

# APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

## FACILITIES SERVICES OPERATIVE

- LEVEL 2
- 12 MONTH PROGRAMME



### FACILITIES SECTOR

## OVERVIEW

A Facilities Services Operative provides facilities services support to customers and facilities management (FM) departments. Typically, 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.

## ROLE PROFILE

This is an outward-facing role where liaison with customers is a key priority and forms a major part of the role. Facilities Services Operatives may work alone in a small enterprise or in teams of up anything from 30 to 500 people in a large-scale operation.

In their daily work, a Facilities Services Operative interacts with colleagues within the FM department and reports to the FM Supervisor.

## YOUR APPRENTICES' LEARNING JOURNEY

Apprentices will complete a 12-month apprenticeship learning journey, which will include achievement of at least Level 1 Literacy and Numeracy. Apprentices are also required to have achieved Level 2 Certificate in Facilities Services Principles. During the programme, apprentices will receive associate of IWFM.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

## FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the ***Institute for Apprenticeships & Technical Education*** website.



LEARNING  
JOURNEY



GATEWAY  
MEETING



END-POINT  
ASSESSMENT

## APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS

iLearner

### APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

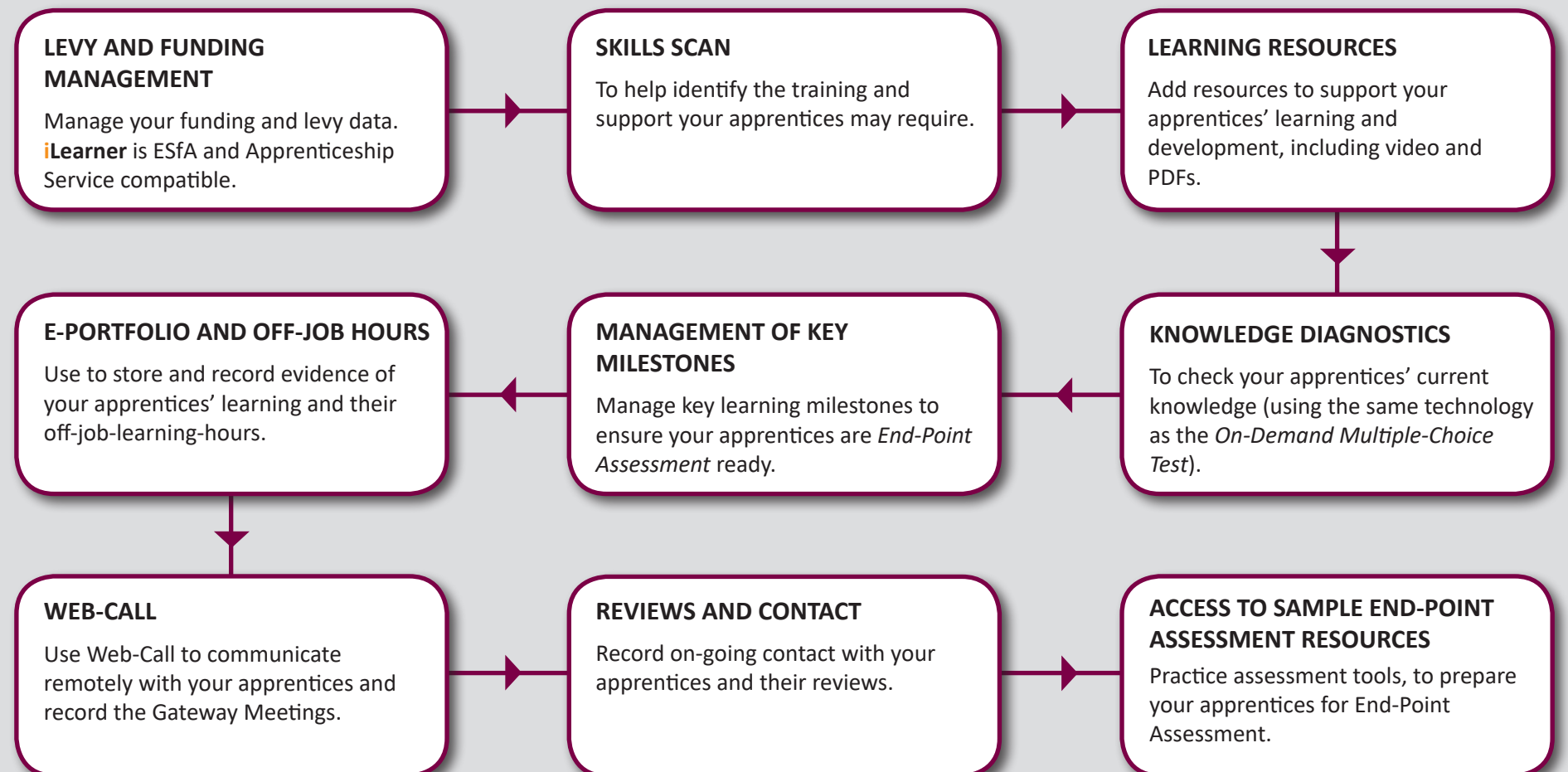
## APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

### DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

## APPRENTICESHIP LEARNING JOURNEY

A complete  
apprenticeship  
delivery solution -  
guiding you every step  
of the journey...



# APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

## FACILITIES SERVICES OPERATIVE - LEVEL 2



### KNOWLEDGE TEST

The test will present your apprentices with questions relating to the knowledge required by a Facilities Services Operative. Apprentices will answer questions, selecting one of the multiple-choice options, using **iLearner's** on-line test tool.

There will be 20 questions to complete in 40 minutes.



### OBSERVATION

The two-hour observation, including questioning of up to 15 minutes, enables your apprentices to demonstrate their skills, knowledge and behaviours when undertaking workplace activities.



### PROFESSIONAL DISCUSSION

A one-hour structured discussion between your apprentices and an iCQ assessor, to establish your apprentices' understanding and application of knowledge, skills and behaviours.



APPRENTICES CAN ACHIEVE A PASS OR A MERIT GRADE.

## WANT TO KNOW MORE?

For further information, please contact us:

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[www.icanqualify.co.uk](http://www.icanqualify.co.uk)

