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City & Guilds

Level 2 Certificate in Facilities Services (600/5476/1)

OVERVIEW

What does this qualification cover?

This qualification covers the intermediate practical skills and knowledge required to work in facilities roles within the facilities industry either in a cleaning, ground maintenance or site maintenance role.

You will take the following mandatory units

- Reduce risks to health and safety in the workplace
- Promote and maintain service delivery
- Contribute to the effectiveness and efficiency of premises and facilities
- Develop customer relationships

And then select from the following optional units, depending on your job role within facilities services

- Support the work of a team and develop yourself
- Control the use of resources in a property, caretaking and facilities services environment
- Maintain grounds of premises and facilities
- Maintain site security and safety
- Control the use of premises and facilities
- Work safely at heights
- Monitor and maintain electrical and plumbing services
- Carry out maintenance and minor repairs
- Operate plant to maintain the quality of pool water
- Deal with routine waste
- Deal with non-routine waste
- Deep clean equipment in premises and facilities
- Handle mail
- Support the co-ordination of an event



- Moving and transporting individuals within a healthcare environment
- Provide reception services
- Clean and maintain internal surfaces and areas
- Introduction to equality and inclusion in health, social care or children's and young people's settings
- Transport physical resources within the work area

This is a Framework qualification.

Who could take this qualification?

This qualification is suitable if you wish to pursue a career in facilities management roles within the facilities industry. Ideally you should already have completed the Level 1 Certificate in Introduction to the Facilities Industry (600/2938/9) qualification or have a basic understanding of facilities services operations.

You need to be 16 years old or over to take this qualification. You need to be employed in a facilities services role in order that you can gather the evidence from the workplace to go towards your portfolio of evidence.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Facilities Services Operative
- Trainee/Assistant Facilities Manager
- Facilities Services Team Leader
- Team Leader

You could progress onto the 'Facilities Management' apprenticeship or the following qualifications:

- Level 3 Certificate in Facilities Management Practice (600/0605/5)
- Level 3 Award in First Line Management (500/3586/1)
- Level 3 Diploma in First Line Management (500/3587/3)
- Level 3 Certificate in First Line Management (500/3585/X)

This qualification is supported by 'The Worshipful Company of Environmental Cleaners'