

August 2017 Proposal to develop a new apprenticeship standard

Page 1: Proposal to develop a new apprenticeship standard

Q1. Please confirm that you have read the "How to" guide for Trailblazers on gov.uk (see link here), that you are content that this proposal meets all the criteria for final approval set out within it and that you have discussed the proposal with a relevant Route Relationship Manager within the Institute (Please specify who).

I have read the 'how to' guide for Trailblazers on gov.uk?

Yes I confirm I have read the guide and discussed the proposal with my relationship manager, Sam Hanna

Name of my Relationship Manager

Sam Hanna

Q2. Name of proposed trailblazer group

Facilities Services Operative Apprenticeship

Q3. Are you an existing Trailblazer Group already with approval to develop other standard(s)? If yes or partly, please provide full details.

No

Q4. Name of proposed apprenticeship standard(s).

Facilities Services Operative

Q5. Is this a proposed core and options standard? If yes, please give the titles for each of the options.

No

Q6. How many standards are you proposing to develop? Please be aware that commitment from at least 10 employer members for each proposed standard is required.

One

Q7. Will there be a requirement for additional new standards to be developed in the future? If so, please provide brief details of what these will be.

No

Q8. Have you submitted a proposal for an apprenticeship standard in this role(s) before? If yes, please give details below including comments from the (pre April 2017) DfE approvals panel or the Institute.

An expression of interest to develop a Facilities Services Operative Apprenticeship Standard was submitted to the Department for Education on 30th March 17. On 17th May, Sam Hanna called to inform the EOI had been rejected at this stage, provided verbal feedback then followed up with a detailed email – see below

(17th May 2017) – As discussed the Facilities Services Operatives proposal was not put forward to the Panel for the following reasons:

- Clarification is required to provide a full description of what the occupational role involves, including the specific tasks and responsibilities. For example for 'Support the security management of the site' and 'Support the co-ordination of events and meetings', what kind of tasks and responsibilities are expected to be involved?

The above point is addressed at question 11. Responsibilities relating specifically to security and events/meetings are addressed in sub-paragraphs 5 and 10 respectively

- Linked to this further details were required to confirm that there is no significant overlap in the overall occupation or in the content of potential knowledge/skills/behaviours with the existing Facilities Management Supervisor standard. What tasks and responsibilities will Facilities Services Operatives have that Facilities Management Supervisors will not and are there tasks and responsibilities and therefore knowledge/skills/behaviours that will be common to both roles?

The above point is addressed at question 10 i.e. in summary, the FM Supervisor has requirements for knowledge and skills in the management of health and safety and in staff development. They also have requirements for knowledge and skills in relationship-building, development and implementation of risk assessments, monitoring costs, procurement, problem-solving and resource management – none of which are required of the FM Services Operative. This latter role works to instructions on the activities listed in the skills column of the Facilities Services Operative section of question 10. These are limited by their levels of authority and have no role in planning nor in contributing to policy development. The behaviours required at this level are yet to be determined by the Trailblazer group during the standards development phase. Those behaviours listed in questions 10, 11, 13 and 14 represent the Trailblazer group's preliminary thinking.

- An occupation for an apprenticeship requires rigorous and substantial training of at least 12 months prior to end point assessment to achieve full competence, with off-the-job training accounting for at least 20% of the apprenticeship. The proposal outlined that training would be around 12 months, so further clarification is required, both in relation to the duration and what it is based on. Also confirmation that off-the-job training accounts for at least 20% of the apprenticeship.

The above point is addressed at question 14 i.e. the apprenticeship will last for a minimum of 12 months and off-the-job training will account for 20% of the apprenticeship. The content of the apprenticeship will be determined by the Trailblazer group as it reflects the industry's needs. The training will therefore be based on the requirements as described in questions 11 and 12 which will be amplified in the apprenticeship standard

- A proposal should include details of employers (both large and small employers i.e. less than 50 employees) who will make up the proposed trailblazer group, are committed to be actively involved and provide projected starts for the standard. Although all the employers were committed to starts, projected starts were not included for all members of the group. There were also no small employers committed to developing the standard, although the proposal outlined interest from a number of SMEs.

