



Train Together

Level 2 Facilities Services Operative Standard



Realise Your Potential



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About us.

We are an Ofsted-rated "Good" provider with a long track record of specialising in Facilities Management apprenticeships.

Our expertise lies in delivering comprehensive and tailored apprenticeship training programmes, equipping learners with the skills and knowledge needed for a successful career in the field.

iwfm

RECOGNISED CENTRE

Our goal is to ensure every apprentice receives exemplary education and training, preparing them for a prosperous future in Facilities Management while providing our clients with highly skilled professionals who can drive their organisations forward.

By partnering with us, clients benefit from customised training solutions that address their specific needs, improve operational efficiency, and promote long-term growth and development.

About us.

At Train Together, we pride ourselves on being experts in Facilities apprenticeships. We understand the unique challenges and opportunities within this sector and are dedicated to delivering tailored solutions that drive success.

Our innovative delivery models combine the latest technology with industry expert training. This approach ensures that the learning journey is engaging, effective, and maximises value for both learners and the businesses we work with.

Our Values and What Makes Us Tick



Nurture: Maintaining excellent relationships with stakeholders is key to meeting our vision and mission.



Courageous: We embrace difficult conversations and are committed to walking the walk, not just talking the talk.



Genuine: Transparency in all we do ensures clear and clean communication with all stakeholders.



Dedicated: We go above and beyond for our learners and clients, offering excellent resources and support to achieve their goals.



Empower: Providing information, advice, and guidance enables excellent decision-making and helps our partners meet their objectives.





Understanding The Challenge

01



Maintaining Clean and Safe Working Environments: Ensuring that all areas of the facility are consistently clean and safe can be challenging, particularly in large or high-traffic environments where standards need to be upheld throughout the day.

Supporting Efficient Operation of Facilities: Businesses often require continuous support to ensure that facilities operate smoothly, with minimal disruptions to daily activities.



02

03



Responding to Emergencies and Unplanned Situations: Facilities often face unplanned situations or emergencies, such as spills, equipment failures, or safety hazards, which require quick and effective responses to minimise impact

Contributing to Energy Efficiency and Sustainability:

Reducing energy consumption and improving sustainability are key goals for many businesses, but achieving this requires the support of all staff, including those in facilities roles.



04



A Collaborative Solution

01



Maintaining Clean and Safe Working Environments: Facilities Services Operative is trained to maintain high standards of cleanliness and safety, ensuring that all areas are consistently well-maintained, contributing to a safe and productive working environment.

Supporting Efficient Operation of Facilities: The apprenticeship prepares individuals to handle a variety of tasks efficiently, providing vital support to ensure the smooth operation of facilities, thereby reducing potential downtime and disruptions.



02

03



Responding to Emergencies and Unplanned Situations: The apprenticeship ensures that a Level 2 Facilities Services Operative is well-prepared to respond quickly and effectively to emergencies, minimising disruption and maintaining a safe environment.

Contributing to Energy Efficiency and Sustainability: Operatives are equipped with the knowledge to support energy efficiency initiatives, helping to implement practices that reduce energy use and support the organisation's sustainability goals.



04

Level 2 Facilities Services Operative



Practical Learning

Applying Theories in Practice

Providing Constructive Feedback

Guidance on Personal and Professional Development



Assessment Principles

Performance Evaluation

Supportive Learning Journey

Effective Communication and Presentation Skills



Role Proficiency

Insight into Relevant Industries

Encouraging Proficiency

Learning from Experienced Assessors



Process Understanding

Embracing a Learning Culture

Embracing Diversity & Equality

Engagement with the Assessment Process

Qualifications

- Level 2 IWFM Facilities Services Principles
- Level 2 Facilities Services Operative Certificate

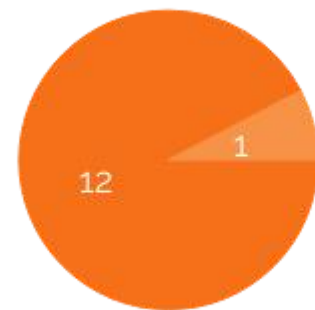
Progression Route

- Level 3 Facilities Management Supervisor

Learning Style

- Live online training , Face-to-face and online content

13-Month Programme



On-Programme End-Point Assessment



Level 2 Facilities Services Operative

Month 1-12

On-Programme Learning

During the 12-month on-programme learning period, you will complete an IWFM Level 2 Facilities Services Principles certificate and compile a comprehensive portfolio. This portfolio will demonstrate your development and proficiency in the key responsibilities of an Facilities Operative

Level 2 Facilities Services Principles



Working in Facilities Services



Sustainability and Environmental Issues



Health & Safety in Facilities



Working with Customers in Facilities

Apprenticeship Duties



Support Compliance



Address Risk



Customer Services



Support Hard FM



Sustainable Practices



Develop Competence



Maintain Soft FM



Support Projects



Front of House



Continuous Improvement

Month 13

End Point Assessment

Upon successful completion of the on-programme learning, you will undergo a comprehensive final end-point assessment designed to showcase your development throughout the programme. This assessment consists of three components:

Knowledge Test



The MCQ exam for Facilities Services Operatives is a valid knowledge test with 20 randomly selected questions from a large bank to avoid predictability and repetition. The computer-based test uses closed-response multiple-choice questions.

Observation



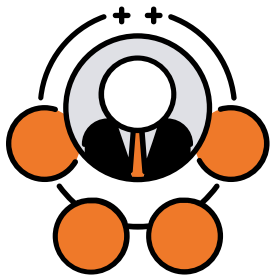
Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method.



Interview

Structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. It will involve the questions that will focus on coverage of prior learning or activity.

Programme Benefits



Employer

Enhance apprenticeship support, improve apprentice outcomes, ensure compliance with industry standards, and invest in staff development and retention by promoting a skilled, motivated workforce.

Employee

Gain a recognised qualification, enhance career progression, build confidence and competence in facilities management practices, and develop comprehensive skills to effectively support diverse client needs.



Contact us

To find out more about the Level 2 Facilities Services Operative Standard, please contact our Customer Relationship Manager, Jo Povall



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