

# 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.

This qualification also includes the mandatory Diploma which, in this case, is the Level 2 Diploma in Property Maintenance through City and Guilds (9673-11) and will require:

- x2 research assignments on roles of a Property Maintenance Operative and Sustainability.
- x1 Completed logbook showcasing 15 job-cards with supported evidence such as photo or video evidence to demonstrate your abilities through training and development.

For Diploma units see the section 'Diploma Units'

### Employers involved in the development of this 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 24 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 will need to achieve their Level 1 English and mathematics prior to taking the end-point assessment.

## BOOK NOW

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## OFF THE JOB TRAINING

### Detail of how the off-the-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 new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

## DIPLOMA UNITS

### Units from the City and Guilds Diploma for Property Maintenance Operative at Level 2:

- Roles and Responsibilities of a Property Maintenance Operative (Assignment Based)
- Health and Safety
- Painting, Plastering and Tiling
- Preventative Property Maintenance
- Plumbing Maintenance and Repairs
- Knowledge of Heating and Ventilation/Air Conditioning
- Building Fabric Maintenance
- Sustainability (Assignment Based)
- Resources and Equipment in Property Maintenance
- Working with External Contractors

## 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 and identify hazards and reduce 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, 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 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

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## 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 live the organisations values
- Ability to create effective working relationships
- 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 assessment is completed in the last few months of the apprenticeship. It is based on;

- **Logbook** – Comprising of sufficient Job Cards
- **Research Assignments** – Showcasing Knowledge of Roles and Responsibility and also Sustainability and Wastage.
- **Multi Choice Exam** – Held at IPS
- **Practical EPA Examination** – Held at IPS for a duration of 5 hours
- **Interview** – Held after the EPA Practical Examination to question the learner on their approach during the examination.

An independent assessor will assess each element of the end point assessment and will then decide whether to award successful apprentices with a fail, pass, or distinction.

## APPRENTICE COMPLETION CERTIFICATE

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

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