The above point is addressed at question 16 i.e. whilst there are facilities management organizations that employ under 50 people and we have one of them as part of this Trailblazer group, there are no other small employers that have expressed interest in apprentices in this particular role (they are more interested in other facilities management roles at a higher level). The FM industry is characterized by the fact that there are two distinctly different types of company. On the one side (the 'supplier side'), there are large companies (e.g. Mitie, Kier and Interserve) that provide FM services to their clients (in a wide variety of industries). In addition, there are some smaller companies that also supply FM services. However, these tend to comprise specialist operatives (e.g. plumbers, heating and ventilation engineers) and managers which means that there is no requirement for the multi-skilled Facilities Services Operative. Conversely, the 'client side' comprises large companies in any industry that may or may not have their own FM department and/or they may buy in such specialist FM services. Smaller 'client side' companies are likely to share FM service provision in multi-tenanted buildings and therefore, since they

Q8. Have you submitted a proposal for an apprenticeship standard in this role(s) before? If yes, please give details below including comments from the (pre April 2017) DfE approvals panel or the Institute.

do not employ people in this role directly, they have no requirement of their own for this role although they would benefit from its provision across the industry by raising standards through training. For example, DWF (see Q16) is a major international law firm which has its own FM department, employing approximately 30 FM staff amongst a total workforce of 2,600. Consequently, Q16 lists an expected Apprenticeship start of only 5 starters.

- Linked to this further details were required to confirm that there is no significant overlap in the overall occupation or in the content of potential knowledge/skills/behaviours with the existing Facilities Management Supervisor standard. What tasks and responsibilities will Facilities Services Operatives have that Facilities Management Supervisors will not and are there tasks and responsibilities and therefore knowledge/skills/behaviours that will be common to both roles?

The above point is addressed at question 10 which sets out a comparison of the FM Supervisor's required knowledge, skills and behaviours and those of the FM Services Operative, noting that the FM Services Operative role carries no managerial responsibilities. This EOI sets out the preliminary thinking on the knowledge, skills and behaviours which will be developed in full during the standard development phase.

Q9. Please insert details about each proposed standard below.

	Name of occupation	Proposed level of the standard	Proposed as a degree apprenticeship?	Intended to replace/partly replace an existing apprenticeship Framework? [if so please give details]	Do you expect any age restrictions to apply to this standard?	Estimated annual take-up across entire relevant sector(s) (This is separate to the number of apprentices that each individual employer group member will take on)	When do you estimate this apprenticeship would be ready to deliver starts?
1	Facilities Services Operative	Level 2	No	No	No	800	April 2018
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-

Q9. Please insert details about each proposed standard below.

10

- | - | - | - | - | - | -

Q10. <https://www.gov.uk/government/publications/apprenticeship-standards-in-development> Please provide any relevant information below regarding potential overlap with other Trailblazer standards published or in development. It is important that you review your proposal against all other apprenticeships published and in development to confirm there is no significant overlap, in overall occupation or in the content of potential skills/knowledge/behaviours. Where there is potential of any overlap, we ask that you contact the existing Trailblazer(s) before submitting a new proposal to discuss whether the existing standards would cover your needs (or email apprenticeship.trailblazers@education.gov.uk). Please then provide below full details of any possible overlap identified, interaction with relevant Trailblazers, and any relevant further detail explaining why this occupational role is sufficiently unique to still justify separate apprenticeship standard. The existing list of standards in development, is here [The list of existing published standards and Trailblazer contact details, is here](#)

This submission has been developed with the full support of the Trailblazer Group from the Facilities Manager Supervisor standard that was approved in 2015 (please note that this Apprenticeship lasts 18 – 24 months and already has registered apprenticeship starts). The group recognizes that there is a need for a development route at this level for this type of role and agree that this standard is significantly different from the Facilities Manager Supervisor standard but there are some minor overlaps which are highlighted in the following comparison.

The key reasons behind this are that this occupation does not include any line management activities, target-setting or improvement planning, all of which are management responsibilities. This standard is to provide new skills and knowledge to individuals who are in a supporting role to the Facilities Management Department. The FM technical skills and knowledge required of people fulfilling the role of FM Services Operative will differ according to their responsibilities e.g. one may hold responsibility for cleaning contracts whilst others may be involved in security or catering. Successful completion of this Apprenticeship will therefore provide Apprentices with knowledge and skills in a range of FM services. The customer service skills required and day-to-day problem solving are based on the Facilities Services Operative's limits of authority.

