

ST0617/V2

Draft apprenticeship assessment plan for the Facilities services operative apprenticeship

Apprenticeship reference number	Level of this apprenticeship	Integration
ST0617	2	None

Assessment Plan

[Edit assessment plan form](#)

Assessment details

Introduction

This apprenticeship assessment plan (AAP) sets out the requirements for the assessment of the level 2 facilities services operative apprenticeship. It should be read in conjunction with the Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the Requirements for Apprenticeship Assessment, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts, for example, a different workplace

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments.

Table 1: Assessment outcomes

Table 1 sets out the assessment outcomes and the mapped knowledge and skill statements. All assessment outcomes must be assessed. Knowledge and skills statements listed in the mandatory statements column must be assessed in every version of the assessment that is made available.

Knowledge and skills statements that offer opportunities to develop functional English and maths are identified with an asterisk.

Assessment Outcome	Mapped statements	Mandatory statements
AO1: Health, safety and sustainable working practices Applies health and safety requirements, safe systems of work and emergency procedures during facilities management activities. Uses sustainable working practices, waste management methods and organisational approaches that support environmental and social responsibilities.	K1, K2, K3, K4, K5, K15, K22 S1, S2*, S3, S4, S16	K1, K2, K4, K22 S1, S2*, S4
AO2: Facilities operations and asset Support Carries out facilities management activities in accordance with organisational procedures and standards. Applies hard and soft facilities management principles, undertakes housekeeping activities, supports maintenance-related operations, and conducts inspections of premises and equipment in accordance with organisational procedures.	K20, K21, K23, K24, K25* S17 S18*	K20, K21, K25* S18*
AO3: Work planning, resource coordination and problem resolution Plans, organises, prioritises and sequences work activities. Uses resources, identifies issues, applies problem-solving techniques, and escalates matters in line with organisational procedures and levels of authority.	K9, K11*, K12*, K13* S5*, S7, S8*, S9*	K9, K13* S5*, S9*

AO4: Customer, contractual and service delivery requirements Provides facilities management services in line with customer, organisational and contractual requirements. Applies standard operating procedures, supports service level commitments and contractual obligations, monitors service expectations, and responds to the needs of customers and stakeholders.	K6, K7, K8, K10 S6	K8
AO5: Communication, collaboration and information management Uses communication methods, digital systems and information management processes to support facilities operations. Maintains records, uses digital systems, supports inclusive working practices and teamwork principles.	K14, K15, K16*, K17*, K18*, K19* S10, S11, S12*, S13*, S14*, S15*	K16*, K19* S12*

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include an **interview**.

Any additional assessment, or assessments, must be selected from the following list of methods, to ensure the assessment outcomes are met in full. Methods may be used more than once:

- **portfolio**
- **question and answer**
- **simulation**

Assessment organisations must have due regard to any relevant frameworks, standards, guidance or other documents that may be published by industry regulators, professional bodies, and other representative groups.

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade.

Table 2: performance descriptors

Table 2 sets out the performance descriptor categories and descriptors for pass and distinction. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Applies knowledge, facts, procedures and ideas of facilities services operations, appropriately in a range of varied work activities and contexts, some of which are complex or non-routine.	Applies knowledge, facts, procedures and ideas of facilities services operations, with consistently high accuracy, insights or efficiency in a significant range of varied work activities and contexts, some of which are complex or non-routine
Applied Skills	Selects and applies facilities services practical skills consistently in a significant range of varied work activities and contexts, some of which are complex or non-routine. Solves	Integrates facilities services practical skills with precision in a significant range of varied work activities and contexts, some of which are complex or non-routine. Solves straight-forward, well-defined

	straight-forward, well-defined facilities services problems, to an acceptable standard.	facilities services problems, that add value
Regulatory and Procedural Awareness	Gathers and interprets health, safety and environmental legislation, regulations and guidance relevant to the role, with minimal noncritical errors, although depth of insight or adaptability may be limited.	Applies interpretation of health, safety and environmental legislation, regulations and guidance relevant to the role, with minimal noncritical errors and with reasonable depth of insight or adaptability
Communication and Collaboration	Participates effectively in team environments and applies effective communication approaches, supporting daily operations.	Communicates and collaborates effectively within a team or group setting, delivering reliable customer service.
Information Use and Decision Making	Gathers and interprets facilities services information relevant to the role, informing decisions and actions that are fit for purpose in the work context.	Applies interpretation of facilities services information and feedback relevant to the role, shaping actions that add value

Responsibility and Autonomy	Takes responsibility for completing facilities services tasks and procedures. Exercises autonomy and judgement subject to overall direction or guidance. May collaborate with others perhaps through a work group or team.	Exercises informed judgement and self-direction when taking responsibility for completing facilities services tasks and procedures, anticipating the needs of the task or team
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Professional recognition

This apprenticeship aligns with the requirements for professional body recognition as detailed in the occupational standard.