



Linked to our Facilities Management Pathway providing career advancement and progression opportunities.



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APPRENTICESHIP

FACILITIES MANAGER

This apprenticeship programme is specifically designed for individuals who are eager to build a rewarding career in the dynamic field of facilities management. This programme offers a comprehensive pathway to developing the skills, knowledge, and practical expertise required to manage and maintain buildings and facilities to a high standard. Throughout the course, apprentices will gain the capabilities needed to oversee a diverse range of critical functions within an organisation. These functions ensure that workplaces remain safe, efficient, and sustainable - contributing directly to the wellbeing of employees, the performance of the business, and compliance with legal and environmental standards.

Facilities Managers hold a vital position within any organisation, responsible for both the strategic planning and day-to-day operations of the facilities they oversee. Their work can span a variety of key areas, including:

- **Building Maintenance** – ensuring the physical infrastructure is operational, secure, and well-maintained.
- **Health & Safety Compliance** – creating and maintaining safe working environments for all staff and visitors.
- **Resource and Space Management** – optimising the use of physical space and resources to support organisational goals.
- **Contract and Supplier Management** – overseeing external providers and ensuring services meet agreed standards.
- **Sustainability and Environmental Responsibility** – implementing eco-friendly practices and managing energy efficiency.

By the end of this programme, apprentices will be well-equipped to take on responsibilities that require both technical understanding and strong interpersonal skills, positioning themselves as effective, forward-thinking professionals in the facilities management sector.

Level 4

£0 to £350
Maximum cost for non-levy employers and micro-businesses

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

£7,000
Maximum cost/funding for levy employers

KNOWLEDGE

- Health and safety regulations, standards and guidance, relevance to the occupation and responsibilities
- Strategies for identifying and managing risk
- Regulations and legislation that impact the sector
- Current sustainable practices and developments in the sector
- Waste management strategies
- Principles of facilities project management
- Change management principles and techniques
- Business continuity planning principles and techniques
- Business operation considerations: efficiency, customer satisfaction, competitiveness and ethical issues
- Continuous improvement techniques
- Principles of property ownership
- Property asset management techniques
- Fundamental concepts of building design; the features of building, fabric, structures and components. Sustainability of building design
- Building maintenance principles: reactive and planned activities
- Leadership and management techniques: Customer relationship management, negotiating, influencing, networking, commercial awareness, conflict management and assertiveness

SKILLS

- Comply with and manage health and safety procedures in line with regulations, standards, and guidance
- Develop and apply hazard and risk identification and risk management systems and culture
- Comply with sector regulations and legislation
- Develop and apply sustainable practices and developments
- Manage building maintenance activities, for example plans, site inspections or audits
- Manage resource requirements
- Apply quality assurance procedures and monitoring processes
- Manage stakeholders. For example, contractors, consultants, suppliers, end users
- Manage and comply with organisational objectives, requirements and value including Service Level Agreements (SLAs) and Key performance indicators (KPI's)
- Analyse and report different types of data according to its qualities
- Use feedback to improve the quality of the business products and services
- Apply problem solving techniques, identifying issues. Propose solutions to problems
- Monitor, manage and report organisational and sector information technology and digital systems.

BEHAVIOURS

- Takes personal responsibility for and promotes for health, safety and welfare
- Act ethically
- Promote equity, diversity and inclusivity in the workplace
- Take responsibly for the quality of work
- Respond and adapt to work demands and situations
- Committed to maintaining and enhancing competence of self through Continued Professional Development (CPD)

Enrolment Timeline

01 Complete the online skills scan

02 Accept the Team's invitation to an induction session

03 Register in Bud

(photo evidence of ID required)

04 Complete initial assessments

(functional skills)

05 Attend enrolment session

06 Sign enrolment forms

FACILITIES MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

- 18+ months -

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10
Introduction and personal development/ CPD	Facilities Management and SOPs	Health and Safety	Risk	Communication and Stakeholder Management	Problem Solving	Continuous improvement and change	Sustainability	EDI and Wellbeing	Feedback and research
K28: Understands CPD processes S25: Maintains personal development B6: Committed to professional growth	K10: FM policies, procurement S10: Manages FM processes K20: Legal compliance S9: Service performance oversight S18: Manages asset lifecycle	K1: H&S legislation and policy S1: Applies safety practices K3: Emergency and compliance procedures	K2: Risk identification/control S2: Conducts risk assessments S3: Maintains business continuity	K25: Communication principles S23: Communicates with stakeholders K19: Contracts/SLA knowledge. S17: Manages performance K9: Strategic stakeholder roles	K23: Data-driven decision-making S21: Solves problems systematically	K7: Change management principles S7: Leads improvements K11: Customer service expectations S11: Delivers service improvements	K5: Sustainability goals K14: Energy efficiency K17: Waste and utilities S5: Promotes sustainability S15: Energy/waste management K4: Environmental impacts S4: Applies sustainability policies	K27: EDI principles S24: Supports wellbeing B1: Ethical behaviour B3: Inclusive attitude B5: Open to feedback K26: Mental health awareness B2: Champion EDI	K22: Feedback systems K29: Research methods S20: Analyses service feedback S26: Uses research for decision-making

- 18+ months -

- 4+ months -

Module 11	Module 12	Module 13	Module 14	Module 15	Module 16	Module 17	Module 18	Module 19	EPA
Finance and budgeting	Data Analysis	Digital and IT systems	Property Management Part 1	Property Management Part 2	Quality Assurance	Project management	Business continuity planning	Pro discussion and Business case presentation	NCFE
K16: Budgeting and cost control S14: Prepares and manages budgets	K21: Data management principles S19: Interprets and uses data	K24: FM software and tools S22: Uses digital tools for FM tasks	K12: Building systems compliance K13: Building compliance K15: FM legal duties S12: Manages premises S13: Maintains compliance	K12: Building systems compliance K13: Building compliance K15: FM legal duties S12: Manages premises S13: Maintains compliance	K18: QA frameworks S16: Delivers QA processes B4: Committed to quality	K6: Project principles S6: Delivers small projects	S8: Maintains contingency plans K8: BCM frameworks	EPA GATEWAY Professional discussion and portfolio of evidence Business case and questioning	

