

2



# PROPERTY MAINTENANCE OPERATIVE

The Property Maintenance Operative Level 2 Apprenticeship is a comprehensive training programme that prepares individuals for a career in property maintenance. This apprenticeship covers a range of topics, including health and safety, carpentry, plumbing, electrical systems, painting and decorating, and building maintenance.

Upon completion of the apprenticeship, apprentices will have a solid understanding of the property maintenance industry and will be able to work effectively in a variety of settings, including residential and commercial properties. They will also be equipped with the skills and knowledge to diagnose and repair common property maintenance issues, such as leaks, electrical faults, and structural damage. As a Property Maintenance Operative, they will play a vital role in ensuring that properties are well-maintained, safe, and comfortable for occupants. This apprenticeship involves 2 days of practical training block release every quarter at our Worcester Training Centre.



[click here to apply](#)

[view apprenticeship standard](#)



**Level 2**



**£0 to £700**

*Maximum cost for non-levy employers and micro-businesses*



**22+ months**

*Approximate on-programme training (does not include EPA period)*



**£14,000**

*Maximum cost/funding for levy employers*



### Knowledge

- Types of building structures, materials and components
- Regulatory compliance
- Hand and power tools
- Quality assurance and continuous improvement
- Environment and sustainable practice
- Health and safety
- The principles and requirements of Planned Preventative Maintenance (PPM) and Reactive Maintenance
- Risk mitigation
- Handling information and data



### Skills

- Planning for maintenance
- Ensuring isolation of electrical systems
- Routine testing of emergency systems
- Plumbing and drainage repairs
- Ground drainage
- Repairs of windows, doors and glazing
- Remedial repairs to plastering
- Painting and decorating works
- Repairs to tiling and flooring
- Customer service
- Fencing and railings
- Cutting and fitting masonry



### Behaviours

- Professionalism
- Integrity, reliability, motivation
- Flexible attitude
- Commitment to quality and excellence
- Perform under pressure
- Team focuses to meet goals
- Seek learning and development opportunities
- Prioritise and promote health and safety

## ENROLMENT TIMELINE



CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME



# PROPERTY MAINTENANCE OPERATIVE ROADMAP

Modules are delivered holistically through-out the programme.

24+ months →

21+ months →

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	Module 13
Apprenticeship Induction Self development	Planning for Maintenance	Types of building, structures, materials and components	Regulatory compliance	Health, Safety and welfare, including risk assessment	Hand and power tools	Handling information and data (including use of digital and information management)	Quality assurance and continuous improvement	Environment and Sustainable Practice	Communication and Customer Service	Working Practices	Recognition of own level of competence and professional development	Ensuring isolation of electrical and electronic systems
<b>INDUCTION</b>	Online Masterclass	Online Masterclass	<b>Practical Block Release</b>	Online Masterclass	Online Masterclass	<b>Practical Block Release</b>	Online Masterclass	Online Masterclass	<b>Practical Block Release</b>	Online Masterclass	Online Masterclass	<b>Practical Block Release</b>
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>
Preparing for your apprenticeship training  Identify own development needs and take action to meet those needs.	Preventative maintenance  Reactive maintenance  SOPs  Signage and barriers  Bed Bug  TV Checks	Differences between commercial and domestic properties  Common types of building and structures  Load bearing structures  Aladdin Valve	An awareness of the key regulatory and legislative requirements  Fire regulations  Legislation and guidance	Health & Safety legislation, including Health & Safety at Work Act 1974  Wellbeing  Manual Handling regulation  Risks	PUWER regulations  The safe and correct use of hand and power tools	The variety and types of information and data to support property maintenance  The importance of data protection  How to record and report information	The purpose of tolerance criteria, quality assurance and continuous improvement	Environmental considerations in accordance with the Environmental Protection Act  Safe disposal of waste  Recycling zero carbon outcomes	Effective communication techniques  The importance of customer service to the organisation	Roles and responsibilities of property maintenance operatives  Rights and responsibilities of an employee and employer, including an awareness of safeguarding and prevent  Respecting others from a diverse background	The purpose of continuing professional development (CPD) and how this supports in keeping own knowledge and skills current	The common components of electrical and electronic systems  Structured wiring and typical connectors used in electrical and electronic systems
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review

🔍 Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

A practical training block release for 2 consecutive days every quarter at the GLP Training centre in Worcester





Modules are delivered holistically through-out the program.

----- 3+ months -----

Module 14	Module 15	Module 16	Module 17	Module 18	Module 19	Module 20	Module 21	End-Point Assessment
Routine checking and testing of emergency systems	Plumbing and drainage repairs	Maintenance of water hygiene, environmental & energy systems	Repairs or refurbishment of windows, doors, and glazing	Remedial repairs to plastering	Minor painting and decorating works	Minor repairs to tiling and flooring	Carrying out planned, responsive or temporary repairs to building structures or their immediate surroundings	
Online Masterclass	Online Masterclass	Practical Block Release	Online Masterclass	Online Masterclass	Practical Block Release	Online Masterclass	Online Masterclass	
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	<b>REMOTE ASSESSMENT</b> Knowledge assessment
The common forms of emergency equipment and signage (e.g. fire detection and alarms) Checking warranty conditions	The principles and components of plumbing systems How to safely isolate, store and drain down water supplies to diagnose faults Ground drainage	The principles of good water hygiene to preserve and maintain the health of water systems Environmental and energy management systems	The common defects found with (window/door/glazing) works such as rot, mould, woodworm Window/door/glazing) products and components Carpentry	The methods of removing deteriorated and/or inappropriate materials and preparing surfaces to receive remedial plaster or render repairs Materials used in plastering and their preparation	The causes of common decorating and painting problems Types of preparation methods for painting and decorating Chemicals used in painting and decorating	Preparing areas for tiling and flooring Materials used in tiling and flooring Fixing and finishing	The types of masonry (including brick and block work) Cutting and fitting masonry Types of roofing materials Fencing and railings Paving and curbing	
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	<b>EPA GATEWAY</b>

**APPROVED EPA PROVIDER**

*GLP Training has gained the recognition of excellence in apprenticeship delivery by City and Guilds.*

**City & Guilds  
AWARD OF EXCELLENCE**

🔍 Formal review every 8-12 weeks

