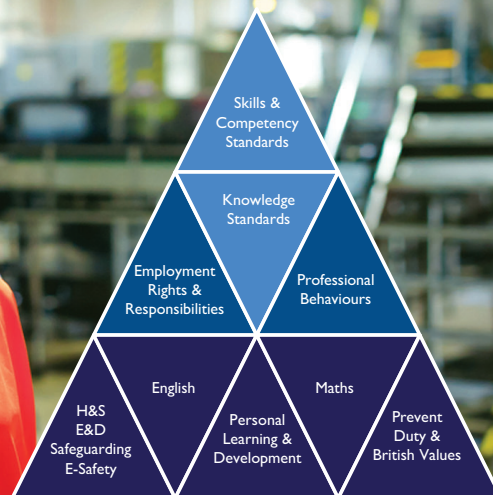




# Apprenticeship Standard: Facilities Services Operative Level 2



## Who is the programme 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.

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.

For those who want to gain a greater understanding of the roles and responsibilities within the facilities environment, this course would be an excellent first step towards a career in Facilities Management.

## Duration?

The Apprenticeship is designed to be delivered over 12-15 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, skills and behaviours 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 undertaken 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 listed in the table over the page. There are no formal qualifications required, but you will need to have a minimum standard of level 1 English and maths 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 customers (companies with a digital account) can use their Levy to cover the full cost of training and End Point Assessment. Companies who have already utilised their Levy will contribute 5% of the full value of the programme, the balance (95%) is contributed by the government. Please contact us to confirm the value.

## Contact us

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

## What will my programme cover?

Main Themes	Knowledge and Skills Requirements
<p><b>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.</b></p>	<p>Knowledge of and compliance with legislative health and safety requirements including those relating to manual handling, working at heights, COSHH and RIDDOR. Candidates must also show understanding of other legislative requirements such as data protection, equality, diversity and inclusion. Candidates should be able to follow and comply with SOP's including permits to work, contractor risk assessments, safe systems of work.</p>
<p><b>Address FM-related risks, hazards and threats to people, property and premises.</b></p>	<p>Knowledge of HSE five steps to risk assessment, good practice in risk assessment and management including use of risk registers and emergency and evacuation procedures. Being able to identify risks, hazards and threats in accordance with SOP's. Implement and report on site emergency procedures, submitting site evacuation plans and reports/audits.</p>
<p><b>Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services.</b></p>	<p>Knowledge of the features and purpose of effective customer service, including the functioning of FM services and the range of FM contracts, SLA's and customer performance standards. Being able to respond to customers queries and incidents in line with SOP's. Collaborating with other colleagues (e.g. security officers, cleaning operatives, receptionists, technical engineers and catering staff) in accordance with Standard Operating Procedures (SOP's).</p>
<p><b>Support good sustainable practice in FM.</b></p>	<p>Knowledge of corporate social responsibility (CSR) and sustainability e.g. environmental initiatives such as 'People, Planet, Profit'. Understand what the trends in sustainable practice are including well being and safeguarding. Being able to apply policies sustainability and CSR including making practicable suggestions for improvements.</p>
<p><b>Maintain soft FM services.</b></p>	<p>Knowledge of the value of soft FM services to customers, profitability, cost-savings and quality enhancements. The features of an SLA and how to report defects and suggest improvements. Being able to confirm the correct functioning of equipment used to deliver FM services in accordance with SOP's including cleaning equipment, franking machines, radios, walkie-talkies etc.</p>
<p><b>Gather FM-related information for continuous improvement purposes. Including the use for Building Management Systems (BMS).</b></p>	<p>Knowledge of types and sources of FM-related information for Health and Safety, energy usage, heating and lighting, security and how these can be used to improve performance including knowledge of the FM improvement cycle. Being able to collect, collate, identify issues and report on improvements using FM data from systems such as BMS.</p>
<p><b>Deliver front-of-house services.</b></p>	<p>Knowledge of access systems, maintenance routines, the layout of the facility including egress and how these impact on front of house services. Being able to ensure communal areas meet standards of presentation and tidiness, greet and meet visitors in accordance with SOP's. Supporting others through the provision of reception services, room set-up and events organisation in accordance with SOP's.</p>
<p><b>Support hard FM functions.</b></p>	<p>Knowledge of the contribution of hard FM services to an organisation. Understanding the difference between Planned Preventative Maintenance (PPM) and reactive maintenance. Being able to carry out inspections of premises/facilities and carry out minor repairs or maintenance in accordance with SOP's including changing toner, replenishing stationery, PPM audits.</p>
<p><b>Maintain and develop competence in the FM industry/sector.</b></p>	<p>Knowledge of the purpose of appraisals and one to ones and the requirements of a personal development plan. Being able to complete and keep a development plan up to date with evidence of how you kept FM related skills and knowledge current.</p>
<p><b>Support the delivery of FM projects.</b></p>	<p>Knowledge of the stages of and roles within a project. Understanding what project management tools are available. Being able to support the project team in a constructive way. Report on whether objectives have been met in accordance with organisational expectations.</p>

## 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** - Institute of Workplace and Facilities Management (IWFM) Level 2 Certificate in Facilities Services Principles.

## Professional Recognition?

Institute of Workplace and Facilities Management / Associate.

## End Point Assessment

When you have completed your training period with TSP Learn, you will sign off your 'Gateway' with your tutor and line manager, which means you are ready to complete your End Point Assessment. The End Point Assessment in this apprenticeship consists of:

A **knowledge test** (Pass)

An **observation** (Pass or Merit)

A **professional discussion** (Pass or Merit)

A **pass** or **merit** grade is available for this apprenticeship programme.

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