

## Standard overview

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 teams.

The property maintenance operative 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 develop knowledge and skills across a broad range of trades including plumbing, electrical, decorating and carpentry. Health and safety features high in the role of the property maintenance operative, knowing how to identify hazards and prevent accidents.

Teamwork is essential in this role as the property maintenance operative will most likely work with others, but will also be required to use their own initiative to problem solve and carry out individual tasks.

The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying.

This standard is suitable for school leavers, those currently working within the industry or individuals wishing to achieve a formal qualification within their current role.

### Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 2 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.



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## Level 2

APPRENTICESHIP STANDARD

# Property Maintenance Operative



### For careers in Property Maintenance

- Property Maintenance Assistant
- Facilities Assistant
- Multi-skilled Technician
- Property Maintenance Manager

## Entry requirements

- Individual employers will set their own entry requirements, however apprentices will need to have gained Level 1 Functional Skills in both English and Maths before being able to complete this standard.
- Aptitude and a general interest in property maintenance will be advantageous.

## Duration

- 12 months

## Workplace behaviours development

- Flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Ability to create effective working relationships
- Problem solving skills
- Enthusiasm
- Respectful of all stakeholders

## End Point Assessment (EPA)

- Knowledge test
- Practical skills test
- Interview with supporting portfolio of evidence

## Skills and knowledge development

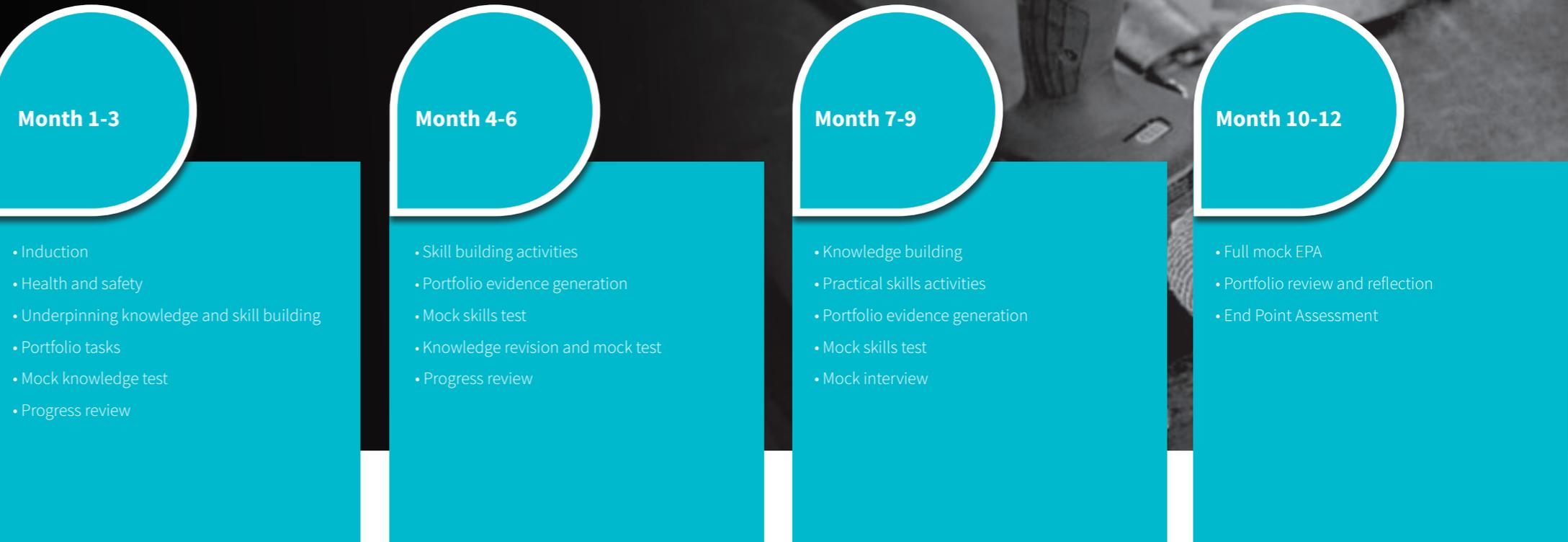
- Understand and demonstrate the importance of health and safety in the workplace.
- Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains.
- Understand and maintain electrical distribution, safe repair of electrical installation to legal requirements, for example replacing damaged sockets, plugs, lighting and fuses.
- Understand and maintain plant, safety systems and equipment.
- 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.
- Demonstrate and implement energy, environment and sustainable practices.
- Understand and demonstrate the safe use of hand tools, for example screwdrivers, power drills, pliers, paper strippers and a variety of other tools used in plumbing and carpentry.
- Maintain high levels of water hygiene within a building.

## Qualifications or Industry Accreditation gained

- The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying.

# Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by a work-based tutor and employer mentor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.



## Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

The delivery plan may be subject to change.

## Progression

Upon successful completion apprentices will be eligible for the following job roles:

- Facilities management
- Technical Specialist role e.g. electrical or plumbing