

Assessment plan: Facilities Management Supervisor Apprenticeship

Introduction and Overview

This apprenticeship is designed to operate as the professional standard for people working as Facilities Management Supervisors.

The principles driving the design of the assessment plan are as follows:

- 1 Maximum relevance to the job wherever possible
- 2 Integration with day-to-day responsibilities wherever possible
- 3 Added value to the apprentice's journey, both during and at the end of the apprenticeship

Learning Content

The indicative content of the apprenticeship standard and high level learning outcomes, which will be included in the Employer Occupational Brief, cover skills, knowledge and behaviours required to be met for this role.

Summary of Assessment

The *synoptic end point assessment* (EPA) will contain two components;

- 1 - A knowledge test that will be sat under invigilated conditions and marked by the end-point assessment organisations (i.e. externally).
- 2 - A competency based interview to assess the knowledge, skills and behaviours across the standard. The competency based interview will be assessed by the end-point assessment organisations.

The apprentices will undertake the knowledge test first and are required to pass before they can undertake the competency based interview.

The assessment methods (short-answer, multiple choice questions and oral questioning) being used in this apprenticeship all require the apprentice to demonstrate their knowledge, skills and behaviours in an integrated manner to deliver the learning outcomes required to meet the standard.

The end-point assessment will be synoptic in design, sampling a sufficiency of skills, knowledge and behaviours across the standard.

Assessment Overview [set out key assessment information]				
Assessment Method	Area Assessed	Assessed by	Grading	Weighting
Written test (online and paper based) – Maximum duration 90 mins	Knowledge	EPA Organisation	Fail/Pass / Distinction	50%
Competency Based Interview - Duration 45-60 mins	Knowledge, Skills and Behaviours	EPA Organisation	Fail / Pass / Distinction	50%
On-programme Assessment				
<p>Each employer will be required to develop their own apprenticeship programme, in collaboration with a training provider if required, mapped to the outcomes required in the standard. It is recommended that employers implement on-programme assessment, which will be formative, to enable the apprentices to demonstrate they have developed the knowledge, skills and behaviours in the workplace under working conditions before being considered to undertake the end-point assessment.</p> <p>It is recommended, but not required, that the on-programme assessment includes the following components;</p> <ul style="list-style-type: none"> • Completion and achievement of the BIFM Diploma in Facilities Management, equating to at least 480 hours Total Qualification Time (48 credits). Where a qualification is not used, there should be provision of underpinning knowledge and training with regular assessments to an equivalent standard, quality and scope which can be evidenced. • A portfolio of evidence made up of work based products. This is to ensure candidates demonstrate the skills, knowledge and behaviours set out in the standard have been met prior to the apprentice undertaking the end point assessment. • A reflective log which will enable an apprentice to reflect on their experience 				

of generating the evidence for the portfolio. It will allow the assessment of an apprentice's skills, knowledge and behaviours relating to how they carried out the work activities. Importantly it will allow them to reflect on what well and what went not so well and how issues were rectified.

Further information on the on-programme assessment will be provided in the Employer Occupational Brief (EOB). The EOB will be available from the British Institute of Facilities Management (BIFM), as the professional body for this sector and will be made available to employers and training providers wishing to deliver the apprenticeship.

Assessment Gateway

The apprentice must demonstrate they meet the skills, knowledge and behaviours for the standard and high level learning outcomes before being considered for the EPA. The Employer will be the final arbiter of whether their apprentice is ready to undertake the EPA. However, Employers can choose to work with a training provider to help verify that the apprentices have met the requirements of the standard. The Employer will ensure that any functional skills requirements of the apprenticeship have been achieved prior to undertaking the EPA.

It is expected that an apprentice will be ready to undertake the EPA no later than 3 months from the end of the apprenticeship. Employers will be responsible for contacting an EPA Organisation to make arrangements for the assessment of their apprentices.

The apprentice will also have to have achieved Level 2 Maths and English prior to undertaking the EPA.

End-point - Assessment

What

The EPA will test the knowledge, skills and behaviours covered in the apprenticeship standard.

- Facilities Management within the context of the employing organisation (Hard Facilities Management, Soft Facilities Management, Total or Integrated Facilities Management)
- Management of Health and Safety in accordance with employing organisation and client/customer requirements for the facilities management service they are supervising
- Developing relationships in the workplace with colleagues from own employing organisation and with employees of the customer/client to achieve service targets
- Develop and implement risk assessment plans in accordance with the requirements for the facilities management service they are supervising
- Organize and delegate day to day activities of staff to ensure that the facilities management service meets contractual requirements and service targets

- Monitor the costs of the facilities management service to ensure the budget is not exceeded
- Procure supplies for the facilities management service and maintain relationships with suppliers
- Resolve customer service queries and issues in accordance with contractual requirements; monitor customer service issues in order to prevent re-occurrence
- Solve day to day problems to ensure the facilities management service meets its service targets and contractual requirements
- Manage the day to day performance of staff and contribute to their development
- Ensure that resources (materials and equipment) are used efficiently by ensuring correct use in accordance with manufacturer's instructions
- Take responsibility for own development of skills and knowledge

