FACILITIES SERVICES OPERATIVE APPRENTICESHIP

A Facilities Services Operative is a broad description of someone who provides facilities services support to customers and facilities management (FM) departments. This may include services supporting Soft FM functions i.e. cleaning, catering, front-of-house logistics, post room services and portering.

The FM industry covers a wide range of industry sub-sectors. 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.

Beyond their immediate team, Facilities Services Operatives (FSOs) liaise with colleagues in other departments (e.g. Finance, Procurement/Commercial) and collaborates with technical experts and other FM-related roles such as security personnel, cleaners, catering and front-of-house staff. This is an outward-facing role where liaison with customers is a key priority and forms a major part of the role.

Entry

Employers will set their own entry requirements in order to start on this apprenticeship.

Duration

Typically this apprenticeship will take 12 months.

Level

This apprenticeship standard is set at level 2.

Mandatory Qualifications

L2 Certificate in Facilities Services Principles.

Professional Recognition

Institute of Workplace and Facilities Management/Associate.

Functional Skills

If the employee does not have maths and English GCSE passes at grade C or above, they will need to pass maths and English Functional Skills level 1 during their Apprenticeship.

End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is competent and ready to undertake the independent end point assessment.

HIT Professional Trainers

Alongside the apprentice they will agree on a personal learning and development plan, setting a timetable of learning activities in preparation for the End Point Assessment (EPA).

The HIT Training Consultant will meet with the apprentice regularly either online or face to face to complete and review assessments, provide further coaching where required and agree the next steps of learning.

OCCUPATION DUTIES

Duty	Description	Criteria for measuring performance	KSBs
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	Apprentices' skills must be measured against the following criteria: ◗ S1.1 Health and Safety at Work etc. Act 1974 ◗ S1.2 Other relevant legislation ◗ S1.3, S1.4, S1.5 Standard Operating Procedures (SOPs)	K1.4, K1.5 S1.1, S1.2, S1.3, S1.4, S1.5 B1, B2, B3, B4, B5, B6
Duty 2	Address FM-related risks, hazards and threats to people, property and premises	Apprentices' skills must be measured against the following criteria: ◗ S2.1, S2.2, S2.3, S2.4 Standard Operating Procedures (SOPs)	K2.1, K2.2, K2.3, K2.4, K2.5 S2.1, S2.2, S2.3, S2.4 B1, B2, B3, B4, B5, B6
Duty 3	Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services	Apprentices' skills must be measured against the following criteria: ◗ S3.1, S3.2, S3.3, S3.4, S3.5 Standard Operating Procedures (SOPs)	K3.1, K3.2, K3.3, K3.4, K3.5, K3.6, K3.7, K3.8 S3.1, S3.2, S3.3, S3.4, S3.5 B1, B2, B3, B4, B5, B6
Duty 4	Support good sustainable practice in FM	Apprentices' skills must be measured against the following criteria: ◗ S4.1, S4.2, S4.3 Standard Operating Procedures (SOPs)	K4.1, K4.2, K4.3 S4.1, S4.2, S4.3 B1, B2, B3, B4, B5, B6
Duty 5	Maintain soft FM services	Apprentices' skills must be measured against the following criteria: ◗ S5.1, S5.2, S5.3, S5.4, S5.5 Standard Operating Procedures (SOPs)	K5.1, K5.2, K5.3, K5.4, K5.5, K5.6 S5.1, S5.2, S5.3, S5.4, S5.5 B1, B2, B3, B4, B5, B6
Duty 6	Gather FM-related information for continuous improvement purposes	Apprentices' skills must be measured against the following criteria: ◗ S6.1, S6.2, S6.3 Task specification	K6.1, K6.2, K6.3, K6.4, K6.5 S6.1, S6.2, S6.3 B1, B2, B3, B4, B5, B6
Duty 7	Deliver front-of-house services	Apprentices' skills must be measured against the following criteria: ◗ S7.1, S7.2, S7.3, S7.4, S7.6 Standard Operating Procedures (SOPs) ◗ S7.5 Standard Operating Procedures (SOPs) and task specification	K7.1, K7.2, K7.3, K7.4, K7.5, K7.6 S7.1, S7.2, S7.3, S7.4, S7.5 B1, B2, B3, B4, B5, B6
Duty 8	Support hard FM functions	Apprentices' skills must be measured against the following criteria: ◗ S8.1, S8.2, S8.3, S8.4 S8.5 Standard Operating Procedures (SOPs)	K8.1, K8.2, K8.3, K8.4, K8.5 S8.1, S8.2, S8.3, S8.4, S8.5 B1, B2, B3, B4, B5, B6
Duty 9	Maintain and develop competence in the FM industry/sector	Apprentices' skills must be measured against the following criteria: ◗ S9.1, S9.2, S9.3 Organisational expectations	K9.1, K9.2, K9.3, K9.4, K9.5 S9.1, S9.2, S9.3 B1, B2, B3, B4, B5, B6
Duty 10	Support the delivery of FM projects	Apprentices' skills must be measured against the following criteria: ◗ S10.1 Standard Operating Procedures (SOPs), organisational expectations ◗ S10.2, S10.3, S10.4 Organisational expectations	K10.1, K10.2, K10.3, K10.4, K10.5 S10.1, S10.2, S10.3, S10.4 B1, B2, B3, B4, B5, B6

