



Apprenticeship Property Maintenance Operative Level 2

QUALIFICATION OBJECTIVES

The level 2 Apprenticeship Standard was designed for individuals who work in the Property Maintenance sector and cover a range of requirements; including carrying out painting and tiling tasks, working with external contractors and providing first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness. The Apprenticeship Standard is beneficial for individuals wishing to gain the skills and knowledge to carry out job roles and responsibilities associated with carrying out general maintenance and the safe and effective management of buildings/properties.

This qualification is suited to the following roles:

- Maintenance Assistant • Property Engineer • Facilities Assistant • Maintenance Engineer
- Maintenance Manager • Maintenance Technician • Caretaker • Janitor
- Multi-Skilled Technician • Premises Manager

QUALIFICATION OPPORTUNITIES

The primary role of a Property Maintenance Operative is to optimise property condition and quality and to ensure the building is kept in a safe working condition. Property Maintenance Operatives also need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests and the team. They will understand the mechanism of buildings; including electrical, plumbing, plant, safety systems and equipment. They will provide first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness. They will ensure prevention of major damage that could result in extensive costs and minimise reactive intervention.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require monthly training visits from a qualified IPS Trainer to develop the Apprentice's skills and in addition to this, some training based at our centre to progress the build of the portfolio and prepare for End Point Assessment. Throughout the process, Apprentices will undergo regular testing of underpinning knowledge through assessment and will require employer involvement at review stages and at the end of this qualification when reaching EPA.

Employers involved in the development of this Apprenticeship Standard include:

- Barchester Healthcare • Mitie • Carillion PLC • Interserve PLC • Hilton Worldwide

The Awarding Organisation used to achieve this Apprenticeship Standard is City and Guilds.

Entry

The entry requirement for this Apprenticeship will be decided by each employer, but may typically include five GCSE qualifications at Grade C/4 and above.

Duration

The duration of this Apprenticeship Standard is 13-18 months.

Progression

On completion, learners will gain the City & Guilds Level 2 Diploma in Property Maintenance and then may choose to progress on to a career such as a Technical Specialist e.g. Electrical or Plumbing and Supervisory or Management roles e.g. Facilities Management, across a wide range of sectors.

Level

This qualification is completed via an Apprenticeship Standard at Level 2.

Functional Skills

Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking the End-Point Assessment.

For further information

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20% OFF THE JOB TRAINING

Detail of how the 20% off-job-training will be met:

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all Apprentices must have at least 20% of their Apprenticeship as “off the job training”. The reason for this is to ensure that a quality programme is delivered by the employer and the training provider, which adds value to the Apprenticeship. This will benefit not only the learner, but also the employer, who will then end up with a skilled, well-rounded employee by the end of the Apprenticeship. Off the Job Training (OJT) can include training that is delivered at the Apprentice’s normal place of work, but must not be delivered as part of their normal working duties. Training towards Functional Skills in maths and English is not allowed to count towards the 20%.

CORE TECHNICAL COMPETENCIES/SKILLS AND KNOWLEDGE/UNDERSTANDING

A Property Maintenance Operative will use their knowledge and understanding of basic carpentry, electrical, plumbing and decorating to:

- Understand and demonstrate the importance of health and safety in the workplace
- Comply with organisational safety policies and procedures, identifying hazards and reducing them
- Consider safety compliance with a diverse sector of client groups
- Understand and demonstrate the importance of working safely at height
- Carry out repairs to the fabric of a building; for example repairs to walls, doors, doorframes, skirting boards or plaster damage to internal walls
- Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains
- Maintain high levels of water hygiene within a building
- Understand and maintain electrical distribution and the safe repair of electrical installation to legal requirements; for example replacing damaged sockets, plugs, lighting and fuses
- Understand and maintain plant, safety systems and equipment
- Demonstrate and implement energy, environment and sustainable practices
- Understand and maintain grounds and external fabrication of a building, such as drainage and guttering
- Understand and demonstrate the safe use of hand tools; for example screwdrivers, power drills, pliers, paper strippers and a variety of other tools used in plumbing and carpentry
- Demonstrate and understand the importance of the control of resources and stock
- Understand and demonstrate the principles of planned preventative maintenance
- Understand how to prepare for refurbishment or deep clean of equipment and surfaces
- Carry out repairs and reactive maintenance
- Understand the importance of customer service
- Record and report information accurately either internally or externally

CORE BEHAVIOURAL ATTRIBUTES

- Have a flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Persists in the face of adversity
- Thorough approach to work
- Ownership of work and follow through to a satisfactory conclusion
- Client/customer focus and interaction
- Able to follow the organisation’s values
- Ability to create effective working relationships

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CORE BEHAVIOURAL ATTRIBUTES CONTINUED

- Aptitude for problem solving
- Ability to comply with company policies and procedures
- Enthusiasm
- Ability to control and influence within remit
- Persuasive influencing skills
- Shows respect for all stakeholders

INTERPERSONAL SKILLS

- Take ownership of situations
- Work independently and as part of a team
- Communicates effectively either verbally or in writing
- Problem solving approach
- A drive for efficiency and value for money
- Communicate effectively at all levels
- Adaptability
- Ability to understand limitations within the role
- A drive for quality and excellence

END POINT ASSESSMENT

The final End Point Assessment is completed in the last few months of the Apprenticeship and is based on:

- **Portfolio of Evidence** - Produced throughout the Apprenticeship, containing evidence from real work tasks that have been completed during the programme and which demonstrate competency to deem the Apprentice ready for EPA.
- **Research Assignments** - Giving the Apprentice the opportunity to develop skills to prepare for multiple choice and written answer examination.
- **Practical Task** - An observation that will be monitored by the End Point Assessment organisation (EPAO) to decide on competency.
- **Interview** - Exploring what has been produced in the portfolio and what has been learnt from the progression of the Apprentice throughout their time in learning.

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

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