For example, on the whole, the Facilities Services Operative's role in problem-solving may be limited to reporting discrepancies in supplies whereas the Supervisor's role would be to resolve the issue. Although these skills are also mentioned for the Facilities Management Supervisor standard, there is a significant difference in the level at which these are conducted as shown below.

We have been asked to provide a comparison of the FM Supervisor's required knowledge, skills and behaviours and those of the FM Services Operative which is set out below, noting that the FM Supervisor Apprenticeship standard and assessment plan have already been approved.

Key to comparison:

Significantly different: 58.4%
Different levels of responsibility: 25%
Overlapping: 16.6%

It should be noted that the attainment of a L2 Apprenticeship in Facilities Management and the attainment of a L3 Team Leader Apprenticeship DOES NOT EQUAL the attainment of a L3 Apprenticeship in Facilities Management because of the additional technical knowledge and skills needed of the latter at L3.

FM Supervisor standard (already approved)

The FM Supervisor is expected to know and be able to carry out the following (bold numbered points below).

Knowledge & Skills

1 Facilities Management within the context of the employing organisation (Hard Facilities Management, Soft Facilities Management, Total or Integrated Facilities Management)

FM Supervisor includes contributing to the development and implementation of FM-related policies including those associated with Corporate Social Responsibility and sustainability which is not required of

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FM Services Operatives who are responsible for implementation of supporting tasks under direction. Consequently, they need only an awareness of such issues and how their duties must be performed in line with those policies.

DIFFERENT LEVELS OF RESPONSIBILITY

2 Management of Health and Safety in accordance with employing organisation and client/customer requirements for the facilities management service they are supervising

FM Services Operatives do not manage health and safety – they carry out prescribed checks as directed

SIGNIFICANTLY DIFFERENT

3 Developing relationships in the workplace with colleagues from own employing organisation and with employees of the customer/client to achieve service targets

FM Supervisors are expected to develop and manage relationships with external stakeholders to further business objectives whereas FM Services Operatives are expected to maintain existing, largely internal relationships within the limits of their responsibility

OVERLAPPING

4 Develop and implement risk assessment plans in accordance with the requirements for the facilities management service they are supervising

This is an FM supervisory responsibility only – FM Services Operatives are not expected to be able to do this

SIGNIFICANTLY DIFFERENT

5 Organize and delegate day-to-day activities of staff to ensure that the facilities management service meets contractual requirements and service targets

This is an FM supervisory responsibility only – FM Services Operatives are not expected to be able to do this)

SIGNIFICANTLY DIFFERENT

6 Monitor the costs of the facilities management service to ensure the budget is not exceeded

This is an FM supervisory responsibility only – FM Services Operatives are not expected to be able to do this

SIGNIFICANTLY DIFFERENT

7 Procure supplies for the facilities management service and maintain relationships with suppliers

This is an FM supervisory responsibility only – FM Services Operatives are not expected to be able to do this

SIGNIFICANTLY DIFFERENT

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8 Resolve customer service queries and issues in accordance with contractual requirements; monitor customer service issues in order to prevent re-occurrence

This is an FM supervisory responsibility only – whilst FM Services Operatives would not get involved in contractual/Service Level Agreement-related issues or prevent re-occurrence of such issues, they may be involved in dealing with minor, straightforward problems

DIFFERENT LEVELS OF RESPONSIBILITY

9 Solve day to day problems to ensure the facilities management service meets its service targets and contractual requirements

FM Supervisors are responsible for identifying solutions and tasking FM Services Operatives to carry out specified actions in order to meet service targets and contractual agreements

DIFFERENT LEVELS OF RESPONSIBILITY

10 Manage the day to day performance of staff and contribute to their development

This is an FM supervisory responsibility only – FM Services Operatives are not expected to be able to do this

SIGNIFICANTLY DIFFERENT

11 Ensure that resources (materials and equipment) are used efficiently by ensuring correct use in accordance with manufacturer's instructions

This is largely a FM supervisory responsibility. However, whilst the equipment may differ, FM Services Operatives are still expected to use resources correctly, as specified by the manufacturer's instructions and/or the FM Supervisor.

