

Factsheet

Level 2 Property Maintenance Operative Apprenticeship



HRUC
HARROW, RICHMOND & UXBRIDGE COLLEGES



The purpose of the occupation is to conduct the general day-to-day maintenance required to keep a range of properties in a good state of repair. Property Maintenance Operatives conduct routine maintenance tasks, and minor planned and responsive repair works, using a broad range of fundamental trade skills including carpentry, joinery, plumbing, plastering, brick and block work, external works and associated finishing trades including tiling, painting, and decorating.

Operatives use a wide variety of hand and power tools, materials, components, fixtures and fittings, ensuring work that is carried out is compliant with health and safety requirements, and meets building safety regulations and legislation. This requires them to know and understand the key principles of buildings and their construction, the range of building services that support a buildings operation, including electrical, plumbing, plant, safety systems and equipment, the techniques, and processes to prevent damage.

In their daily work, an employee in this occupation interacts with other maintenance staff, specialist trades people, landlords and property owners, and the staff that work within or the residents that occupy buildings. Property Maintenance Operatives assist in the location of the repair works to be carried out, and to obtain further information and clarification as required from the customer, using a range of information gathering and communication techniques, whilst recording and reporting information in a variety of ways, including using digital technologies. Whilst much of the time may be working inside properties, operatives will be regularly required to work outside, conducting maintenance and repairs to properties, including to external drainage, brick and blockwork, glazing, fencing and groundworks.

What is in the programme:

- Functional Skills in English and maths at level 1 with progression of skills to level 2.
- Off the job training of minimum 6 hours per week.
- End Point Assessment from month 24.

How long is the programme:

- You will attend HRUC for a period of 24-27 months.

How will you be assessed:

- Assessment will take place both during and at the end of the apprenticeship, with completion being dependent on successful achievement of the apprenticeship standard.

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;

- Support the planning, preparation and delivery of property maintenance tasks in accordance with building safety regulations and legislation.
- Create a safe working environment by implementing the necessary control measures, through the identification, mitigation and reporting of risks and hazards, and in line with health and safety legislation, policies and procedures.
- Access and utilise appropriate work plans, job sheets, specifications, drawings/diagrams, information & data sheets, taking in account factors such as regulatory requirements and legislation, performance and quality criteria, efficiency, sustainability, and the need to reduce waste.
- Select, check, use and maintain tools, equipment, materials, components, compounds and parts appropriate to the task being undertaken, handling, positioning and storing these safely, and clearing away and disposing of waste safely on completion of work, and in accordance with codes of practice.
- Safely isolates electrical, electronic and emergency systems to enable property maintenance operations to be performed around isolated electrical components, and the reporting of faults as required.
- Perform fault diagnostics to implement a range of minor reactive or responsive plumbing and drainage repairs to a satisfactory conclusion.
- Carry out preventative and corrective maintenance, minor repairs and replacement of components within water, environmental and energy management systems in accordance with current legislation, industry standards and with the manufacturers requirements.
- Use carpentry and joinery skills to complete minor repairs or refurbishment to fixtures within and around properties, such as doors, windows, frames, worktops, ensuring associated fixtures and fittings are selected, installed or repaired, and working correctly.
- Carry out minor plastering repairs using appropriate materials and surface finishing techniques.
- Carry out remedial painting and decorating works to a range of surfaces, ensuring the appropriate and safe use of compounds, materials, tools and access equipment.
- Carry out minor tiling and flooring activities or repairs using a variety of materials, tools, adhesives and sealants.
- Carry out planned, responsive or temporary repairs to buildings and their immediate surroundings to make buildings safe and secure for their occupants or clients.
- Communicate effectively verbally and in writing, using digital technologies to access, identify, record and report information, liaise and coordinate with other team members, and provide customer service to internal and external customers, and respecting others.
- Maintain and develop competence in the property maintenance industry, recognising own levels of competence and when to escalate concerns to others, resisting the pressure to follow unsafe working practices.

Final Assessments

Assessment Gateway:

Using the 'Record of Achievement' your employer and HRUC will officially sign to say that they agree that the portfolio and Functional Skills have been completed to the required standard and that you have sufficient knowledge, practical ability and behaviours and are ready to proceed to gateway prior to End Point Assessment (EPA).

End Assessment:

The End Point Assessment (EPA) will be conducted by the 3rd party independent assessor. Your knowledge and practical ability will be marked by a qualified independent assessor from the Awarding Organisation. The Final Assessment will contain three components. All components must be passed for the apprentice to be deemed competent:

1. A 90 minute knowledge assessment which is closed book and consist of 60 multiple-choice or structured questions (short-answer) to assess the bulk of the generic knowledge across the apprenticeship. These will be conducted under invigilated conditions.
2. A 2-day practical assessment this is assessed by an independent assessor that requires the apprentice to complete a number of core practical activities, in controlled conditions. The activities will be chosen from a bank of tasks developed by the End Point Assessment Organisation (EPAO). Evidence will predominantly be via observation but could also include oral questioning/professional discussion to ensure the apprentice has the skills and supporting knowledge required of the role.
3. A 1 hour interview where the Independent End Point Assessor will 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.

End Assessment timings and activities:

The process of setting up the End Assessment will begin around 3 months before the completion of the apprenticeship as shown below:

- Completion of the portfolio of evidence covering competence and behaviours
- Review apprentice progress and ensure on track to achieve
- Employer and Training Provider will identify any gaps and create a plan for the final 3 months to complete outstanding learning
- Up to 3 months before completion end date - Employer, apprentice and Training Provider decide timing of the End Point Assessment based on the outcomes of the formative assessment process.

COMPLETION

Certification:

Once the Learner has achieved the End Point Assessment the End Point Assessment Organisation will moderate the assessments to ensure that you have met the required standard, and formally apply for Certification, you can also apply for your Blue CSCS trade skills card. Should you not meet the standard during your first EPA there is opportunity to re-take when you have reviewed your practice.

Progression opportunities:

Completing this apprenticeship programme with its transferable skills will enable progression into roles such as a Technical Specialist e.g. Carpentry, Plumbing, Electrical and Supervisory and Management roles e.g. Facilities Management, across a wide range of sectors. You can also be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership whilst studying.



Contact us if you are interested in enrolling on a PMO apprenticeship:

Email: employers@hruc.ac.uk

Web: <https://apprenticeships.hcuc.ac.uk/apprenticeships/>