KSBs

	Knowledge
K1.1	Legislative requirements and responsibilities relating to health and safety, access & inclusion, manual handling, working at heights, hazardous substances (COSHH), reporting of injuries, diseases etc. (RIDDOR)
K1.2	Other legislative requirements and responsibilities e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion
K1.3	The distinctions between Hard FM (maintenance), Soft FM (support services), Total or Integrated FM and its contribution to an organisation
K1.4	The roles and responsibilities of FM technical experts (e.g. contractors, engineers, surveyors etc.)
K1.5	The roles and responsibilities of those within the FM reporting structure
K2.1	HSE Five steps to risk assessment
K2.2	The requirements of the emergency and evacuation procedures
K2.3	Good practice in risk management in the FM industry e.g. security, access and inclusion
K2.4	The limits of their personal authority and competence
K2.5	Risk-related information requirements and those of the FM risk register
K3.1	The features and purpose of effective customer service
K3.2	The functioning of FM services and their interrelationships
K3.3	The range of FM contracts and Service Level Agreements (SLAs) including customers' performance standards
K3.4	The role of customer feedback in providing customer service
K3.5	How the requirements of the contract/SLA with the customer is used to manage their expectations
K3.6	The features of a complaints procedure and typical timescales
K3.7	The purpose of keeping customers informed of developments, issues and delays
K3.8	How innovation and change can support good customer relationships
K4.1	Customers' and organisational corporate social responsibility and sustainability policies and requirements e.g. environmentally-friendly initiatives; "People, Planet, Profit"
K4.2	The contribution of FM to support sustainability (good practice, profitability, cost-savings, quality enhancements)
K4.3	Trends in FM of sustainable practice e.g. well-being, safeguarding
K5.1	The contribution of soft FM services to an organisation (value to customers, profitability, cost-savings, quality enhancements)
K5.2	The factors to be taken into account when costing the delivery of an FM service
K5.3	The features of a Service Level Agreement (SLA)
K5.4	How to report inefficiencies and defects and suggest improvements
K5.5	The impact of feedback in a service industry
K5.6	The requirements of relevant SOPs
K6.1	Types and sources of FM-related information (e.g. on health and safety, energy usage, efficiency of heating and lighting systems, security and access systems)
K6.2	The uses of FM-related information (e.g. identifying recurrent problems, performance management, cost, efficiency, quality, continuous improvement etc.)
K6.3	The nature and benefits of improvements to an FM business (value to customers, sustainability, environmental, profitability, cost-savings, quality enhancements)
K6.4	The features of the FM improvement cycle
K6.5	How to use software such as Word, spreadsheets, email, internet, communications systems and FM-specific software e.g. Building Management Systems (BMS), ID card systems and facilities helpdesk and how they support the FM function
K7.1	The functioning of the access management system (health and safety, security, front of house) including egress
K7.2	The planned maintenance programme and how it affects the front-of-house
K7.3	Why it is necessary to understand the layout of the facility and any internal access restrictions (e.g. security restrictions, management of deliveries and contractors, access and inclusion, risk management)
K7.4	How to carry out a conditions survey (e.g. taking photos, checking furniture and fittings etc.) and prepare reports
K7.5	The different role of those involved in the organisation of events (e.g. security, marketing, IT, hospitality and catering outsourced organisations etc..)
K7.6	The way in which communication used in the front of house function influences visitors' perception of an organisation

