fall under eight main strands but can be delivered in different orders.



FACILITIES MANAGEMENT LEVEL 4 MODULES

MODULES

KNOWLEDGE

SKILLS

Property asset management

- Implications of property ownership
- Establishment & management of registers for property & fixed assets
- Principles of building design; the features of building, fabric, structures and components and their implications for maintenance
- Relocation requirements & factors involved
- Layout, flow management & space planning techniques; accessibility & inclusion

- Manage property and fixed assets and implement building maintenance plans
- Monitor and control premises
- Optimise the use of space
- Evaluate the effectiveness of the implementation of a property management plan

Service delivery

- Principles of contract management
- Problem solving techniques, prevention measures, corrective actions
- Management of sub-contractors (management systems for contractors & specialists, e.g. security & access, performance management, Health and Safety briefings)
- Improvements

- Ensure the delivery of FM service provision to required standards and identify opportunities for improvement
- Identify requirements
- Identify opportunities for improvements
- Identify and rectify FM service delivery problems

Compliance

- Regulatory frameworks, health and safety, client requirements, statutory legislation and FM industry best practice; sustainability and corporate responsibility
- The impact of FM on the environment
- Principles of risk management; business continuity planning

- Meet FM compliance, risk and business continuity requirements (analyse the extent to which compliance, Corporate Social Responsibility (CSR) & sustainability requirements are met)
- Carry out risk assessments
- Develop a Business Continuity Plan

FACILITIES MANAGEMENT LEVEL 4 MODULES

MODULES

KNOWLEDGE

SKILLS

Management systems

- Requirements of ISO 41001 (international FM standard)
- FM data capture, analysis & management techniques; types, capabilities and limitations of FM IT systems e.g. of building management services
- IT systems

- Use FM management systems to monitor, report and act on the performance and efficiency of properties, assets and services against FM Key Performance Indicators (KPIs)
- Collate data; analyse statistics
- Maintain data security

Policy implementation and change management

- FM organizational and service requirements, targets & objectives
- Change management techniques (e.g. agile v waterfall; developing work processes, procedures, systems, structures & roles)
- Principles of project management (tools & methods for planning, monitoring & managing an FM project; process-based methodologies; project stages)

- Develop and implement delivery plans for the management of FM properties, assets and services
- Manage change (carry out activities ethically and sustainably; identify operational impact of change; develop plans to mitigate negative impacts; manage expectations)

Quality and stakeholder management

- Quality management in FM
- Client objectives, requirements & value; Service Level Agreements (SLAs)
- Survey & benchmarking techniques
- Uses of customer feedback; principles of continuous improvement; influencing techniques

- Establish and manage day-to-day relationships with clients and other stakeholders to agreed quality standards (develop and implement FM quality management operational plans)
- Use appropriate stakeholder management methods; recommend improvements to the quality of FM service provision

FACILITIES MANAGEMENT LEVEL 4 MODULES

MODULES

KNOWLEDGE

SKILLS

People management

- Ways of recording and tracking human resources capabilities
- The impact of change on people
- HR-related legislation affecting FM
- Capability building, HR tools and techniques

- Motivate, manage and develop FM teams to deliver operational objectives
- Deploy assets
- Assess and plan for individuals' development needs
- Comply with Human Resources (HR) requirements

Financial and procurement management

- Financial/budget/resource management reporting systems, processes and techniques
- Accountability within delegated financial authorities
- Organizational procurement policies and processes & client objectives and requirements

- Manage FM finances and procure FM goods and services, ensuring they are delivered within agreed budgets and make recommendations for innovation
- Analyse financial information
- Develop operational plan and budget;
- Manage budget variances
- Analyse the effectiveness of procurement practices)

Behaviours required for occupational competence

- Customer focus - exceed customer expectations and add value
- Collaboration - work in partnership with others for common good
- Influencing - anticipating and responding to others' needs and influencing them to enhance performance
- Innovation & quality - aim for a higher level of excellence

