

FACILITIES SERVICES OPERATIVE LEVEL 2

This occupation is found in the facilities management (FM) industry both in the “supplier” side (i.e. those companies that supply FM services to their customers) and the “client” side (i.e. the recipients of those contracted FM services). A Facilities Services Operative is a broad description of someone who provides facilities services support to customers and FM departments.

This may include services such as security, supporting hard FM functions i.e. maintenance and engineering, and Soft FM i.e. cleaning, catering, front-of-house logistics, post-room services and portering.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner’s needs. Inspire ATA recruits and employs each apprentice on behalf of the “host” client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 18 MONTHS

PRACTICAL PERIOD: 12 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: OFQUAL

ASSESSMENT METHOD: KNOWLEDGE TEST, OBSERVATION AND PORTFOLIO

KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- 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)
- How to carry out a conditions survey and prepare reports.
- 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)

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KNOWLEDGE

- 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)
- Other legislative requirements and responsibilities e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion
- The distinctions between Hard FM (maintenance), Soft FM (support services), Total or Integrated FM and its contribution to an organization
- The roles and responsibilities of FM technical experts (e.g. contractors, engineers, surveyors etc)
- The roles and responsibilities of those within the FM reporting structure
- HSE Five steps to risk assessment
- The requirements of the emergency and evacuation procedures
- Good practice in risk management in the FM industry e.g. security, access and inclusion

SKILLS

- 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
- Comply with other relevant legislation e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion
- Comply with standard operating procedures (SOPs) e.g. permits to work, contractor risk assessments, safe systems of work, site inductions
- Carry out health and safety checks in accordance with SOPs
- Report the findings of health and safety checks in accordance with SOPs
- Identify risks, hazards and threats to people, property and premises in accordance with SOPs
- Act on the findings of health and safety checks in accordance with evacuation marshal.

BEHAVIOURS

- Be customer focused.
- Thrive in team environments.
- Be personally effective.
- Possess attention to detail.
- Be adaptable throughout your industry.

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