KSBs

	Knowledge
K8.1	The contribution of hard FM to an organisation (value to customers, profitability, cost savings, quality enhancements)
K8.2	The difference between and requirements of planned preventative maintenance (PPM) and reactive maintenance
K8.3	The risks and hazards associated with maintenance activities and their consequences if realised
K8.4	The use of Building Management Systems (BMS) and operation and maintenance systems manuals to maintain specified operating conditions
K8.5	The interrelationship and need for collaboration between the Mechanical & Engineering and the FM function
K9.1	The purpose and features of personal performance measurement processes e.g. appraisals, one-to-ones
K9.2	The requirements of a personal development plan
K9.3	Training interventions available to support the development of FM competence and knowledge
K9.4	Sources of information e.g. trade magazines, professional body
K9.5	The features of effective reflective practice and the impact of personal behaviours
K10.1	The way in which an organisation's mission, vision and values affect its operations
K10.2	The purpose of establishing good customer relations and the features of effective customer relationships
K10.3	The advantages and disadvantages of different methods of communication
K10.4	The stages of a project, roles and responsibilities within a project
K10.5	The project management tools that are used in the project

	Skills
S1.1	Comply with relevant health, safety and environmental legislation (Health and Safety at Work etc. Act 1974) e.g. logging incidents, posting/distributing health and safety notices, checking fire extinguishers, fire alarms, confirming that checks have been carried out, use of PPE
S1.2	Comply with other relevant legislation e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion
S1.3	Comply with standard operating procedures (SOPs) e.g. permits to work, contractor risk assessments, safe systems of work, site inductions
S1.4	Carry out health and safety checks in accordance with SOPs
S1.5	Report the findings of health and safety checks in accordance with SOPs
S2.1	Identify risks, hazards and threats to people, property and premises in accordance with SOPs
S2.2	Act on the findings of health and safety checks in accordance with SOPs
S2.3	Implement site emergency and evacuation procedures in accordance with SOPs e.g. acting as emergency evacuation marshal, submitting evacuation plans and reports/audits
S2.4	Report on the actions taken in accordance with SOPs
S3.1	Collaborate with other colleagues (e.g. security officers, cleaning operatives, receptionists,engineers and catering staff) in accordance with SOPs
S3.2	Respond to customers' queries and incidents in accordance with SOPs
S3.3	Take action that is appropriate to the nature of the FM query (e.g. clarifying straightforward contractual/SLA queries, referrals/escalation)
S3.4	Deal with complaints in accordance with SOPs
S3.5	Keep customers informed of developments, issues and delays in accordance with SOPs
S4.1	Apply policies in sustainability and corporate social responsibility in accordance with SOPs
S4.2	Identify areas for improvement in sustainable and corporate social responsibility performance in accordance with SOPs
S4.3	Make practicable suggestions for improvements to corporate social responsibility performance in accordance with SOPs
S5.1	Operate the stock management system in accordance with SOPs e.g. stock checking, replenishment, stock ordering
S5.2	Confirm the correct functioning of equipment used to deliver FM services in accordance with SOPs (e.g. franking machines, reprographics equipment, cleaning equipment, vending machines, catering trolleys, radios, walkie-talkies etc..)
S5.3	Report the findings of premises and equipment inspections in accordance with SOPs
S5.4	Carry out quality assurance checks in accordance with SOP's to ensure that FM services are delivered to the required standard
S5.5	Deal with feedback or escalate issues beyond their level of authority in accordance with SOP's

