



# Property Maintenance Operative Apprenticeship



Level: 2 Duration: 18 to 24 months

## Occupational Profile

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.

**Entry criteria:** Applicants will be assessed and interviewed to demonstrate that they have the ability to cover the range required by the apprenticeship standard, at work. In addition, the apprentices are expected to carry out initial assessments in English and Maths where they would be expected to ideally achieve Level 1 in both subject areas. If an apprentice has a GCSE in Maths and English or ICT at A\*- C, they don't need to complete functional skills as a part of the apprenticeship.

**Delivery Model:** The standard delivery model for this apprenticeship is:

- Day release at the college (Tottenham centre ☒ two cohort start dates in September and April).
- It can also be delivered as a block delivery model for discrete cohorts for employers who have large enough groups.

**Progression:** 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..

**Additional information:** There are no entry requirements to the apprenticeship but employers may run their own selection process. Apprentices without Level 1 English and Maths will need to achieve this level and take the test for Level 2 English and Maths prior to completion of their Apprenticeship.

# Skills

## Interpersonal Skills

### You will need to:

- 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

# Knowledge

## 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, door frames, 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

# Behaviours

## Core Behavioural Attributes

### You will have:

- 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 by 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

# End Point Assessment

	Point of	Coverage Assessment	Assessed by	Grading	Weighting
Portfolio of evidence	Throughout	Competency and behaviours	Employer/Training Providers	Pass/Fail	20%
Short research assignment		Element based	Training Providers+	Pass/Distinction/Fail	10%
Knowledge Assessment (multiple-choice or written questions)	End	Synoptic knowledge	Awarding Organisation	Pass/Distinction/Fail	20%
Practical task		Synoptic Practical	Award Organisation or Independent 3rd Party Training Providers	Pass/Distinction/Fail	40%
Interview e.g. behaviours and skills not covered in practical task		Synoptic	Awarding Organisation or Independent 3rd Party Training Providers	Pass/Fail	10%



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