

Property Maintenance Operative Apprenticeship Level 2



Apprenticeship Standard Title	Property Maintenance Operative
Level	2
Sector	Construction, Planning and the Built Environment
Duration / Guided Learning Hours	13 – 18 months
Minimum Age of Learner	18 Years

The Programme

This qualification is aimed at those wanting to work or those already working in property maintenance and wishing to gain the technical and practical knowledge required to work within the industry. It offers your employee an interesting and varied range of job opportunities with the chance to progress to project management or supervisory positions. If your staff enjoy working practically and have an interest in maintaining and improving internal and external structures, this apprenticeship is the ideal way to upskill your workforce.

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 need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests and 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.

Potential Job Roles Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Janitor, Multi-Skilled Technician, Premises Manager

Suggested Suitable Sectors Housing, Healthcare, Social Care, Hospitality, Education, Commercial Properties, Leisure, Retail, Public & Private Sector Buildings

Employer Benefits

It is increasingly difficult to recruit skilled labour in the Construction industry so the obvious route is to increase the number of apprenticeships on offer and upskill your existing workforce.

Apprenticeships are an excellent way to support your organisation by harnessing new talent or helping to up skill your existing workforce. An apprenticeship is your chance to employ an individual committed to learning and developing their skills within your organisation. Your apprentice will bring technical skills and knowledge back to your business.

- Increase productivity
- Future-proof your business
- Give you the competitive edge
- Improve profits
- Reduce training costs
- Motivate your workforce

Programme Design

The qualification comprises of mandatory generic units, mandatory specialist units and optional modules.

Mandatory Requirements	
Functional Skills	Level
Maths	1
English	1
Qualification and Skills	
Combined Knowledge and Competence Based Qualification	Level 2 Property Maintenance Operative
Employer Rights and Responsibilities	Level 1 Award in Employee Rights and Responsibilities in the Construction Industry
Personal Learning and Thinking Skills	Creative thinking Independent enquiry Reflective learning Team working Self-management Effective participation

Mandatory Units		
Level	Unit Reference	Unit Title
2	H/508/4042	Understand the Role, Responsibilities and Reporting of a Property Maintenance Operative
2	J/508/4101	Health and Safety Management in Property Maintenance
2	M/508/4108	Applying Customer Service within Property Maintenance
2	L/508/4116	Carry Out Painting and Tiling in Property Maintenance
2	K/508/4043	Planning and Carrying Out Preventative Property Maintenance
2	R/508/4103	Carry Out Plumbing Maintenance and Repairs in Property Maintenance
2	D/508/4105	Carry Out Basic Electrical Testing and Repairs in Property Maintenance
2	A/508/4094	Maintaining Heating, Ventilation and Air Conditioning Plant in Property Maintenance
2	L/508/4097	Internal and External Building Fabric Maintenance
2	M/508/4044	Energy, Environment and Sustainable Practices in Property Maintenance
2	T/508/4045	Control of Resources and Equipment in Property Maintenance
2	D/508/4041	Working with External Contractors in Property Maintenance

Two optional units are available and may be taken but they do not count towards the achievement of the qualification		
Level	Unit Reference	Unit Title
2	F/508/4114	Access and Security Systems in Property Maintenance
2	J/508/4115	Accessibility and Inclusion in Property Maintenance

End Point Assessment	70%
Synoptic knowledge assessment	20%
To consist of multiple-choice or structured questions (short-answer) to assess the bulk of the generic knowledge across the apprenticeship. These will be sat under invigilated conditions and marked by the Awarding Organisations (ie externally). This will be graded pass/distinction/fail.	
Synoptic practical assessment	40%
Assessed by an independent assessor (Awarding Organisation appointed or 3rd party) that requires the candidate to complete a number of core practical activities, in controlled conditions. The activities will be chosen from a bank of tasks developed by the Awarding Organisation working with representatives of the employers. Evidence will predominantly be via observation but could also include oral questioning to ensure the apprentice has the skills and supporting knowledge required of the role. Where oral questioning is used this is to assess knowledge relating to a practical skill or task eg 'why', 'when' type questions - not 'how'. This will be graded pass/distinction/fail.	

Synoptic interview	10%
To question the apprentice on skills not covered by the practical assessment as well as the behaviours using the portfolio of evidence as a basis for the discussion. This will be carried out by the independent assessor and graded pass/fail.	

Qualification Progression	<p>Completing this apprenticeship programme with its transferable skills will enable progression into roles such as a Technical Specialist e.g. Electrical or Plumbing and Supervisory and Management roles e.g. Facilities Management, across a wide range of sectors.</p> <p>The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying. BIFM have confirmed resources and learning materials will be available for the apprentice to support them throughout their learning journey.</p>
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