

LEVEL 2 PROPERTY MAINTENANCE OPERATIVE

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 mechanisms of buildings, including electrical, plumbing, plant, safety systems, and equipment. They will provide a first and immediate response to fault finding whilst maximising quality and ensuring cost-effectiveness. They will prevent significant damage that could result in extensive costs and minimise reactive intervention.

DELIVERY OVER 27 MONTHS

INDUCTION

One day induction to Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed.

IN COLLEGE

Weekly workshops and monthly work based session for the duration of Programme.

ONLINE

Access learning materials 24/7 via Smart Assessor – your online learning environment

ASSESSMENT

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

END POINT ASSESSMENT

- Synoptic practical assessment
- Synoptic knowledge assessment
- Interview

GATEWAY

- Professional Qualification
- Level 2 Property Maintenance Operative Apprenticeship
- Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking their EPA.

QUALIFICATION

- Level 2 Property Maintenance Operative

PROGRESSION

Technical Specialist, e.g. Electrical or Plumbing or Supervisory/ Management role

KNOWLEDGE/ SKILLS/BEHAVIOURS

Knowledge

- Health and Safety in the workplace
- Maintain high levels of water hygiene within a building
- The importance of working safely at height
- The importance of customer service
- Carry out repairs and reactive maintenance

Skills

- Take ownership of situations
- Work independently and as part of a team
- Problem-solving approach
- Communicate effectively at all levels
- A drive for quality and excellence
- Hand skills required to carry out building maintenance and repairs, including painting, tiling, plumbing, plastering, and preventative maintenance

Behaviours

- A flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Persuasive influencing skills
- Thorough approach to work
- Shows respect for all stakeholders

ENTRY REQUIREMENT

Maths and English GCSE Grades 9 - 3; A* - E; Functional Skills Entry Level 3 or initial assessment results at Entry Level 3. Individuals requiring additional support are required to participate in an intensive week programme; otherwise, are mandated to attend weekly sessions