OVERLAPPING

12 Take responsibility for own development of skills and knowledge

FM Supervisors are expected to identify their own development needs and take action proactively to address them but FM Services Operatives are expected only to take action as directed by the FM Supervisor

SIGNIFICANTLY DIFFERENT

FM Supervisor Core Behavioural Competencies

The standard also defines some core behavioural competencies. FM Supervisors are therefore expected to exhibit the following behaviours.

- 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

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The above behavioural competencies must be exhibited and evidenced at managerial level. However, the Facilities Services Operative is not expected to demonstrate such behaviours at this level. Further, since this document is an Expression of Interest and not an Apprenticeship standard, the required behaviours have not yet been agreed with the Trailblazer group. Whilst there may be some apparent overlap between the behaviours required at each level, this is driven by the fact that both roles operate within the facilities services industry. Therefore, behaviours such as honesty and customer service would be required at every level and, within themselves, are not evidence of overlap of distinctly different job roles. The preliminary thinking suggests that the following behaviours may be required:

- Customer service
- Team working
- Initiative
- Attention to detail
- Honesty
- Adaptable

We are aware of the published Apprenticeship standard in business administration at level 3. However, having reviewed this, we do not believe that there is any overlap between this standard and the level 3 Business Administrator standard in terms of skills and knowledge. Having reviewed this standard, we note that the focus of the Business Admin standard is on record-keeping and document production. However, the expectations of this FM role are both practical and technical with specific responsibilities relating to the control of a building.

Also, this standard is aimed at people who work at level 2, not level 3.

There may, however, be some degree of overlap between the behaviours which we consider inevitable given the nature of behavioural competencies and given the generic expression of the knowledge and skills in the Business Administrator standard. It cannot be over-emphasized that the Facilities Services Operative is a practical FM-specific role, not a generic administrative role. For example, whilst there is some requirement to use IT equipment and keep records, strong technical FM knowledge is required to understand the context in which Facilities Services Operatives are working. Further, it could be argued that the skills and knowledge listed in the L3 Business Administrator standard apply to every role at every level across British industry.

Q11. Please provide a full description below of what the occupational role involved (or roles in the case of a proposed core and options standard). The information you provide here is crucial to our assessment of whether the occupational role is suitable for an apprenticeship, so please be as comprehensive as possible, and always refer to the criteria and guidance set out in the "How to" guide for Trailblazers. In particular, the information should include: Main duties and responsibilities - please set out clearly what someone in this occupation will actually be doing; the range of environments/sectors/industries in which someone in this occupation could work; a summary of key competencies/skills etc required for full occupational competence; how the occupational role typically fits within the wider work hierarchy; who would they be working with, and what is the usual relationship between the roles.

Main duties and responsibilities

The main purpose, duties and responsibilities of a Facilities Services Operative are to provide support to the Facilities Management Team to ensure that delivery of security, catering and cleaning, maintenance and building services run smoothly, allowing customers to run their businesses efficiently and in line with legislation. Duties include the following:

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- operate building management systems (BMS) within authorized limits e.g. heating and lighting adjustments
- collect and collate FM technical information e.g. energy usage and efficiency
- contribute to the running of security access control systems e.g. visitor monitoring, ID checks, work permits
- monitor and contribute to the efficiency and effectiveness of FM facilities and services
- carry out minor FM activities within authorized limits e.g. changing lightbulbs, replacing broken door handles
- liaise with FM-related departments (e.g. catering, cleaning) to achieve FM objectives and targets
- liaise with customers to fulfil contractual requirements
- provide FM helpdesk technical services for the facilities department

Further detail on the above responsibilities and duties is specified in the skills section at Qs 11 & 12.

Range of environments/sectors/industries

All sectors of British industry need a facilities management capability. This might be provided in-house or the function may be outsourced to specialist FM companies. The environments/sectors/industries covered by this role therefore encompass all industries described by all Standard Industrial Classification (SIC) codes and include the public, private and third sectors.