Core Behavioural Competencies

The standard also defines some core behavioural competencies

- **Analytical:** Systematic in their approach to understanding a problem
- **Customer Focused:** Considerate of the needs of users and stakeholders
- **Collaborative:** Able to work as part of a team and with a wide variety of stakeholders
- **Effective communicator:** Ability to build relationships based on common understanding
- **Flexible:** Capable of adapting to changing circumstances and expectations
- **Honest:** Truthful in the dealings with stakeholders
- **Methodical:** Detailed in the way they go about their work

How

The EPA will contain two components;

1 - A knowledge test that will consist of 10 structured questions (short-answer) and 20 multiple choice questions to assess a sample of knowledge across the standard. The maximum duration of the knowledge test will be 90 minutes. The knowledge test will be sat under invigilated conditions and marked by the end-point assessment organisations (i.e. externally). The assessments will be graded pass/fail/distinction.

2 - A competency based interview to assess the knowledge, skills and behaviours across the standard. The duration of the competency based interview will be 45-60 minutes. The competency based interview will be assessed by the end-point assessment organisations and graded pass/distinction/fail.

- The apprentices must undertake the knowledge test first and are required to pass before they can undertake the competency based interview.
- Both components in the end-point assessment will be graded

(Pass/Distinction/Fail) and will contribute to the final overall grade for the apprenticeship.

- To achieve an overall grade of “Distinction” an apprentice must achieve a Distinction in both components of the end-point assessment.
- The pass mark for a Pass and Distinction for both EPA components will be 70% pass and 90% distinction.
- Where an apprentice fails an assessment, any retakes will be awarded a maximum of a Pass.
- The written test will be conducted under invigilated conditions. The test will be delivered either onscreen or as a paper based test.
- The competency based interview will be delivered in a suitable venue, free from disturbances and of sufficient size to hold the apprentice and a panel of two independent assessors.
- The EPA organisations must have the capacity and capability to offer the assessments nationally, utilising assessment centres that provide economies of scale. An assessment centre can be an employer’s premises or other appropriate venue.
- The EPA organisations must provide facilities for apprentices from employers who do not have sufficient numbers of apprentices to host their own assessment sessions.
- As the apprentice must pass the written test before undertaking the competency based interview, employers must allow at least two weeks between the written test and interview to ensure receipt of result for the written test.

Who

The EPA Organisations will provide external independent assessment of knowledge, skills and behaviour through the external assessment of the written assessment and competency based interview. The EPA Organisations will have to be on the SFA Register of Apprentice Assessment Organisations. EPA Organisations will have:

- Experience in FM and built environment fields
- Qualified Assessors in the built environment field
- Evidence of existing approach to partnership working with Employers
- Examples of partnership working with Employers
- Facility to offer assessments in both centralised and remote scenarios
- Facility to offer assessments by paper and computer based assessment
- Robust processes and procedures to undertake EPA including standardisation across assessors

The Assessors employed by the EPA Organisations must have met the following criteria

- Current sector occupational competence at managerial level – (3 years within the FM sector)
- Qualified to Level 4 or above within a FM specific topic e.g. BIFM Level 4 Diploma in Facilities Management

- Previous recent occupational experience in the role – (evidence of up to date CPD)
- Assessor qualification and evidence of assessing learners

End-point – final judgement

The competency based interview will be assessed by a panel of at least one Independent Assessor who will chair the interview. The panel may also comprise of a representative of the employer and/or training provider. When the apprentice has passed both components of the EPA they will be deemed to have completed the Apprenticeship. The independent assessor will have the casting vote.

Independence

The EPA will only be delivered by an EPA Organisation that meets the criteria above. Having the end -point assessment externally assessed will demonstrate clear impartiality in the assessment decisions. Impartiality is delivered through the fact that no party with a vested interest in the performance of the apprentice eg employer or training provider will be involved in the end-point assessment decision. The end assessment is assessed and verified independently of the employer or training provider.

The EPA Organisations must have a Conflict of Interest policy which ensures any Assessor declares a known Conflict of Interest with an employer or apprentice. A Conflict of Interest can be defined as a person who is connected to the development and/or delivery of the assessments has interests in any other activity which has the potential to lead that person to act contrary to his or her involvement in the development and/or delivery of the EPA.

