



# FACILITIES SPECIALIST OPERATIONS DEPARTMENTAL MANAGER

This partnership of qualifications will give you knowledge, skills and behaviours in managing and developing your team, projects, planning and monitoring workloads, managing resources and facilities management. This bespoke package includes the Level 5 Operational Management Apprenticeship and the Level 4 IWFM award, comprehensively covering a number of important leadership and management areas including; facilities management, risk management in the organisation, organisational culture and context, and the importance of health and safety management.

Roles may include: Existing facilities managers, Operations managers, Building managers, Property managers, Regional managers, Divisional managers, Department managers and Specialist managers. You will have the ability to tailor your course and IWFM units to meet your individual requirements and develop the specialisms in facilities management to support you to Grow, Learn & progress.



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

find out more



Level 5



£0 to £350

Maximum cost for non-levy employers and micro-businesses



15+ months

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



7,000

Maximum cost/funding for levy employers + £100 IWFM Certification fee



## Knowledge

- Understand operational management approaches and model
- Know how to set up and manage a project using relevant tools and techniques
- Understand business finance: how to manage budgets, and financial forecasting
- Understand different leadership styles, how to lead multiple and remote teams
- Understand approaches to partner, stakeholder and supplier relationship management



## Skills

- Self-awareness & management of self
- Planning & prioritisation
- Leading & Managing multiple & remote teams
- Building Relationships
- Problem-solving and decision making
- Managing Change
- Dealing with conflict
- Project Management and Business development tools
- Delegating & giving feedback effectively
- Finance and Data Security



## Behaviours

- Drive to achieve
- Inclusive - Open, approachable, authentic, and able to build trust with others
- Agile - Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs
- Professionalism

## ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME

# FACILITIES SPECIALIST OPERATIONS OR DEPARTMENTAL MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

-20+ months-

-15+ months-

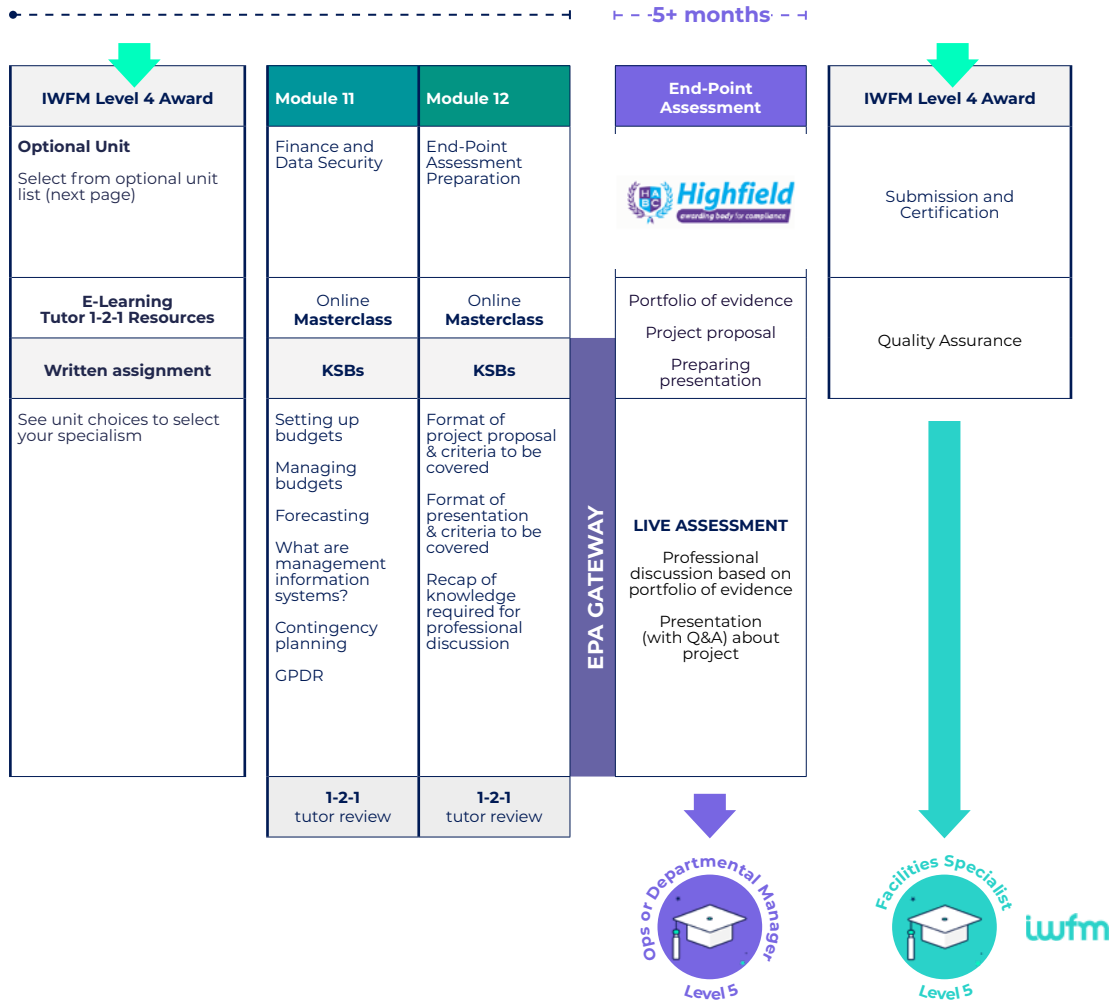
Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	IWFM Level 4 Award	Module 7	Module 8	Module 9	Module 10	IWFM Level 4 Award
Apprenticeship Induction	Self awareness & management of self	Planning & prioritisation	Leading & Managing multiple & remote teams	Building Relationships	Managing Change	<b>Mandatory Unit</b> FM4:01 Overview of Facilities Management Credit Value 6	Delegating & giving feedback effectively	Problem solving and decision making	Dealing with conflict	Project Management and Business development tools	<b>Optional Unit</b> Select from optional unit list (next page)
<b>INDUCTION</b>	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online workshop FM Specialist	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	<b>E-Learning Tutor 1-2-1 Resources</b>
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>Written assignment</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>Written assignment</b>
Preparing for your apprenticeship training	Emotional Intelligence Learning Styles Behavioural styles Interpersonal Skills Your impact on others	Time management Approaches to planning & prioritisation Operational plans KPIs Business planning Contingency planning Management Information systems	Leadership styles Leading multiple & remote teams Motivating teams Coaching & mentoring theories Performance and Talent management Recruitment & development of staff	Negotiation & influencing skills Stakeholder management Collaborative working techniques	Types of organisational culture Relationship between culture and change Change management theories Initiate & manage change Barriers to change & how to overcome them	<b>Aim of the unit:</b> This unit enables learners to develop an understanding of the scope and extent of the facilities management function and the range of associated services, the roles and responsibilities in different organisations and contexts as well as the importance of the contribution of facilities management in both societal and economic contexts	How to delegate Giving constructive feedback Plan for professional discussion on Managing Teams	Problem solving techniques Decision making techniques	Causes of conflict in the workplace Strategies for dealing with conflict	Project governance and life cycles Risk Management PESTLE Porters 5 Forces Approaches to continuous improvement	See unit choices to select your specialism
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review		1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	