Summary of key behaviours/skills required

Skills:

- responding to technical facilities management queries and incidents and taking action/making referrals to address them e.g. clarifying contractual/Service Level Agreements (SLA) queries
- collaborating with other facilities services operatives e.g. security officers, cleaning operatives, receptionists, engineers and catering staff
- logging jobs and arranging for repairs
- collecting and collating FM technical information from a variety of sources e.g. BMS or helpdesk and preparing preliminary reports on FM matters e.g. energy usage and sustainability, heating systems, lighting systems, security and access systems
- carrying out and recording health and safety checks
- applying new and existing health, safety and environmentally-related legislation under the direction of the Facilities Supervisor including logging incidents, posting health and safety notices, distributing health and safety notices, including checking fire extinguishers, fire alarms, confirming that checks have been carried out in compliance with premises/facilities protocols (e.g. use of Personal Protective Equipment (PPE))
- supporting the security management of the site e.g. ID checks, security marking, security access data, building security alarm systems (access, CCTV etc)
- assisting with cleaning provision (including cleanliness checks, reporting defective equipment, arranging for replacements, ordering supplies of cleaning consumables)
- implementing site emergency and evacuation procedures (including acting as emergency evacuation marshals, submitting evacuation plans and reports/audits)
- carrying out minor FM maintenance activities relating to the internal aspects of premises/facilities - for example, changing lightbulbs, ensuring rubbish bins are emptied, dealing with waste (confidential, toxic, perishable, clinical etc), portorage)
- using intelligent BMS to control heating and ventilation including taking and reporting energy readings, correct operation of air conditioning systems, identifying and reporting problems (e.g. leaks)

Behaviours:

This document is an Expression of Interest and not an Apprenticeship standard, the required behaviours

Q11. Please provide a full description below of what the occupational role involved (or roles in the case of a proposed core and options standard). The information you provide here is crucial to our assessment of whether the occupational role is suitable for an apprenticeship, so please be as comprehensive as possible, and always refer to the criteria and guidance set out in the "How to" guide for Trailblazers. In particular, the information should include: Main duties and responsibilities - please set out clearly what someone in this occupation will actually be doing; the range of environments/sectors/industries in which someone in this occupation could work; a summary of key competencies/skills etc required for full occupational competence; how the occupational role typically fits within the wider work hierarchy; who would they be working with, and what is the usual relationship between the roles.

have not yet been agreed with the Trailblazer group. The preliminary thinking suggests that the following behaviours may be required:

- Customer service
- Team working
- Initiative
- Attention to detail
- Honesty
- Adaptable

We have reviewed the standards that have already been developed, particularly the Facilities Management Supervisor standard. This standard is significantly different from the Facilities Manager Supervisor standard but there are some minor overlaps which have been described in Q 10. The Trailblazer group has not yet defined the behaviours required for the FM Services Operative as this will be done through the standard development process.

How the occupational role fits within the wider work hierarchy

The hierarchical relationship in facilities management of this proposed Facilities Operative standard in comparison with other roles in the wider hierarchy is as follows:

Facilities Management Director of Estates (Level 7)
Senior/Head of Facilities Management (Apprenticeship standard published) (Level 6)
Facilities Manager (Apprenticeship standard published) (Level 4)
Facilities Management Supervisor (Apprenticeship published) (Level 3)
Facilities Services Operative (Level 2) (this submission)

Each level in the hierarchy would report to the level above but the roles are quite distinct from each other. The explanation at question 10 sets out the differences in the requirements of knowledge, skills and behaviours between this role and the FM Supervisor, the standard for which has already been published.

This is a stand-alone role. People may enter the industry at this level and remain in this role for the whole of their careers.

Who would they be working with and what is the usual relationship between the roles

Facilities Services apprentices would be working in a team of people at the same level, all of whom would report to the Facilities Management Supervisor (as described above). Internally, beyond the facilities management team, this role would be responsible for collaborating with other roles such as security personnel, cleaners, catering and front of house staff. Externally, this role would be liaising with customers and suppliers under the direction of the Facilities Management Supervisor.

Q12. Please provide an overview of the knowledge, skills and behaviours required for these roles.

Knowledge:

- The distinctions between Hard FM (infrastructure), Soft FM (services), Total or Integrated FM and its contribution to an organization
- The range of FM contracts and Service Level Agreements (SLAs) within the area of responsibility
- The functioning of the FM service(s) within the area of responsibility and relevant performance standards

Q12. Please provide an overview of the knowledge, skills and behaviours required for these roles.

