

Property Maintenance Operative Apprenticeship



Level: 2

Duration: 18-24 months

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 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 the prevention of major damage that could result in extensive costs and minimise reactive intervention.

Key Knowledge/Skills/Behaviour:

Knowledge:

- Health and Safety
- Comply with safety, policies and procedures
- Maintain plumbing and drainage systems
- Maintain high levels of water hygiene
- Understand the importance of customer service

Skills:

- Take ownership of the situation
- 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
- Ability to understand limitations within the role

Behaviour:

- 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 organisation's values
- Ability to create effective working relationships

Entry requirements:

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 Maths and English 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.

Typical job roles:

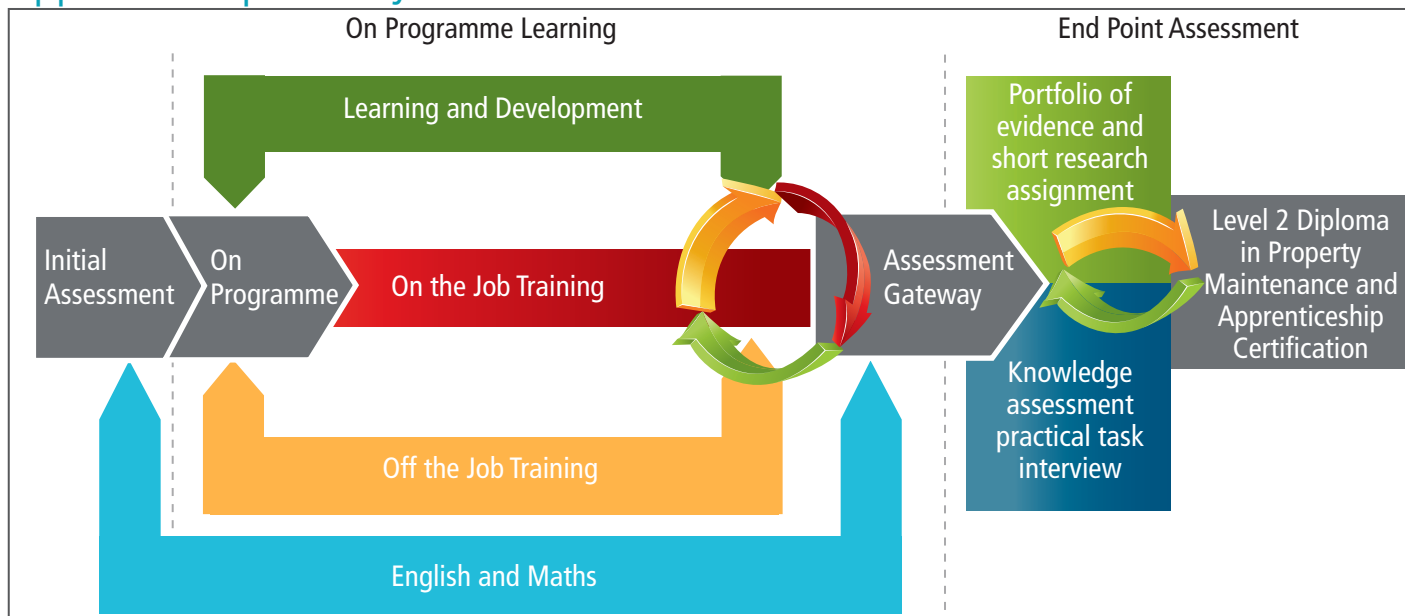
Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Janitor, Multi-Skilled Technician, Premises Manager

Qualification achieved and professional registration:

- Level 2 Diploma in Property Maintenance

The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying. BIFM have confirmed resources and learning materials will be available for the apprentice to support them throughout their learning journey.

Apprenticeship Journey



Assessment method	Weighting	Duration	Pass	Distinction
Portfolio of evidence	20%	On programme	Pass	
Short research assignment	10%	On programme	Pass	Distinction
Knowledge assessment (multiple-choice or written questions)	20%	90 min duration Final three months	Pass	Distinction
Practical task	40%	Final three months	Pass	Distinction
Interview behaviours and skills not covered in practical task	10%	Final three months	Pass	

Off the job training

The apprentice will spend 20% of their training on learning and developing the required knowledge, skills and behaviours, which will take place out of the workplace and can be in a variety of ways such as; at college, online or face to face training and self-study time.

Support from us

A dedicated Skills Coach will ensure apprentices are on track to complete their work-based learning and academic studies and will have the opportunity to feedback and tailor the programme further.

Recruit an apprentice

Our Account Managers will support and guide you through every step of the way when taking on an apprentice, call our team of experts on 020 7391 6400 and we will advise you on the best way to proceed according to your requirements.

Did you know you can use the government funding for apprenticeships to further develop the skills and knowledge of your existing staff

**020 7391 6400 | employer@capitalcct.ac.uk
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