

Facilities Services Operative Level 2

Facilities roles including: Security | Cleaning | Maintenance | Front of House | Reception

Apprenticeship Overview

KEY INFORMATION

Content:

- Apprenticeship contains a mandatory Level 2 Certificate in Facilities Services Principles.
- Health and Safety and other relevant legislation.
- Risk management and compliance.
- Sustainable practice.
- Maintaining and improving service.
- Customer and front of house service.
- Supporting FM Projects.
- Personal development planning.

Delivery:

- Training period 13 months.
- Online group workshops x 6
- Online monthly one to one tutorial.
- Assignments & activities to prepare for end point assessment.

End Point Assessment:

- Completed within 1-3 months with 3 elements:
- Multiple choice assessment with 20 questions.
- Observation with Q&A.
- Professional discussion.

Cost:

This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- This apprenticeship is aimed at people who provide facilities services support to customers and FM departments. This may include maintaining soft FM functions such as cleaning, security, front of house, catering, logistics, post room services and portering as well as supporting hard FM functions e.g. maintenance and engineering. Roles such as:
 - Cleaning operative
 - Security operative
 - Facilities Assistant
- Facilities Services Operatives will be liaising with internal and external customers in accordance with Standard Operating Procedures and in compliance with Health and Safety and other relevant legislation.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

How long is the apprenticeship?

- Training will be completed within 13 months. The end point assessment process is completed within 1-3 months.

How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Six bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

What professional recognition and progression routes can this apprenticeship provide?

- This apprenticeship includes a recognised level 2 Certificate in Facilities Services Principles. Progression routes to level 3 and higher FM apprenticeships are available.

Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills use in Facilities Services.

In addition, the standard focuses on core behaviour competencies that include: Customer focus, team working, personal effectiveness, attention to detail, honest and adaptability.

We are also able to provide activities that contextualise the standard for those working in dedicated roles such as security, cleaning and facilities assistant roles.

Health and Safety, Risk Management and Legislation

- Health and safety legislation.
- Compliance with key legislation and organisational policies and procedures including COSHH, RIDDOR and PUWER.
- Knowledge of HSE's 5 steps to risk assessment.
- Emergency and evacuation procedures.
- Being able to identify risks, hazards and threats in accordance with standard operating procedures.
- Understand wider legislative areas such as data protection and equality, diversity and inclusion.

Customer Experience & Service and Front of House Services

- Customer service excellence.
- Understanding who your key stakeholders are.
- Responding to internal and external customer queries and incidents.
- Knowledge of access systems, maintenance routines, the layout of facilities.
- Ensuring communal areas meet standards of presentation and tidiness.
- Meeting and greeting relevant visitors in accordance with standard operating procedures.
- Supporting others through the provision of a range of services that may include reception services, room set-up or visit/event organisation.

Maintain Soft FM Services and Support Hard FM Services

- Knowledge of the value of soft FM services to customers, profitability, cost-savings and quality enhancements.
- Knowledge of the range of hard services and their contribution to an organisation.
- Understanding Planned Preventative Maintenance (PPM) and reactive maintenance.
- Being able to carry out inspections of facilities and where appropriate carry out minor repairs or maintenance including replenishing stationery or PPM audits.

Sustainable Practice and Effective Strategies to Deliver a Range of Facilities Services.

- Corporate Social Responsibility (CSR) and Environmental, Social Governance (ESG).
- The concept of People, Planet, Profit.
- Understand facilities services delivery strategies from in house to outsourced provision.
- Understand how Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) work.
- Using data effectively to support the delivery of facilities services (CAFM and BMS systems).
- Understand the project management lifecycle and project management tools and support the delivery of FM projects.

Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

We also provide:

Levy Funded Apprenticeship Delivery

Business, Leadership & Management

- Business Administration Level 2-3
- Project Management Level 4

Customer Experience & Service

- Customer Service Level 2-3

FM & Protective Services

- Facilities Services Operative Level 2
- Safety, Health and Environment Technician Level 3
- Facilities Management Level 4

Passenger Transport

- Passenger Transport Operations/Management Level 2-4

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