- The roles and responsibilities of FM technical experts (e.g. engineers, architects, surveyors etc)
- The roles and responsibilities of FM Sector Managers
- Sources of FM technical information and its uses
- Health and safety regulatory/legislative and reporting requirements affecting the role
- How to carry out health and safety checks
- The functioning of the security management system within the area of responsibility
- The risks and hazards associated with cleaning and their consequences if realized
- The requirements of the evacuation plan within the area of responsibility
- The risks and hazards associated with maintenance activities and their consequences if realized
- The use of Building Management Systems (BMS) to maintain specified operating conditions
- The contribution of FM to support sustainability

Skills:

- responding to technical facilities management queries and incidents and taking action/making referrals to address them e.g. clarifying contractual/Service Level Agreements (SLA) queries)
- collaborating with other facilities services operatives e.g. security officers, cleaning operatives, receptionists, engineers and catering staff
- logging jobs and arranging for repairs
- collecting and collating FM technical information from a variety of sources e.g. BMS or helpdesk and preparing preliminary reports on FM matters e.g. energy usage and sustainability, heating systems, lighting systems, security and access systems
- carrying out and recording health and safety checks
- applying new and existing health, safety and environmentally-related legislation under the direction of the Facilities Supervisor including logging incidents, posting health and safety notices, distributing health and safety notices, including checking fire extinguishers, fire alarms, confirming that checks have been carried out in compliance with premises/facilities protocols (e.g. use of Personal Protective Equipment (PPE))
- supporting the security management of the site e.g. ID checks, security marking, security access data, building security alarm systems (access, CCTV etc)
- assisting with cleaning provision (including cleanliness checks, reporting defective equipment, arranging for replacements, ordering supplies of cleaning consumables)
- implementing site emergency and evacuation procedures (including acting as emergency evacuation marshals, submitting evacuation plans and reports/audits)
- carrying out minor FM maintenance activities relating to the internal aspects of premises/facilities - for example, changing lightbulbs, ensuring rubbish bins are emptied, dealing with waste (confidential, toxic, perishable, clinical etc), portorage)
- using intelligent BMS to control heating and ventilation including taking and reporting energy readings, correct operation of air conditioning systems, identifying and reporting problems (e.g. leaks)

Behaviours:

The behaviours for this standard have not been fully developed (that is part of the standard development phase). What follows is a list of preliminary discussion points.

- Customer service
- Team working
- Initiative
- Attention to detail
- Honesty
- Adaptable

Q13. How will the apprenticeship allow the individual to develop transferable skills to perform the role in a business of any size or relevant sector?

The design of the standard will enable a successful apprentice to perform this role in an organization of any size and in any sector because they will have achieved the requirements of the knowledge, skills and behaviours for this role in the FM industry. The main transferable skills the person would obtain would be:

- good written and verbal communication skills and ability to use IT systems for data input and document creation via Word/Excel
- the ability to use of FM-specific systems for the collation of building information such as BMS and access control

Q13. How will the apprenticeship allow the individual to develop transferable skills to perform the role in a business of any size or relevant sector?

- the ability to respond to incidents and emergencies
- the ability to collate data for decision-making purposes
- how to liaise with customers and answer technical facilities management queries
- team-working
- organization and prioritization of work

Q14. Will the occupation require rigorous and substantial training of at least 12 months prior to the end-point assessment to achieve full competence, with off-the-job training accounting for at least 20% of the apprenticeship? Please provide detail of what this will include.

Yes: the apprenticeship will last typically for 13 months and off-the-job training will account for 20% of the apprenticeship in order to provide the training needed to develop the skills and knowledge specified in this submission. This is based on:

- experience of delivering programmes of learning in similar occupations and other level 2 FM qualifications currently awarded by the British Institute of Facilities Management and City and Guilds
- employer experience of bringing new starters into the industry
- employers' existing training programmes
- the breadth of FM services covered and the depth of technical FM knowledge needed in each

The content of the apprenticeship will be determined by the Trailblazer group as it reflects the industry's needs. The training will therefore be based on the requirements as described in questions 11 and 12.

