

5



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FACILITIES SPECIALIST OPERATIONS DEPARTMENTAL MANAGER

This partnership of qualifications will give you knowledge, skills and behaviours in managing and developing your team, projects, planning and monitoring workloads, managing resources and facilities management. This bespoke package includes the Level 5 Operational Management Apprenticeship and the Level 4 IWFM award, comprehensively covering a number of important leadership and management areas including; facilities management, risk management in the organisation, organisational culture and context, and the importance of health and safety management.

Roles may include: Existing facilities managers, Operations managers, Building managers, Property managers, Regional managers, Divisional managers, Department managers and Specialist managers. You will have the ability to tailor your course and IWFM units to meet your individual requirements and develop the specialisms in facilities management to support you to Grow, Learn & progress.



Level 5



£0 to £350

Maximum cost for non-levy employers and micro-businesses



15+ months

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



7,000

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



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)

ENROLMENT TIMELINE



CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME



FACILITIES SPECIALIST OPERATIONS OR DEPARTMENTAL MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

-20+ months-

-15+ months-

| Module 1 | Module 2 | Module 3 | Module 4 | Module 5 | Module 6 | IWFM Level 4 Award | Module 7 | Module 8 | Module 9 | Module 10 | IWFM Level 4 Award |
|--|--|--|--|--|---|--|---|--|---|---|--|
| Apprenticeship Induction | Self awareness & management of self | Planning & prioritisation | Leading & Managing multiple & remote teams | Building Relationships | Managing Change | Mandatory Unit FM4:01 Overview of Facilities Management Credit Value 6 | Delegating & giving feedback effectively | Problem solving and decision making | Dealing with conflict | Project Management and Business development tools | Optional Unit Select from optional unit list (next page) |
| 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 |
| Preparing for your apprenticeship training | 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 | See unit choices to select your specialism |
| 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 | |

