

	click here to apply
	view apprenticeship standard

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.



G 🛈 th 🕞

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



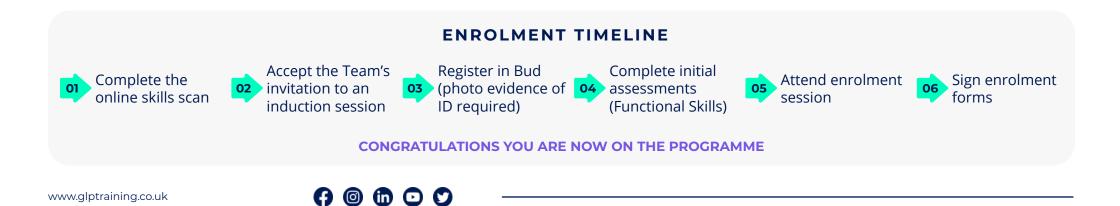
SKILLS

- 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



FACILITIES SERVICES OPERATIVE ROADMAP

Modules are delivered holistically through-out the program.

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	EPA GATEWAY	Institute of Workplace and Facilities Management	
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass			
KSBs	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	KSBs Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio		REVISION FOR EXAMS	
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	Communication and interpersonal skills Techniques to deal with difficult conversations Skills required to chair an effective meeting	Preventative and Reactive maintenance What is project and what are operations Reasons for Project Failure The Project	Incident Management and reporting	Define risk What is a risk assessment Know how to complete a risk assessment according to your SOPs How to write	Maintenance requirements Systems and Processes to monitor and evaluate Legislation Energy Management	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	Monitoring Staff Performance Review Process Understanding Training and Development Personal Development	Practice Observations and discussion IWFM Level 2 Certicate in Facilities Principles		ATEWAY	REMORE ASSESSMENT Knowledge check
	How can FM and how to	effective communication	Environment and Governance		a method statement	Processes Maintenance Strategies		staff are trained in line with the new agreed SOP	Plans ' Disciplinary and Grievance			LIVE ASSESSMENT Observation Professional Discussion of FM performance and knowledge	
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		•	



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

Level