TSP learn



Facilities Services Operative

Delivering high quality facilities services to create clean, safe and welcoming environments

Level 2 Facilities Services Operative Apprenticeship

> *"Clean, safe and well maintained environments help people feel valued, supported and able to thrive."*

LEVEL	DURATION	DELIVERY	COST
2	13 months	Blended	Levy: £3,000

PROGRAMME OVERVIEW

This apprenticeship develops the knowledge, skills and behaviours needed to provide high quality facilities services support. It helps organisations maintain clean, safe and well managed environments, supporting the health, wellbeing and experience of everyone who uses the site.

You will develop practical skills, customer service knowledge and an understanding of health and safety, sustainability and continuous improvement that are essential in facilities services roles.

WHO IS THIS FOR?

Ideal for:

- Cleaning Operatives
- Facilities Assistants
- FM Operatives
- Those working in front of house, catering, logistics, post room or other facilities services roles
- Anyone who wants to develop their skills and build a career in facilities services

WHAT'S IN IT FOR YOU?

- Gain practical skills and knowledge for a career in FM
- Build confidence in delivering great customer service
- Understand health and safety and safe working practices
- Develop problem solving and continuous improvement skills
- Achieve a nationally recognised Level 2 qualification
- Improve future career opportunities in facilities services

QUALIFICATION ACHIEVED

Level 2 Facilities Services Operative Apprenticeship

A nationally recognised qualification that demonstrates your ability to deliver high quality facilities services, with knowledge of health and safety, customer service, sustainability and continuous improvement.

DELIVERY

6 interactive workshops
Six half day, face-to-face or virtual sessions, combining theory with practical activities tied to your workplace.

Blended learning
Self-paced online content and workplace tasks between sessions, designed to fit around a full working week.

Dedicated personal tutor
1:1 coaching, regular progress reviews and apprenticeship assessment support from day one through to completion.

WORKSHOPS

01 **FM Roles & Delivery Strategy**
Understand FM roles, service delivery, sustainability and relevant legislation.

02 **Customer Service Excellence**
Key stakeholders, managing expectations, communication and front of house.

03 **Project Management Essentials**
Project lifecycle, risk management and incident reporting.

04 **Problem Ownership & Continuous Improvement**
Using data, root cause analysis and the Plan, Do, Check, Act cycle.

05 **Personal Management**
Time management, prioritisation and personal development.

06 **Revision Session**
Assessment preparation, key terminology and approaching your EPA.

BUSINESS BENEFITS

- Cleaner, safer environments
- Improved customer satisfaction
- Better service delivery
- Support for sustainability goals
- Increased professionalism
- More confident and skilled teams
- Greater operational efficiency
- Positive reputation and experience for all site users

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