- Ethics and integrity - work for the greater good and not sacrifice high standards for immediate gain or personal benefit
- Leading people - foster the growth of themselves and others, inspiring them to exceed their personal and professional goals
- Systematic approach - approach work in an orderly way

ON-PROGRAMME ASSESSMENT

EPA ASSESSMENT GATEWAY

COURSE DESIGN AND TRAINING DELIVERY

Grey Seal has an integrated approach to the assessment of knowledge, skills and behaviours. The on-programme assessment will give an indication of performance against the final outcomes defined in the standard. Each programme whilst covering all the areas required will be individualised as much as possible to take account of learning styles, time allocation etc.

During the programme, apprentices will be building a portfolio of work-based and academic evidence. The portfolio will comprise a series of work-based projects as agreed between employers and training providers. The structure and format of the work based project reports will be specified by providers and agreed by employers. The content must meet the requirements of the eight areas of the standard i.e. eight projects. The maximum word count for each report is 4,000 words (some reports will be shorter than others).

Apprentices must also achieve IWFM Level 4 Diploma in FM as mandated by the standard.

Apprentices will be developing a reflective log which will enable them to reflect on their experiences and learning. It will allow them to reflect on their strengths and areas for development. It is recommended that wherever possible the evidence collected makes use of video or audio technologies.

During the programme, apprentices will receive membership of BIFM at the Affiliate grade.

Methods and timescales of training delivery are tailored to the learner, topic and the facilities available. For example, some topics maybe better delivered in a workshop style but depending on facilities and locations of learners this can be undertaken by getting together in a small group or getting together online using our video conferencing software. Delivery can be adjusted to suit the learner and organisation.

We use a variety of training methods and resources that can include:

- Trainer led group training sessions / workshops face to face or online using video conferencing
- Individual training sessions face to face, telephone or video conferencing
- Resources – paper based, electronic and signposted external resources
- Online portfolio that can be accessed by learner and designated organisational contact e.g., line manager / HR
- Virtual learning environment
- Individualised approach
- Access to a Trainer through the portfolio, phone, text, email, IM etc.
- Follow a personalised programme for Maths and English to provide learning resources to cover an individual learners weaker areas
- All Trainers are subject specialists with strong experience within the sector they are training in as well as being qualified Trainers

In order to proceed through the gateway to the EPA, apprentices must also have achieved the IWFM L4 Diploma in FM (i.e. a minimum of 48 credits).

Apprentices without L2 English and Maths will need to achieve this level prior to taking the EPA

Apprentices must demonstrate that they meet the knowledge, skills and behaviours of the standard before being considered for the EPA. The decision as to whether apprentices are ready to undertake the EPA should be made jointly by a panel comprising the employer and the training provider.

The employer makes the final decision. Training providers are responsible for convening such panels on an as needs basis.



END POINT ASSESSMENT

ASSESSMENT METHOD

AREA ASSESSED

WEIGHTING

FM work-based project

- Components of knowledge, skills and behaviours from across the standard
- Apprentices will carry out a practical work-based project which will result in a final report. Apprentices must produce evidence of what they have done. The word count for the report is 8,000 words. Other aspects of the standard not covered by the final report

50%

Presentation to a panel

- Component of quality management knowledge and skill
- Other aspects of the standard not covered by the final report above will then be tested in the professional discussion or presentation

20%

Professional discussion with a panel based on the portfolio and reflective log

- Components of knowledge, skills and behaviours from across the standard

30%

Already achieved prior to gateway

- Achievement of the IWFM Level 4 Diploma in Facilities Management
- Achievement of Maths and English at level 2 or equivalent
- Completion of portfolio and reflection log

Assessment	Maximum possible points	Pass (40-59%)	Merit (60-69%)	Distinction (70%)
Project report	50	20 - 29	30 - 34	35 - 50
Presentation	20	8 - 11	12 - 13	14 - 20
Professional discussion	30	12 - 17	18 - 20	21 - 30



greyseal