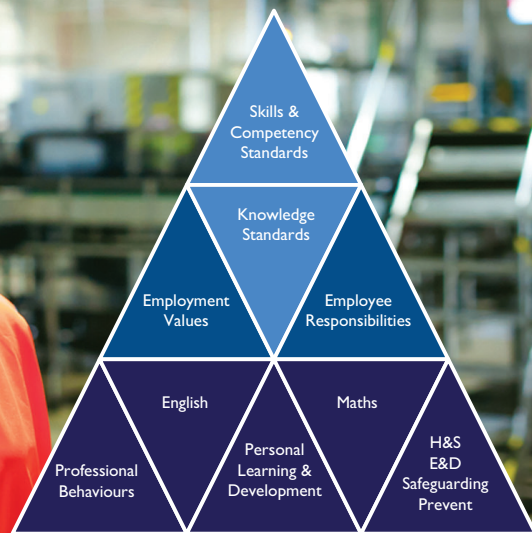


Apprenticeship Standard: Facilities Services Operative Level 2



Who is the programme for?

A Facilities Services Operative is a broad description of someone who provides facilities services support to customers and FM departments. This may include services such as security, supporting hard FM functions i.e maintenance and engineering and soft FM i.e cleaning, catering, front-of-house logistics, post-room services and portering.

The FM industry covers a wide range of industry sub-sectors. Therefore, typically, this role could be found working in a range of environments e.g in an office and/or on-site, for example in residential developments and commercial properties, hospitals, schools or retail centres and industrial locations.

Duration?

This Apprenticeship is designed to be delivered over 12-14 months.

How is it delivered?

You will be assigned a tutor who will plan an individual learning programme with you. Your tutor is responsible for training and supporting you to ensure that you have the knowledge and skills to be able to successfully undertake your end point assessment. You will have regular tutorials each month and you will use online learning resources to support your learning. We will collect evidence of the 'Off The Job' training you receive during your programme, which can include your online learning, completing activities and questions, work shadowing, mentoring and a range of other activities that can be completed whilst still being within your workplace and which should take place within your working hours. Your manager will be asked to support you with this before you start your programme.

Entry requirements?

You should be aged 16 or over and be working or applying to work with a company where you will be in a role that enables you to have exposure to the responsibilities identified at the beginning of this document. There are no formal qualifications required but you will need to have a minimum standard of level 1 English in order to cope with the requirements of this programme. If you don't already have a level 2 English and/or Maths qualification, we will train and support you to achieve this as part of your programme. Those with any level of prior education including degrees may wish to apply and we will check your eligibility and suitability. As much of this programme is delivered online, you should be comfortable using IT.

Progression?

Depending on your circumstances, you may wish to progress on to a Leadership and Management programme.

Cost?

Apprenticeship Levy paying companies can use their Levy to cover the full cost of training and end point assessment. Companies who do not pay the Apprenticeship Levy will contribute 5% of the full value of the programme, the balance (95%) is contributed by government. Contact us to confirm the value.

Contact Us

Contact us using the details below and we can provide you with further information and discuss how to apply.

www.tsplearn.co.uk | [@tsplearn](https://twitter.com/tsplearn) | info@tsplearn.co.uk | 01451 810 387

What will my programme cover?

Occupation Duties:	Criteria for measuring performance
Duty 1 Support the delivery of the responsibilities of the Facilities Services function in complying with health and safety and other legislation and organisational policies and procedures	Duty 1 Health and Safety at work Act 1974 and other legislation Standard operating procedures
Duty 2 Address FM-related risks, hazards and threats to people, property and premises	Duty 2 Standard operating procedures
Duty 3 - Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services	Duty 3 - Standard operating procedures
Duty 4 Support good sustainable practice in FM	Duty 4 Standard operating procedures
Duty 5 Maintain soft FM services	Duty 5 Standard operating procedures
Duty 6 Gather FM-related information for continuous improvement purposes	Duty 6 Task specification
Duty 7 Deliver front-of-house services	Duty 7 Standard operating procedures & task specification
Duty 8 Support hard FM functions	Duty 8 Standard operating procedures
Duty 9 Maintain and develop competence in the FM industry/sector	Duty 9 Organisational expectations
Duty 10 Support the delivery of FM projects	Duty 10 Standard operating procedures, Organisational expectations

Behaviour competencies

- Customer Focus
- Team Working
- Personal Effectiveness
- Attention to Detail
- Honesty
- Adaptability

Does this apprenticeship include any mandated qualification in addition to functional skills?

Yes - BIFM Level 2 Certificate in Facilities Services Principles.

Professional Recognition?

Institute of Workplace and Facilities Management / Associate.

End Point Assessment

A Pass or Merit outcome is available on this programme. To successfully complete, you will need to successfully complete and pass your End Point Assessment where you will be assessed against the standards outlined above using the following methods:

- Knowledge Test (Pass)
- Observation (Pass or Merit)
- Professional Discussion (Pass or Merit)