Following an individual learning plan based on agreed delivery methods (e.g. group workshops or 1-2-1 tutoring), each learner will undergo teaching against each element within the standard to embed knowledge and inform demonstrations of competence. The learner will be guided on the development of a portfolio of evidence showing competence in order to prepare for the end point assessment.

Since this proposed Apprenticeship provides all the technical knowledge and skills needed to operate in this role in the FM industry, it follows that the vast majority of the knowledge needs to be delivered off-the-job i.e.

- The distinctions between Hard FM (infrastructure), Soft FM (services), Total or Integrated FM and its contribution to an organization
- The roles and responsibilities of FM technical experts (e.g. engineers, architects, surveyors etc)
- The roles and responsibilities of FM Sector Managers
- Sources of FM technical information and its uses
- Health and safety regulatory/legislative and reporting requirements affecting the role
- How to carry out health and safety checks
- The risks and hazards associated with cleaning and their consequences if realized
- The risks and hazards associated with maintenance activities and their consequences if realized
- The use of Building Management Systems (BMS) to maintain specified operating conditions
- The contribution of FM to support sustainability

It is expected that the skills would be developed both on- and off-the-job over the period of the apprenticeship. Those skills that are likely to be developed off-the-job are as follows:

- logging jobs and arranging for repairs
- collecting and collating FM technical information from a variety of sources e.g. BMS or helpdesk and preparing preliminary reports on FM matters e.g. energy usage and sustainability, heating systems, lighting systems, security and access systems
- carrying out and recording health and safety checks
- supporting the security management of the site e.g. ID checks, security marking, security access data, building security alarm systems (access, CCTV etc)
- assisting with cleaning provision (including cleanliness checks, reporting defective equipment, arranging for replacements, ordering supplies of cleaning consumables)
- implementing site emergency and evacuation procedures (including acting as emergency evacuation marshals, submitting evacuation plans and reports/audits)
- carrying out minor FM maintenance activities relating to the internal aspects of premises/facilities - for

Q14. Will the occupation require rigorous and substantial training of at least 12 months prior to the end-point assessment to achieve full competence, with off-the-job training accounting for at least 20% of the apprenticeship? Please provide detail of what this will include.

example, changing lightbulbs, ensuring rubbish bins are emptied, dealing with waste (confidential, toxic, perishable, clinical etc), portage)
• using intelligent BMS to control heating and ventilation including taking and reporting energy readings, correct operation of air conditioning systems, identifying and reporting problems (e.g. leaks)

The above knowledge and skills are likely to be delivered either in a classroom environment, by shadowing specialists and/or conducting research. This training is expected to last around 10 weeks spread over the period of the apprenticeship. This is based on a 46-week year plus one month at a rate of 1 day per 5-day working week.

It is expected that the behaviours will be developed on-the-job through the course of the programme in tandem with the development of technical knowledge and skills.

Q15. What will the duration of the apprenticeship be?

Typically 13 months

Q18. Please provide details below of any professional body recognition of this standard. This should include information on what this will be.

BIFM – the professional body for Facilities Management which has developed a comprehensive suite of professional standards for the industry. BIFM also has long-established and well-respected suite of professional qualifications and has already been a major player in the development of Apprenticeship standards at levels 3, 4 and 6.

Q19. We are committed to ensuring that the standard we design provides sufficiently transferable skills to enable a successful apprentice to perform this role in an employer of any size and in any relevant sector. We are collectively representative of our sector(s) and are willing to work with other employers who come forward with an interest in this occupation and with colleagues from other sectors where our standards are closely related. We will develop the apprenticeship standard and assessment plan in line with the latest edition of the Institute's "How to" Guide for Trailblazers, will aim to complete this process within a year and are committed to working with relevant sector organisations to promote the use of the resulting standard once it is ready for delivery.

We agree with this statement.

Q21. I am happy for my organisation to be publicly named as the lead employer and the companies listed above are happy to be named as working together to deliver this is the standard is approved for development

Name of lead organisation

Q22. Name and email address of contact we can use publicly on the gov.uk website (and Institute website when ready) as a contact point for any enquiries relating to the Trailblazer. (By filling out this box you consent to the publication of these details. If you wish to opt out please leave this box blank)

Name of public contact