



GLP TRAINING

Team Leader
or Supervisor

LEVEL 3

*



iwfm

LEVEL 3

*



Professional
recognition/
membership

IWFM+ILM

*



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

[find out more](#)



APPRENTICESHIP

FACILITIES SPECIALIST TEAM LEADER SUPERVISOR

This unique partnership of qualifications equips you with knowledge, skills, and behaviours in leadership styles, communication, team management, performance management, and problem-solving. It offers a robust foundation for a career in team leadership and supervision, particularly within the facilities management sphere, focusing on customer and stakeholder relations.

This tailor-made qualification package includes both the Level 3 Team Leader/Supervisor apprenticeship, as well as the Level 3 IWFM award. It offers comprehensive training in key leadership and facilities management topics, such as the organisation's facilities management arrangements, understanding the internal environment, as well as interactions with customers and suppliers. As a team leader or supervisor, you'll have a pivotal role in motivating and engaging your team, optimising their performance, and ensuring their full potential is realised. With the skills and knowledge acquired, you can progress to more senior positions within the organisation or pursue further training in leadership, management, or facilities management.



Level 3



£0 to £250

Maximum cost for non-levy employers and micro-businesses



15+ months

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



£5,000

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



Knowledge

- **Leadership Styles:** Understand various leadership approaches and their impact on team performance
- **Operational Management:** Comprehend how to implement operational plans and manage resources effectively
- **Project Management:** Familiarity with project lifecycles and methodologies to ensure successful project delivery
- **Financial Acumen:** Knowledge of budgeting and financial principles to manage team resources efficiently
- **Regulatory Compliance:** Awareness of relevant laws and regulations affecting team operations



Skills

- **Team Development:** Ability to support and develop team members through coaching and feedback
- **Problem-Solving:** Proficient in identifying issues and implementing effective solutions
- **Communication:** Skilled in conveying information clearly to diverse audiences
- **Resource Management:** Efficient in planning and allocating resources to meet objectives
- **Stakeholder Engagement:** Capable of building and maintaining relationships with stakeholders



Behaviours

- **Adaptability:** Demonstrate flexibility in response to changing circumstances
- **Integrity:** Uphold ethical standards and act with honesty and transparency
- **Resilience:** Maintain performance and composure under pressure
- **Inclusivity:** Promote a culture of diversity and inclusion within the team
- **Commitment to Excellence:** Strive for continuous improvement and high standards

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 TEAM LEADER SUPERVISOR ROADMAP

Modules are delivered holistically through-out the programme.

18+ months --o

15+ months --o

| Module 1 | Module 2 | Module 3 | Module 4 | Module 5 | Module 6 | IWFM Level 3 Award | Module 7 | Module 8 | Module 9 |
|--|--|---|---|---|---|--|--|--|--|
| Apprenticeship Induction | Personal Development | Development and Coaching of a team | Communication | People and Relationships | Leadership Styles | Mandatory Unit FM3.01 Introduction to Facilities Management Credit Value 6 | Building a High Performing Team | Implementing operational plans | Managing change and improvement |
| INDUCTION | Online Masterclass | Online Masterclass | Online Masterclass | Online Masterclass | Online Masterclass | Online workshop FM Specialist | Online Masterclass | Online Masterclass | Online Masterclass |
| KSBs | KSBs | KSBs | KSBs | KSBs | KSBs | Written assignment | KSBs | KSBs | KSBs |
| Preparing for your apprenticeship training | Learning opportunities and continuous professional development | How to identify the learning needs of others and solutions to address them. How to identify and support the development of the team through informal coaching and continuous professional development. | Explore communication techniques, including presentation, negotiation, and influencing skills. How you communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required. How to negotiate with and challenge stakeholders to manage change and reduce conflict. | Stakeholder management. Manage and maintain relationships Collaborate with stakeholders to ensure the delivery of operational goals Interpret and apply regulation and legislation Policy and procedure relating to people and organisational culture Principles of equity, diversity and inclusion in the workplace Professionalism, ethics and integrity Managing people and teams | Know about the variety of Leadership styles and management approaches | Aim of the unit: 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 | Performance management techniques How you can use tools to organise, prioritise and allocate daily and weekly work activities | The purpose of your role within the organisation, including your level of responsibility and accountability How to manage resources to implement operational and team plans The use of resources to implement operational and team plans How to interpret organisational strategy and communicate how this impacts others | Principles of change management and continuous improvement How you review work processes to identify opportunities to improve performance and for continuous improvement How you manage others through change by identifying challenges and the activities to resolve them |
| 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



• - -18+ months

• - -15+ months

• - -3+ months

| Module 10 | Module 11 | Module 12 | IWFM Level 3 Award | Module 13 | Module 14 | Module 15 | Module 16 | End-Point Assessment |
|--|--|---|--|---|---|---|---|---|
| Future Plans and opportunities | Managing a Budget | Problem Analysis and conclusions | Mandatory Unit FM3.03 Customer and stakeholder relations in Facilities Management Credit Value 5 | Data Collection and benchmarking | Contributing to a project | Using technology | End-Point Assessment Preparation |  Portfolio of evidence Prepare a presentation LIVE ASSESSMENT Professional discussion based on the portfolio of evidence Presentation with Q&A |
| Online Masterclass | Online Masterclass | Online Masterclass | E-Learning Tutor 1-2-1 Resources | Online Masterclass | Online Masterclass | Online Masterclass | Online Masterclass | |
| KSBs | KSBs | KSBs | Written assignment | KSBs | KSBs | KSBs | KSBs | |
| Cross-team working The impact of internal and external factors have on their role Future changes in the sector and their impact Working flexibly and adapting to circumstances Relevant regulation, legislation, compliance and their impact External factors that affect the workplace and how they are managed The wider social and economic environment Communication techniques | Different approaches to managing budgets, and options and choices to maximise efficient use of resources | Problem-solving and decision-making principles Information and problem-solving techniques to provide solutions and influence the decision-making process Organisational strategy and objectives and how their role impacts on you | | How to collate, interpret and communicate data and information to meet the needs of different audiences How you are able to collate and interpret data and information and create reports The processes and policies which support the delivery of operational requirements | Pproject management tools and techniques Time management and prioritisation tools How you take accountability and ownership of their tasks and workload | IT and software used to support the activities of the business Monitoring the use of technology The use digital tools for planning and project management to monitor project progress, taking corrective action to deliver against the project plan Use technology and software to produce documentation | Preperation for EPA Mock Professional discussions based on Portfolio. Practice Q&A sessions | EPA GATEWAY |
| 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 | |

