

# 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.







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



£0 to £700

Maximum cost for non-levy employers and micro-businesses



£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

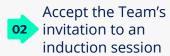


#### **Behaviours**

- 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**





Register in Bud (photo evidence of 04) ID required)



Complete initial assessments (Functional Skills)





CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME













# PROPERTY MAINTENANCE OPERATIVE ROADMAP

Modules are delivered holistically through-out the programme.

- - 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
INDUCTION	Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release	Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release	Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release	Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs
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 betwen 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
<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	1-2-1 tutor review	1-2-1 tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review



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



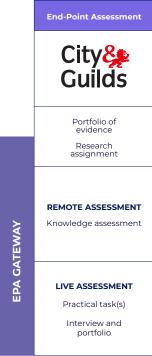






+---3+ months ----

Module 14	Module 15	Module 16	Module 17	Module 18	Module 19	Module 20	Module 21		End-Point Assess
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		City <mark>&amp;</mark> Guild
Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release	Online <b>Masterclass</b>	Online <b>Masterclass</b>	Practical Block Release	Online <b>Masterclass</b>	Online <b>Masterclass</b>		Portfolio of evidence
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs		Research assignment
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		GATEWAY	REMOTE ASSESSI Knowledge assess
								EPA G	LIVE ASSESSMI Practical task Interview and portfolio
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	1-2-1 tutor review	<b>1-2-1</b> tutor review	1-2-1 tutor review		-



## **APPROVED EPA PROVIDER**

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















