

Facilities Management Supervisor v1.1

☆ Level 3 £ £5,000 🗓 18 months

1. What the role entails

The main responsibility of a facilities management supervisor is to supervise a team of facilities management staff to provide a safe and efficient working environment. This occupation is found in small and medium enterprises, large and multinational organisations in private and public sectors. It is found in organisations where the management of multi-disciplinary activities, within the built environment, impact upon people and the workplace. At a corporate level, facilities management contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective facilities management activities are vital to the performance and success of any organisation, whatever its size and scope.

A facilities management supervisor requires good communication skills to resolve customer service queries, and analytical skills for monitoring customer service issues. They will identify reoccurring issues, problem-solving and then implementing solutions to improve services.

2. On-programme assessments

Apprentices will typically spend 18 months on-programme and undertake the minimum required off-the-job training as per the ESFA funding rules. Apprentices must spend at least 12 months on-programme. Before entering Gateway, the apprentice must complete the following on-programme requirements:

- Level 2 English and mathematics qualifications in line with the apprenticeship funding rules
- a 500 word project proposal for the Project: Report with Presentation and Questions
- a Portfolio of Evidence to underpin the Professional Discussion.

3. Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and the apprentice. The apprentice should only enter Gateway once the employer is content that the apprentice is working at or above the level of the occupational standard.

The apprentice must also have completed all the on-programme elements before they enter Gateway, including submitting a 500 word project proposal for the Project and a Portfolio of Evidence to underpin the Professional Discussion.

4. End-point assessment

The end-point assessment (EPA) for Facilities Management Supervisor contains two methods of assessment:



Project: Report with Presentation and Questions

The work-based Project is completed after the apprentice has gone through Gateway. It is designed to give the apprentice the opportunity to demonstrate the knowledge, skills and behaviours (KSBs) mapped to the assessment method within their day-to-day work.

The Project will be submitted in the form of a 2,500 word report (+/- 10%). The Presentation will last for 20 minutes (+10% at the discretion of the Independent End-Point Assessor (IEPA)) and the apprentice will then take part in a Question and Answer session lasting 25 minutes (+10% at the discretion of the IEPA).

The Project: Report with Presentation and Questioning is graded fail, pass or distinction.



Professional Discussion underpinned by Portfolio of Evidence

The Professional Discussion allows the apprentice to have a two-way conversation with the IEPA to explore their own practice and to show how they demonstrate the occupation's KSBs and that they are occupationally competent.

The apprentice will compile a Portfolio of Evidence to be submitted at Gateway, mapped to the KSBs associated with this assessment method. The apprentice will then complete a Professional Discussion with the IEPA to demonstrate the KSBs. The IEPA will ask a minimum of four open questions. The Professional Discussion will last for 30 minutes (+10% at the discretion of the IEPA to allow the apprentice to complete their last point).

The Professional Discussion with a Portfolio of Evidence is graded fail, pass or distinction.

5. Grade aggregation table

Project	Professional Discussion	Overall grading
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

A Fail in any assessment method will result in a Fail for the entire EPA.

6. Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPA methods, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

7. What next?

On successful completion of the Facilities Management Supervisor EPA, apprentices may progress on to the Level 4 Facilities Manager apprenticeship or choose from a number of job roles such as a facilities management coordinator or a facilities management team leader.

Why NCFE?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education, Social Care, Digital, Active Leisure and Business apprenticeship standards. NCFE offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.

