

# PROPERTY MAINTENANCE STANDARD

## Standard Overview

The Property Maintenance Operative Apprenticeship Standard is designed for anyone who works in the property maintenance sector. Completing this qualification will enable students to progress into roles associated with facilities & estates, property renovation and property care-taker job roles.

The qualification covers the following trades; Painting & Decorating, Tiling, Plumbing, Joinery, Bricklaying, Groundworks, Basic Electrical and Plastering.

## How we deliver

Before a candidate is offered a place on the Property Maintenance Apprenticeship, both the candidate and the employer will be assessed to make sure they're suitable to undertake the apprenticeship.

The apprentice will need to meet academic entry requirements and the employer must be able to offer the apprentice the range of work required to enable the candidate to gather sufficient evidence throughout the course.

Once accepted onto the course, the apprentice will attend college one day per week, term time only. The remainder of the week will be spent with the employer.

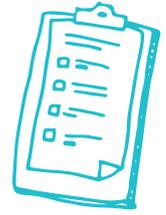
The apprentice will be assessed through practical work with their employer and at College.

One to One support from a dedicated work-based assessor will be allocated to the learner for the duration of the programme.

Review of progress and growth targets will be set every 4 – 10 weeks, depending on individual needs.

A full delivery plan will be provided when the apprentice starts on the programme.

# PROGRAMME OVERVIEW



The learners will be assessed on their Skills, Knowledge and Behaviour.

## **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.

## **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.



# KEY FACTS



**Duration:** Standard guideline: 18-24 months

**Entry requirements:** Level 1 Maths & English or equivalent

## What counts as off the job training?

The definition of 'off-the-job training' is set out in the ESFA apprenticeship funding rules and is reproduced below:-

Off-the-job training is training received by the apprentice, during the apprentice's paid hours, for the purpose of achieving their apprenticeship.

It is not training delivered for the sole purpose of enabling the apprentice to perform the work for which they have been employed.

Off-the-job training is a statutory requirement for an English apprenticeship.

Off-the-job training must be directly relevant to the apprenticeship framework or standard, teaching new knowledge, skills and behaviours required to reach competence in the particular occupation.

## Progression

This apprenticeship provides an ideal entry into the construction industry and supports progression on to various different supervisory roles such as Facilities management. After successful completion of the Level 2 Standard, learners can also easily progress onto Level 3 qualifications in Construction.

<b>For you the employer</b>	Employers have designed the apprenticeship Standards to meet the needs of the sector and industry
<b>Relevant</b>	Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
<b>Widening participation</b>	Apprenticeship Standards provide opportunities to employees that may not previously have been available
<b>Development tools</b>	A cost effective way to train your employees to undertake specific roles in your business
<b>Return on Investment</b>	On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015)