🔍 Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

## IWFM Level 4 Qualification Specification V1.0 Structure of the qualifications IWFM Level 4 Award in Facilities Management

The IWFM Level 4 Award in Facilities Management is a 12-credit qualification (total qualification time 120-hours) and consists of one mandatory unit (6 credits) plus additional optional units in order to achieve a minimum of 12 credits in total.



REF	UNIT TITLE	CREDITS	UNIT NO.
<b>MANDATORY UNITS</b>			
FM4.01	Overview of Facilities Management	6	Y/601/1700
<b>OPTIONAL UNITS</b>			
FM4.02	Understanding Facilities Management (FM) Strategy	3	D/601/1701
FM4.03	Understanding people management in FM	8	H/601/1701
FM4.04	Understanding FM support services operations	6	M/601/1704
FM4.05	Managing Health&Safety in own area of FM	6	A/601/1706
FM4.06	Understanding risk management in FM	6	J/601/2132
FM4.07	Understanding financial management in FM	6	J/601/1708
FM4.08	Understanding the business organisation and its impact in FM	6	L/601/1709
FM4.09	Understanding performance measurement in FM	3	F/601/1710
FM4.10	Understanding leadership and management in FM	6	L/601/1712
FM4.11	Understanding the measurement of information and knowledge	3	Y/601/1714
FM4.12	Understanding FM projects	6	H/601/1706
FM4.13	Developing relationships with suppliers and specialists in FM	3	M/601/1718
FM4.14	Understanding relationships with suppliers and specialists in FM	4	M/601/1721
FM4.15	Understanding quality management in FM	4	A/601/1723
FM4.16	Understanding property and asset management for Facilities Managers	4	J/601/725
FM4.17	Understanding property, fabric and building services maintenance for Facilities Managers	8	Y/601/1728
FM4.18	Understanding space management for Facilities Managers	3	R/601/1730
FM4.19	Understanding sustainability and environmental issues and the impact on FM	3	R/601/2134
FM4.20	Understanding energy and utilities management and the impact of FM	3	Y/601/2135
FM4.21	Understanding procurement and the contract management in FM	3	T/601/1736
FM4.22	Managing accessibility and inclusion and its impact on FM	6	A/506/9076