

CITY OF GLASGOW
COLLEGE

Let Learning Flourish



MODERN APPRENTICESHIP

Housing & Facilities
Programmes

Housing & Facilities

MODERN APPRENTICESHIP IN FACILITIES SERVICES (SCQF LEVEL 5)

Duration - 12 months

Overview

This apprenticeship supports candidates to develop their facility service knowledge and skills that can be applied in a variety of job roles and settings. This course provides learners with the tools to work safely and efficiently whilst maintaining the highest levels of customer care and service.

Key outcomes

- SVQ in Facilities Services at SCQF Level 5 (3 mandatory and 3 optional units)
- Core Skills at SCQF Level 3: Information and Communication Technology
- Core Skills at SCQF Level 4 : Communication , Numeracy , Problem Solving, Working with Others
- Meta Skills

Course content

- Make Sure Your Own Actions Reduce the Risks to Health and Safety
- Promote and Maintain Services Delivery in a Facilities Services Environment
- Recognise and Deal with Customer Queries, Requests and Problems

This apprenticeship is suitable for

Individuals in an operational role performing general facilities duties (Soft services) ideally for a minimum of 6 months upon commencing apprenticeship. Candidates should be looking to:

- Develop facility service skills
- Obtain a formal qualification
- Continue professional development

Relevant job roles: groundsman, cleaner, caretaker, security officer, porter, waste operative, janitor, stores operative, pool/leisure attendant, facilities assistant, maintenance assistant.

Delivery model

The training offered through this programme is entirely work-based. Each apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

Progression

Employment in a wide range of facility service roles

Further education in relevant sector

Modern Apprenticeship in Facilities Management (SCQF Level 7) (With additional experience and leadership development)



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Housing & Facilities

MODERN APPRENTICESHIP IN FACILITIES MANAGEMENT (SCQF LEVEL 7)

Duration - 12 months

Overview

The qualification provides participants with the skills and knowledge to take on supervisory and leadership roles in various facility service settings. Alongside core topics, this course benefits from a wide array of optional units enabling candidates and employers to tailor the learning journey and support specialised leadership progression.

Key outcomes

- SVQ in Facilities Management at SCQF Level 7 (3 mandatory and 5 optional units)
- Core Skills at SCQF Level 5: Communication, Numeracy, Information and Communication Technology, Problem Solving, Working with Others
- Meta Skills

Course content

- Establish and Monitor the Facilities Required by a Client
- Develop Productive Working Relationships with Colleagues
- Ensure Health and Safety Requirements are Met in Your Area of Responsibility

This apprenticeship is suitable for

A senior supervisor/team leader with a minimum of 2 years' experience in the role or an established line/middle manager within a Facilities Environment (Soft or Hard Services)

- Develop leadership skills
- Obtain a formal qualification
- Continue professional development

Relevant job roles: facilities services manager, security manager, cleaning manager, estates manager, maintenance manager, head janitor/caretaker, soft services manager

Delivery model

The training offered through this programme is entirely work-based. Each apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

Progression

Take on responsibilities of a team leader or assistant manager

Progress to a high-level manager, managing multiple contracts and numerous staff

Technical Apprenticeship in Management (SCQF 9) (With additional experience and leadership development)



Housing & Facilities

MODERN APPRENTICESHIP IN HOUSING (SCQF LEVEL 6)

Duration - 12 months

Overview

This course supports candidates to develop their housing specific skills to operate flexibly across the business. Candidates will be able to select units to suit specialist knowledge requirements and benefit from additional enhancements that provide learners with a broader awareness of the housing sector overall.

Key outcomes

- SVQ Housing at SCQF Level 6 (3 mandatory and 3 optional units)
- Core Skills at SCQF Level 5: Communication, Numeracy, Information and Communication Technology, Problem Solving, Working with Others
- Chartered Institute of Housing (CIH) Scottish Certificate in Housing Practice
- Meta Skills

Course content

- Develop and Maintain Relationships with Stakeholders in a Housing Context
- Maintain Effective Working Relationships with Housing Colleagues and Other Stakeholders
- Monitor and Maintain Health, Safety and Security of Self and Others

This qualification is suitable for (include relevant job role list)

Individuals employed in front-line housing-related roles who are looking to:

- Develop sector specific skills and knowledge
- Obtain a formal qualification
- Continue professional development

Relevant job roles: housing administrator, housing repairs assistant, housing assistant, assistant housing officer, assistant repairs officer

Delivery model (max 50)

The training offered through this programme is entirely work-based. Each apprentice will be assigned an assessor who will schedule regular meetings to ensure the programme is delivered effectively. Assessments will be uploaded to our E-Portfolio system. Employers must allocate a minimum of three hours per week for apprentices to focus on their qualification.

Progression

Progress into specialist housing officer roles

SVQ in Housing (SCQF Level 7)

CIH Award in Community Action in Housing/CIH Certificate in Housing Practice





CONTACT US

Thinking about taking on an apprentice? Looking to upskill in your career? Or maybe just looking for some more information. Get in touch with us using the contact email below and one of our team will get back to you.

Apprenticeships@cityofglasgowcollege.ac.uk

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