

Facilities Services Operative

This occupation is found in the facilities management industry both in the “supplier” side (i.e. those companies that supply facilities services to their customers) and the “client” side (i.e. the recipients of those contracted services).

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

You can see more information about the apprenticeship standard at [Skills England](https://www.skillsengland.co.uk/).



months minimum*

Assessment methods

1

Multiple-choice test

40 minute time limit to complete 20 multiple-choice questions using iLearner's online test tool

2

Observation

A two hour observation of undertaking workplace activities, including questioning of up to 15 minutes.

3

Professional discussion

A 60 minute structured discussion between the apprentice and iCQ assessor.



Learning



Gateway



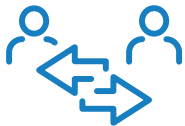
End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.



End-Point Assessment is carried out by iCQ Assessor.

Cost	£550 (in-person), £525 (remote)
-------------	--



With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.