



Level 2 Facilities Services Operative

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.

Duration

15 months (12 months on programme and 3 months for end point assessment)

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 continue to work towards Level 2
- IWFM Level 2 Facilities Service Principles

Apprenticeship Requirements

- Completion of 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 laptop, or tablet to work on. Microsoft Teams is 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 tutor 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 ACL Essex

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

Assessment Gateway

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

Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner and employer to ensure successful completion.

End Point Assessment (EPA)

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:

- Knowledge test
- Observation
- Professional discussion

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

Progression upon completion:

- Further career advancement through work experience
- Click here to see how this apprenticeship can support your future learning and career development: occupational-maps.instituteforapprenticeships.org/maps/route/construction



Level 2 Facilities Services Operative Standard