

# Facilities Manager

☆ Level 4    £ £6,000    🏠 18-24 months

## 1. What the role entails

Facilities Managers work in the private, public or third sector and all sizes of organisation. Specific job roles at this level may include Facilities Manager, Facilities Management Operations Manager, Estates Manager or Facilities Management Contract Manager. A Facilities Manager is responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (for example, equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all facilities management services within their local area of responsibility; for example, for one or more contracts/services, or specific services such as cleaning, maintenance of fleet services. They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets and services.

They may be employed in-house by a facilities management company or this function might be outsourced and they may provide facilities management services in any industry sector.

## 2. On-programme assessments

Apprentices will typically spend between 18 and 24 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 maths or equivalent qualifications
- BIFM Level 4 Diploma in Facilities Management (a minimum of 48 credits)
- a Portfolio and Reflective Log.

## 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 Portfolio and Reflective Log to evidence the Professional Discussion.

## 4. End-point assessment

The end-point assessment (EPA) for Facilities Manager contains three methods of assessment:



### Work-based Project Report

Apprentices will carry out a Work-based Project for the EPA which will result in a final Project Report. The word count for the Project Report is 8,000 words. Other aspects of the standard not covered by the final report will then be tested in the Professional Discussion or Presentation. The Project must be agreed by NCFE at Gateway and must be completed within the EPA window (6 months). The Work-based Project Report must have been assessed by an Independent End-Point Assessor (IEPA) and received a minimum of a pass grade before apprentices can move on to the other two EPA methods.

Grading: Fail, pass, merit or distinction.



### Presentation to EPA Panel

Apprentices will make a Presentation to deliver to an EPA panel consisting of an IEPA and an industry expert (industry experts may be an employer representative independent of the apprentice or someone from another organisation with relevant sector-specific expertise). The Presentation must last between 15 and 20 minutes with up to a further 10 minutes for questions and answers. The date of the Presentation should be agreed between the employer and NCFE, and apprentices will be given sufficient notice to prepare their Presentation.

Grading: Fail, pass, merit or distinction.



### Professional Discussion

The Professional Discussion must last between 45 minutes and 1 hour. The Professional Discussion must include references to the knowledge, skills and behaviours (KSBs) from the assessment plan. Panel members must have access to the Portfolio, the Project Report and the Reflective Log at least 4 weeks prior to the date of the Professional Discussion to enable them to review the documents and prepare.

The Presentation and Professional Discussion should both take place on the same day, the Professional Discussion following immediately after the Presentation.

Grading: Fail, pass, merit or distinction.

## 5. Grade aggregation table

	Grading
Fail	If an apprentice fails any assessment, the EPA will be deemed an overall fail.
Pass	Apprentices will achieve a pass if all three EPA components have a minimum of a pass grade.
Merit	Apprentices will achieve a merit if all three EPA components have a minimum of a merit grade.
Distinction	Apprentices will achieve a distinction if all three EPA components have a distinction grade.

## 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 Manager EPA, apprentices may choose from a number of job roles such as Facilities Manager, Facilities Management Operations Manager, Estates Manager or Facilities Management Contract Manager. There is also a Level 6 Senior and Head of Facilities Management apprenticeship standard it would be possible to progress onto.

### 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. NCFE offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.