End-point – Summary of roles and responsibilities [set out the role of each organisation/person involved in assessment]

Assessor	Role
Employer	<ul style="list-style-type: none"> • Creates opportunity for the apprentice to carry out work and produce outcomes • Brings a view of the apprentice working with them in the workplace through the apprenticeship • Contributes to the planning and delivery of the on-programme assessment against the standard and occupational brief • Monitors the performance of the apprentice through the on-programme assessment against the standard and occupational brief Decides on the when the apprentice passes the gateway to the end assessment, through a review of apprentice performance.
Training Provider	<ul style="list-style-type: none"> • Brings a view of the apprentice from supporting them through the apprenticeship • Providing training in the assessment process (including use of assessment instruments and application to ensure consistency) for staff involved in the formative assessment • Contributes to the planning and delivery of the on-programme assessment against the technical specification. • The Training Provider will act as the assessment 'expert' in the on-programme assessment of the indicative content

	<ul style="list-style-type: none"> • Monitors the performance of the apprentice through the on-programme assessment. • Supports the employer on deciding the timing of the end assessment and gateway • Supports the employer in contacting EPA Organisations
EPA Organisation	<ul style="list-style-type: none"> • Develops assessment instruments and marking specifications based on the standard • Registers apprentices for the EPA's and manages the assessment arrangements to enable the learners to access the assessments • Marks and grades the assessments • Conducts quality assurance and standardisation activity to ensure the consistency of the assessment. • Arranges retakes of assessments for apprentices where they fail assessments.
Quality Assurance – internal	
<p>The EPA organisations will ensure the consistency and validity of their assessment decisions by;</p> <ul style="list-style-type: none"> • Providing training to their Assessors on; <ul style="list-style-type: none"> • the overall apprenticeship • the apprenticeship standard • the grading standards and marking schemes • examples of relevant evidence • Ensuring Assessors undergo practice assessing • Conducting sampling of the assessment decisions of their Assessor • Ensuring the Assessors undergo marking standardisation activity • Having a performance management process in place for Assessors that do not meet the required standards. <p>The EPA Organisations will be responsible for the delivery of the assessments around the country. To ensure consistency in the assessment process the EPA Organisations will ensure;</p> <ul style="list-style-type: none"> • All apprentices undertake an assessment instrument that has been developed and verified as valid. • EPA organisations will have a Reasonable Adjustment policy. This will allow adjustments to the assessment or arrangements. This will enable apprentices, irrespective of any permanent or temporary disability to access the assessment without undermining the consistency of the assessment. • The EPA organisations will publish assessment arrangements and supporting guidance. The guidance will include the minimum standards for; <ul style="list-style-type: none"> ○ Facilities for the delivery of assessments 	

- Security of assessment materials
- Invigilation arrangements
- This will ensure that apprentices have a consistent experience undertaking the assessment across the country.
- The EPA organisations will undertake internal quality assurance activity to monitor the delivery of the assessments. This will be critical for EPA Organisation that outsources elements of the assessment delivery.

The EPA organisation will have policies to gather feedback from apprentices to inform a review of their assessment arrangements.

Any appeals in relation to the outcome of the End Point Assessment will be initially managed by the Independent Assessment Organisation, and escalated to the Institute for Apprenticeships as appropriate.

Quality Assurance – external

The Institute for Apprenticeships will provide the external quality assurance. This will be the monitoring of the EPA organisations to ensure they deliver the EPA to the required standards.

End-point - Grading

There are two grades within this apprenticeship: Pass, and Distinction.

A Pass represents the minimum acceptable standard for the industry, with the apprentices achieving all the knowledge and skills required within the standard and demonstrating a consistent level of behaviours.

A Distinction will provide transparency to an apprentice's skills and abilities in planning, quality and time. An apprentice who attains a Distinction will consistently demonstrate a high level of knowledge and skill. They will also demonstrate the behaviours expected of a high performing worker through the EPA.

Overall apprenticeship grading:

- All assessments must be passed to achieve an overall Pass graded apprenticeship. An apprentice must get between 70% and 89% in both assessments to get a pass.
- To achieve a Distinction graded apprenticeship, a candidate must achieve a Distinction for all end-point assessment components. An apprentice must achieve 90% or over in both assessment components.
- If an apprentice fails an assessment they cannot be awarded a Distinction in subsequent retakes.

Implementation

The approach presented offers an affordable and scalable solution to assessment for this apprenticeship. The approach is robust and will ensure the best use of time, ensuring ongoing assessment during the apprenticeship programme, with an End Point Assessment that delivers an effective synoptic assessment at reasonable cost and through a delivery model which minimises time and impact on the apprentice and employer.

The End Point knowledge assessment will be available through an e-assessment solution with the apprentices having to pass before moving on to the competency interview. End-Point Assessment Organisations are encouraged to respond to the anticipated high volume of demand and across a range of geographical locations. This will ensure that the independent assessor time is maximised, and that employer and apprentices have easy access to the End Point Assessment with little time spent on travel and associated costs.

The cost of the End Point Assessment represents no more than 10% of the total cost of delivering the apprenticeship.

The apprentice will be eligible for recognition by the British Institute of Facilities Management (BIFM) at the Affiliate Membership grade during the apprenticeship.

On achievement of the full apprenticeship they will be eligible for Associate Membership. BIFM have confirmed resources (eg best practice guides, CPD events, website, and research papers) will be available for the apprentice to support them throughout their learning journey.

Apprentices may be eligible for membership of other professional bodies during and on completion of the apprenticeship.

The forecast is for 500 starts in the first year.