

# Property Maintenance Operative

## Apprenticeship Level 2

Property Maintenance Operative is a versatile role that requires broad knowledge and understanding of basic carpentry, electrical, plumbing and decorating. Finding someone with this range of skills able to operate competently across all areas is a challenge. Even more so when taking into account the need for good interpersonal skills so they can relate to clients and become part of your team.

Recruiting an apprentice can be a smart, cost-effective way of inducting someone into your particular operation, making sure they meet your standards and understand your operation. This new apprenticeship has been designed by industry-professionals so it is relevant to your requirements, and by working with the College you gain support for recruiting and training your apprentice.

### Key Areas of Study

Your apprentice will cover essential knowledge, skills and behaviours on their programme. The full menu of options for what can be covered is outlined below, and you can select the areas of most importance for your organisation.

#### Quick Information:

### New Apprenticeship Standard designed by employers for employers

**Sector:**

Construction and Property Services

**Who is it for?**

New recruits and existing staff

**Start date:**

September and January start dates  
(with a potential May start date)

**Level:**

Level 2

**Duration:**

12 - 18 months

**How does it work?**

Workplace assessment and reviews  
supplemented by monthly sessions  
at College

**Content:**

Menu of options that can be tailored to  
your business

**Assessment:**

Knowledge test, practical assessment and  
interview at the end of the programme

**Qualification:**

Property Maintenance Operative  
Apprenticeship

**Additional Qualifications:**

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



## **Knowledge and Understanding**

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- 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**

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- Have a flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Persist 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 organisation's 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
- Show respect for all stakeholders

## **Interpersonal Skills**

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- Take ownership of situations
- Work independently and as part of a team
- Communicate 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

## **Training, Tutoring and Assessment**

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The whole programme takes between 12 to 18 months to complete, at which point your apprentice can take their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training in College and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the apprenticeship and complete a short research assignment that will cover the industry and workplace they are working in.

### **End Point Assessment**

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

- 1. Knowledge Test:** Consisting of multiple-choice and structured questions (short-answer) to assess the majority of the generic knowledge applicable across the apprenticeship.
- 2. Practical Assessment:** The apprentice will be required to complete a number of core practical activities chosen from a bank of tasks developed by the Awarding Organisation. Evidence will mainly be gathered via observation but the assessment may also include oral questioning to ensure the apprentice has the skills and supporting knowledge required of the role.
- 3. Interview:** Using the apprentice's portfolio as the basis of discussion, the interview will test required behaviours as well as skills not covered by the practical assessment.

For more information on assessment, please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

## Apprenticeship Entry Requirements

As the employer you will set the entry requirements; however, if the applicant does not already have Level 1 English and Maths they will need to complete this before the end point assessment. If tuition is required, our specialist English and Maths tutors will provide this.

## Future/Other Opportunities

- Cleaning and Environmental Services Supervision Level 3
- Construction Built Environment Apprenticeship Level 3
- Facilities Management Level 3
- Painting and Decorating Level 3

## More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

## Get In Touch

**Email:**

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