



Skills England

Draft Preview

DRAFT APPRENTICESHIP ASSESSMENT PLAN FOR THE FACILITIES MANAGER APPRENTICESHIP

ST0484/V2

APPRENTICESHIP REFERENCE NUMBER	LEVEL OF THIS APPRENTICESHIP	INTEGRATION
ST0484	4	None

Assessment Plan

Assessment details

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the level 4 facilities manager apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts, for example, a different workplace

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available.

Assessment Outcome	Mapping
AO 1: Health, safety, risk and compliance management Applies health, safety, risk management, regulatory and legislative requirements to facilities management activities. Uses business continuity arrangements, organisational policies and inclusive workplace practices to protect people, assets and organisational operations.	K1, K2, K3, K8, K26 S1, S2, S3, S8, S24
AO 2: Property, asset and maintenance management Applies property, asset and building maintenance principles to maintain the performance, condition and value of facilities. Uses maintenance planning, asset management and sustainable building practices to support operational requirements and organisational objectives.	K4, K5, K12, K13, K14, K15 S4, S5, S12, S13
AO3: Facilities operations and resource management Plans, coordinates and manages facilities operations, resources and budgets to support service delivery. Uses operational procedures, performance measures and resource management techniques to achieve organisational requirements and service outcomes.	K9, K10, K16, K17, K20 S9, S10, S14, S15, S18
AO 4: Project Delivery and Business Improvement Applies project management, change management, data analysis, research and problem-solving techniques to support organisational development and service enhancement. Uses continuous improvement approaches to identify opportunities and implement improvements to facilities services and operations.	K6, K7, K11, K21, K23, K29 S6, S7, S11, S19, S21, S26
AO5: Stakeholder, Service and Quality Management Builds and manages relationships with stakeholders, service providers and customers to achieve organisational objectives. Uses communication, leadership, quality assurance and feedback processes to support service delivery and performance.	K18, K19, K22, K25 S16, S17, S20, S23
AO6: Digital Practice and Professional Development	K24, K27, K28

Uses digital systems, information management and cyber security practices to support facilities management activities and organisational requirements. Maintains professional competence through continuing professional development and applies learning to support personal and organisational performance.	S22, S25
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Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include at least one written assessment.

Any additional assessment, or assessments, must be selected from the following list of methods, to ensure the assessment outcomes are met in full. Assessments available in the list may be used more than once:

- **additional written assessment**
- **case study**
- **presentation**
- **professional discussion**
- **question and answers**

Assessment organisations must have due regard to any relevant frameworks, standards, guidance or other documents that may be published by industry regulators, professional bodies, and other representative groups.

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Applies sound application of theoretical and technical facilities management knowledge in a broad range of complex or technical work activities, performed in a variety of contexts.	Applies precise application of theoretical and technical facilities management knowledge in a broad range of complex or technical work activities, performed in a variety of contexts.
Applied Skills	Selects and applies practical facilities management skills consistently in a broad range of complex or technical work activities, performed in a variety of contexts. Solves complex and non-routine facilities management problems which are normally fairly well defined, with sound reasoning.	Adapts and applies practical facilities management skills with flexibility and operational fluency in a broad range of complex or technical work activities performed in a variety of contexts. Solves complex and non-routine facilities management problems which are normally fairly well defined, to improve outcomes.
Regulatory and Procedural Awareness	Analyses and interprets health, safety, risk management and organisational procedures within a facilities management context relevant to the role with sound judgement.	Applies evaluation of health, safety, risk management and organisational procedures within a facilities management context relevant to the role with insight and flexibility.
Communication and Collaboration	Communicates clearly and collaborates effectively with	Communicates confidently with colleagues and stakeholders, tailoring

	colleagues and stakeholders, adapting communication approaches to meet different needs or contexts. Contributes effectively to team working for a responsive customer service culture.	communication approaches effectively for different needs or contexts. Actively supports team working for an improved customer service culture.
Information Use and Decision Making	Analyses and interprets facilities management information from diverse sources relevant to the role, making well supported conclusions with sound reasoning.	Applies evaluation of facilities management information from diverse sources relevant to the role, making informed conclusions, providing insightful justification for decisions that improve outcomes.
Responsibility and Autonomy	Takes responsibility for courses of action, including, where relevant, taking responsibility for the work of others and allocation of resources in a facilities management context. Exercises responsibility, autonomy and judgement within broad but generally well-defined parameters.	Proactively takes responsibility for courses of action, with confident autonomy and sound judgement within broad but generally well-defined parameters in a facilities management context

Professional recognition

This apprenticeship aligns with the requirements for professional body recognition as detailed in the occupational standard.

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