

End-Point Assessment Specification

Facilities Services Operative

Level 2



1 *What the* ROLE ENTAILS

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

2 *On-programme* ASSESSMENT

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- English and maths in line with funding rules
- L2 Facilities Services Principles
- Completion of a portfolio of evidence (to be submitted no later than 2 weeks after gateway)

3 *Gateway* REQUIREMENTS

The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway.

- Achieved L2 Facilities Services Principles
- English and maths in line with funding rules
- Completion of portfolio of evidence



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enquiries@steadfastepa.co.uk



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4 End Point ASSESSMENT

Multiple Choice Question (MCQ) Knowledge Test

The test will be in the form of multiple choice questions that align with the standard's knowledge & skills requirements.

Observation (follow up Q&A)

The observation will take place in the apprentice's normal place of work while they are undertaking normal work duties. This will be followed by a Q&A session.

Professional Discussion with portfolio

In the professional discussion, an independent assessor and apprentice have a formal two-way conversation. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

5 Completion & CERTIFICATION

We will activate certification once the apprentice has successfully completed all EPAs, and the IEPA has verified this. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

Why choose Steadfast Assessment?

We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments

To review the standard and assessment plan, follow the link below.

[Facilities services operative / Skills England](#)



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