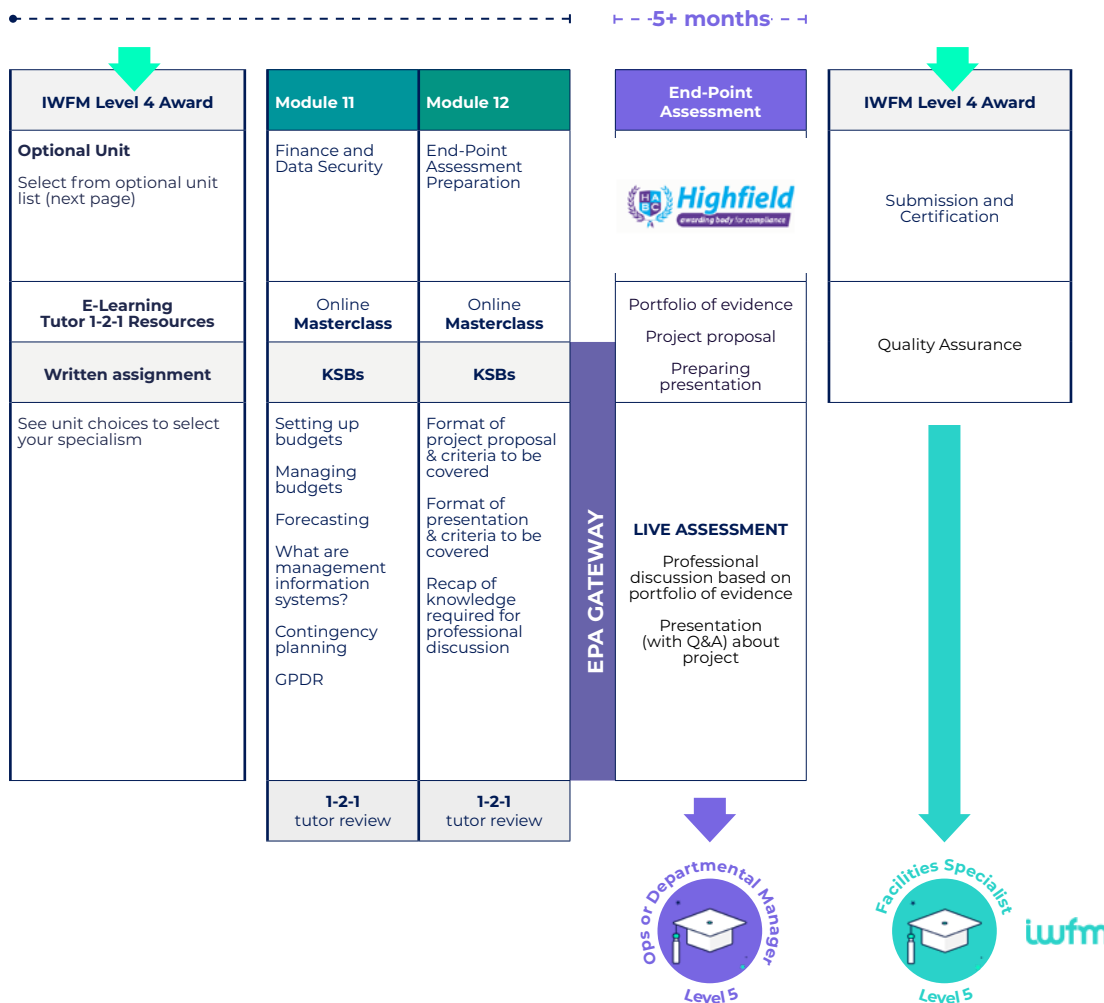
🔍 Formal review every 8-12 weeks

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



IWFM Level 4 Qualification Specification V1.0 Structure of the qualifications IWFM Level 4 Award in Facilities Management

The IWFM Level 4 Award in Facilities Management is a 12-credit qualification (total qualification time 120-hours) and consists of one mandatory unit (6 credits) plus additional optional units in order to achieve a minimum of 12 credits in total.



| REF | UNIT TITLE | CREDITS | UNIT NO. |
|------------------------|--|---------|------------|
| MANDATORY UNITS | | | |
| FM4.01 | Overview of Facilities Management | 6 | Y/601/1700 |
| OPTIONAL UNITS | | | |
| FM4.02 | Understanding Facilities Management (FM) Strategy | 3 | D/601/1701 |
| FM4.03 | Understanding people management in FM | 8 | H/601/1701 |
| FM4.04 | Understanding FM support services operations | 6 | M/601/1704 |
| FM4.05 | Managing Health&Safety in own area of FM | 6 | A/601/1706 |
| FM4.06 | Understanding risk management in FM | 6 | J/601/2132 |
| FM4.07 | Understanding financial management in FM | 6 | J/601/1708 |
| FM4.08 | Understanding the business organisation and its impact in FM | 6 | L/601/1709 |
| FM4.09 | Understanding performance measurement in FM | 3 | F/601/1710 |
| FM4.10 | Understanding leadership and management in FM | 6 | L/601/1712 |
| FM4.11 | Understanding the measurement of information and knowledge | 3 | Y/601/1714 |
| FM4.12 | Understanding FM projects | 6 | H/601/1706 |
| FM4.13 | Developing relationships with suppliers and specialists in FM | 3 | M/601/1718 |
| FM4.14 | Understanding relationships with suppliers and specialists in FM | 4 | M/601/1721 |
| FM4.15 | Understanding quality management in FM | 4 | A/601/1723 |
| FM4.16 | Understanding property and asset management for Facilities Managers | 4 | J/601/725 |
| FM4.17 | Understanding property, fabric and building services maintenance for Facilities Managers | 8 | Y/601/1728 |
| FM4.18 | Understanding space management for Facilities Managers | 3 | R/601/1730 |
| FM4.19 | Understanding sustainability and environmental issues and the impact on FM | 3 | R/601/2134 |
| FM4.20 | Understanding energy and utilities management and the impact of FM | 3 | Y/601/2135 |
| FM4.21 | Understanding procurement and the contract management in FM | 3 | T/601/1736 |
| FM4.22 | Managing accessibility and inclusion and its impact on FM | 6 | A/506/9076 |