KSBs

	Skills
S6.1	Collect FM-related information from a variety of sources (e.g. from BMS, helpdesk or in-house systems) in accordance with the task specification
S6.2	Collate FM and health and safety information as specified (e.g. preparing preliminary reports such as energy usage and sustainability, heating systems, lighting systems, security and access systems) in accordance with the task specification
S6.3	Identify and report on opportunities for improvement from information collected in accordance with the task specification using appropriate software applications and communication platforms
S7.1	Provide support to the access management system in accordance with SOPs (e.g. ID checks, key authorisation, security marking, security access data, building security alarm systems (access, CCTV etc.)
S7.2	Ensure communal areas meet required standards of cleanliness and presentation in accordance with SOPs (e.g. cleanliness checks, keeping the area tidy and free from hazards, maintaining the currency of publicity displays, dealing with post, deliveries and laundry, acting as a traffic marshal, removing rubbish etc.)
S7.3	Greet and treat visitors in accordance with SOPs
S7.4	Ensure service areas are maintained in accordance with SOPs for cleanliness and hygiene (e.g. food preparation areas, control rooms, compactors and refuse areas)
S7.5	Support others through the provision of reception services, events organisation, hospitality and catering, room set-up and restoration in accordance with SOPs and the task specification
S7.6	Report issues and problems in accordance with SOPs
S8.1	Log jobs and arrange for repairs and engineering maintenance in accordance with SOPs
S8.2	Carry out inspections of premises and facilities to ensure the correct functioning of buildings and plant equipment in accordance with SOPs e.g. access systems, temperature checks, repairs carried out
S8.3	Carry out minor repairs and maintenance or ensure that they have been carried out in accordance with SOPs e.g. changing toner, changing batteries, replenishing stationary, PPM audits
S8.4	Report the correct operation of FM buildings and equipment in accordance with SOPs
S8.5	Keep asset registers up-to-date (checks, reconciliation, record keeping) in accordance with SOPs
S9.1	Complete and keep up-to-date personal development plans
S9.2	Keep FM-related skills up-to-date
S9.3	Keep FM-related knowledge up-to-date
S10.1	Manage customer expectations in accordance with SOPs and organisational expectations
S10.2	Communicate with customers confidently and clearly using communication methods that are appropriate to the situation in accordance with organisational expectations
S10.3	Support the project team constructively and in a way that engenders positive relationships in accordance with organisational expectations
S10.4	Report on the extent that objectives have been met and escalate any issues in accordance with organisational expectations

	Behaviours
B1	Customer focus
B2	Team working
B3	Personal effectiveness
B4	Attention to detail
B5	Honesty
B6	Adaptability

INDEPENDENT END POINT ASSESSMENT

The end point assessment will only commence once the employer, apprentice and HIT Training Consultant are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records.

The independent end point assessment ensures that all apprentices consistently achieve the industry set professional standard and can commence at any point once the apprentice is competent after the minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment Process

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end-point assessor as follows:

Knowledge Test

❱ The Multiple-Choice Question (MCQ) examination is a valid test of the knowledge required of a Facilities Services Operative.

Test Format:

❱ The test can be computer based.

❱ It will consist of 20 knowledge-based questions.

❱ These questions will consist of, closed response, multiple-choice questions.

Observation

Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method. The EPAO will arrange for the observation to take place, in consultation with the employer.

The observation will take 2 hours and may be split into discrete sections held over a maximum of 1 working day. The following activities MUST be observed during the observation:

❱ Carrying out a process which demonstrates compliance with health, safety and environmental legislation and organisational policies and procedures.

❱ Maintaining soft FM services.

❱ Delivering front-of-house services.

❱ Supporting hard FM functions.

Professional Discussion

❱ 60 minute 1:1 structured meeting.

❱ Led by the independent end assessor.

❱ During the assessment, the independent assessor must ask a minimum of 6 open questions to ensure that the apprentices' skills, knowledge and behaviours are demonstrated.

❱ Apprentices' portfolios completed on-programme (but not assessed) will be used to support the discussion. The portfolio must be submitted to the EPAO within 2 weeks after the EPA has started.

Completion

❱ Independent end-point assessor confirms that each assessment element has been completed

❱ The overall grade is determined by the independent end-point assessor based on the combination of performance in all assessment activities. Grades are: Pass/Fail/Merit.

Independent end point assessment organisations
Approved assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations.
The employer will approve and appoint the assessment organisation to undertake the independent end point assessment of the apprentice.

Divisions of HIT Training Ltd.

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