

# LEVEL 3 FACILITIES MANAGEMENT APPRENTICESHIP

- Does your organisation deliver a facilities management service?
- Do you have facilities management service targets and objectives to deliver?
- Is an effective and efficient facilities management service key to your organisation?

Facilities Management impacts on many individuals and organisations across the UK and adds value through a highly skilled workforce creating efficiencies in service delivery and implementation.

It encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace. Effective Facilities Management, combining resources and activities, is vital to the success of any organisation. At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective Facilities Management provides a safe and efficient working environment, which is essential to the performance of any business – whatever its size and scope. Within this fast-growing professional discipline, facilities managers have extensive responsibilities for providing, maintaining, and developing myriad services.

These range from property strategy, space management and communications infrastructure to building maintenance, administration, and contract management.



Apprenticeship Level 2

Duration 18 months + 3 months EPA

Funding Band £3,000

#### Suitable for:

- ✓ Facilities Management Supervisors, Administrators or Coordinators,
- ✓ Premises Managers, energy service leads, or Contract Managers
- ✓ Aspirational FM operatives

## Delegates will leave this programme able to.

- Use a range of questioning skills, including listening, and responding in a way that builds rapport, determines customer needs and expectations, and achieves positive engagement and delivery.
- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
- Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the organisation's brand.
- Provide clear explanations and offer options to help customers make choices that are mutually beneficial to both the customer and your organisation.
- Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
- Demonstrate patience and calmness.
- Show you understand the customer's point of view.
- Use appropriate signposting or resolution to meet your customers' needs and manage expectations.