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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.





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



£4,500

£0 to £225

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

Maximum cost for non-levy employers and micro-businesses

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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

IWFM UNIT OPTIONS

(see last page)





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FACILITIES SPECIALIST TEAM LEADER OR SUPERVISOR ROADMAP

Modules are delivered holistically through-out the programme.

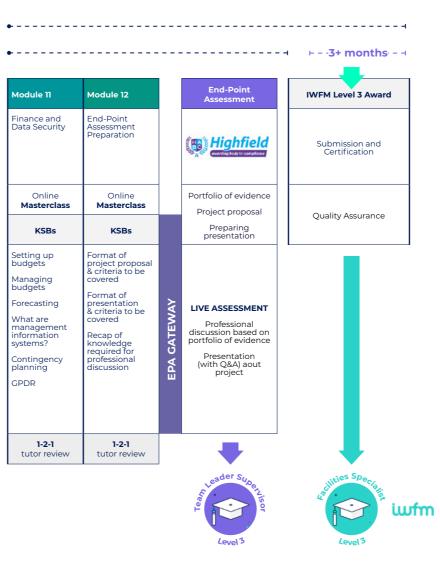
lodule 1	Module 2	Module 3	Module 4	Module 5	Module 6	IWFM Level 3 Award	Module 7	Module 8	Module 9	Module 10	IWFM Level 3 Award
pprenticeship iduction	Self awareness & management of self	Planning & prioritisation	Leading & Managing multiple & remote teams	Building Relationships	Managing Change	Mandatory Unit FM3.01 Introduction to Facilities Managementt Credit Value 6	Delegating & giving feedback effectively	Problem solving and decision making	Dealing with conflict	Project Management and Business development tools	Mandatory Unit FM3.03 Customer and stakeholder relations in Facilities Management Credit Value 5
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online workshop FM Specialist	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	E-Learning Tutor 1-2-1 Resources
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	Written assignment	KSBs	KSBs	KSBs	KSBs	Written assignment
reparing or your oprenticeship aining	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	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	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	
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	

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

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Q Formal review every 8-12 weeks



IWFM Level 3 Qualification Specification V1.0 Structure of the qualifications IWFM Level 3 Award in Facilities Management

The IWFM Level 3 Award in Facilities Management is an 11-credit qualification (total qualification time 110-hours) and consists of two mandatory units only

REF	UNIT TITLE	CREDITS	UNIT TYPE				
MANDATORY UNITS							
FM3.01	Overview of Facilities Management	6	Knowledge				
FM3.03	Customer Service	5	Knowledge				

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