

Facilities Services Operative

Apprenticeship Programme



Level 2



12 Months on Programme

3 Months End Point Assessment

Occupation Profile

As a Facilities Services Operative you are employed in a role to provide services such as security, supporting hard facilities management functions i.e. maintenance and engineering, and Soft FM i.e. cleaning, catering, front-of-house logistics, post-room services and portering.

As the facilities management industry covers a wide array of industry sub-sectors, this role works in a range of environments e.g. in an office, in residential developments and commercial properties, hospitals, schools or retail centres and industrial locations.

Beyond your immediate team, Facilities Services Operatives (FSOs) liaise with colleagues in other departments (e.g. Finance, Procurement and Commercial) and collaborates with technical experts and other facilities management related roles such as security personnel, cleaners, catering and front-of-house staff.

This is an outward-facing role where liaison with customers is a key priority and forms a major part of your role.

Entry Requirements

Individual employers set their own entry requirements for this apprenticeship.



Apprenticeship Mandatory Qualifications & Requirements

Apprenticeship Qualifications

- Level 1 English and maths Functional Skills (if not held) and must attempt Level 2
- IWFM Level 2 Facilities Service Principles

Apprenticeship Requirements

- Completion of 20% off the job training
- Achievement of the Skills, Knowledge & Behaviours set within the standard and consistently working at or above the level required of a Facilities Services Operative
- Collation of a portfolio of evidence
- Completion of a reflective log



Details of Programme

All apprentices will spend a minimum of 12 months on-programme. The apprenticeship programme will be delivered as blended learning. Blended learning is a combination of both online and face to face delivery. You will need to have good internet access and a suitable device such as a smart phone, laptop, or tablet to work on. Microsoft Teams is used for coaching sessions and ZOOM is currently used for taught sessions. Please discuss accessibility with your employer as these applications are required, in order for you to complete your training.

You will be allocated a Skills & Development Coach who will support and guide you for the duration of your apprenticeship. These typically include:

- Induction which is specific to your workplace
- Study days and training courses
- Mentoring/buddy support
- Completion of workbooks or a portfolio through which you will gather evidence of your progress
- Structured one to one reviews of your progress with your employer and/or Dynamic Training.

Your programme will incorporate the skills, knowledge and behaviours requirements set within the standard that you need to achieve.

Assessment Gateway

At Gateway your employer will make the decision that you are ready for end point assessment having achieved all the mandatory requirements and qualifications set within the standard.

End Point Assessment

Following successful completion of the Gateway, you will proceed to end point assessment (EPA). The EPA is undertaken by an independent assessment organisation chosen by your employer. EPA must be completed within 3 months of gateway.

The End Point assessment components are:

Assessment Method	Grading
Knowledge Test	Fail, Pass
Observation	Fail, Pass, Merit
Professional discussion	Fail, Pass, Merit

The independent assessor will determine the overall grade of the end point assessment of either fail, pass or merit