

2



Facilities Services Principles  
**LEVEL 2**  
City & Guilds

Professional recognition/membership  
**IWFM**

# FACILITIES SERVICES OPERATIVE

The Facilities Services Operative Level 2 Apprenticeship prepares individuals for a career in facilities services, a sector that plays a crucial role in the smooth running of businesses and organisations across a variety of sectors. This apprenticeship covers a range of topics, including health and safety, building maintenance, customer service, and teamwork.

Upon completion of the apprenticeship, apprentices will have a solid understanding of facilities services and will be able to contribute to the operational effectiveness of any business setting, from offices and schools to hospitals and retail spaces. They will also be equipped with the skills and knowledge to handle routine and non-routine tasks, resolve problems, and maintain facilities to a high standard.

As a Facilities Services Operative, they will have a vital role in ensuring the safety, cleanliness, and efficiency of their workplace. They will also be able to work effectively as part of a team, communicate professionally with staff and customers, and represent their organisation positively. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in facilities services such as with our level 3 and higher facilities apprenticeships.



[click here to apply](#)

[view apprenticeship standard](#)



**Level 2**



**£0 to £150**

*Maximum cost for non-levy employers and micro-businesses*



**12+ months**

*Approximate on-programme training (does not include EPA period)*



**£3,000**

*Maximum cost/funding for levy employers*



## KNOWLEDGE

- Legislation including COSHH and RIDDOR
- Hard & Soft facilities management
- Roles and responsibilities in facilities management
- Risk Assessments
- Customer Service
- Social responsibility and sustainability policies including safeguarding



## SKILLS

- Working in Facilities Services and personal development
- Working with Customers and Others in Facilities Services
- Project Management
- Health and Safety in Facilities Services
- Risk Assessments
- Using equipment and stock control
- SOPs and SLAs
- Sustainability and Environmental Issues for Facilities Service
- Feedback and improvement



## BEHAVIOURS

- Customer Focus
- Team working
- Personal effectiveness
- Attention to detail
- Honesty
- Adaptability

## ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME




# FACILITIES SERVICES OPERATIVE ROADMAP

Modules are delivered holistically through-out the program.

15+ months

12+ months

3+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	End-Point Assessment
Apprenticeship Induction	Working in Facilities Services and personal development	Working with Customers and Others in Facilities Services	Project Management	Health and Safety in Facilities Services	Risk Assessments	Sustainability and Environmental Issues for Facilities Service	Using equipment and stock control	SOPs and SLAs	Feedback and improvement	End-Point Assessment Preparation	 Institute of Workplace and Facilities Management  <b>REVISION FOR EXAMS</b>  <b>REMOVE ASSESSMENT</b> Knowledge check  <b>LIVE ASSESSMENT</b> Observation Professional Discussion of FM performance and knowledge
<b>INDUCTION</b>	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	
<b>KSBs</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>KSBs Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	<b>Evidence Portfolio</b>	
Preparing for your apprenticeship training  Introduction to Facilities Management	Your role in FM Organisations mission, values and vision  Hard and Soft maintenance  Total and intergrated FM  Stakeholders  Trends in FM How can FM improve	Communication and interpersonal skills  Techniques to deal with difficult conversations  Skills required to chair an effective meeting  Barriers to effective communication and how to overcome them	Preventative and Reactive maintenance  What is project and what are operations  Reasons for Project Failure  The Project Environment and Governance	Legislative requirements for H&S  Monitoring, measuring, and reporting on H&S  Incident Management and reporting  Liabilities and responsibilities  Communication	Define risk assessment  What is a risk assessment  Know how to complete a risk assessment according to your SOPs  How to write a method statement	Maintenance requirements  Systems and Processes to monitor and evaluate  Legislation  Energy Management Processes  Maintenance Strategies	How to use software such as Word, spreadsheets, email, internet.  Communication systems and FM-specific software	Definition of Standardised Work  Standard operations  Health and Safety considerations  The importance of ensuring all staff are trained in line with the new agreed SOP	Monitoring Staff Performance  Performance Review Process  Understanding Training and Development  Personal Development Plans  Disciplinary and Grievance	Practice Observations and discussion  IWFM Level 2 Certificate in Facilities Principles	
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	EPA GATEWAY

Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

