




Apprenticeship standard (England only)

Property Maintenance Operative

Industry: Building Environment Services

City & Guilds code: 9673



 **Typical duration:** 12 months
 **Maximum funding:** £9,000*
 **Level 2**

*Funding information accurate as of March 2019. For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

Property maintenance operatives ensure that buildings are kept in good condition by keeping electrical, plumbing, plant, safety systems and equipment in working order. They undertake preventative and reactive maintenance on buildings to maintain the appearance of the interior and exterior appropriately. Job roles include: maintenance assistant; property engineer, facilities assistant, maintenance engineer, maintenance manager, maintenance technician, caretaker, janitor, multi-skilled technician and premises manager.

The new standard is approved by the Department for Business, Energy & Industrial Strategy (BEIS).

On-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Summative assessment of knowledge, skills and behaviours required in the delivery of the Level 2 Property Maintenance Operative apprenticeship.

Throughout this stage there will be formative assessments to check apprentices are safe to work and can apply their knowledge and skills in the workplace. Apprentices get certificates of unit credits for completed assessments.

Apprentices need to complete a portfolio of evidence that shows their competence and behaviours, which will be verified by a qualified assessor and graded pass or fail.

Also, a short research assignment on their industry and workplace, which is graded distinction, pass or fail.

The subjects covered include: plumbing maintenance and repair; electrical testing and repairs; painting and tiling.

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, [visit our webpage for Property Maintenance Operative here](#).

Gateway requirements

Before you can book end-point assessment (EPA), the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice has met the relevant Property Maintenance Operator knowledge, skills and behaviours as set out in the standard. The apprentice also must have achieved

maths and English (Level 1) and taken the test for Level 2, if not already achieved.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.





EPA: how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:



Synoptic knowledge test

Online multiple choice that counts towards 50% of the overall score for this qualification.



Synoptic practical

One-day practical where apprentices complete a selection of maintenance tasks in a controlled environment. It tests their knowledge, competencies and behaviours against a pre-defined project. It is 25% of the overall score for this qualification.



Professional discussion

This provides an opportunity for further evidence to be gathered or explored in more detail. The conversation will cover the specific knowledge, competencies or behaviours as set out in the standard. This contributes 25% to the overall score for this qualification.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience

- **recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered
- **LIEPA report:** A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates
- our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at epasupport@cityandguilds.com.



Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website cityandguilds.com for our wider offering in this sector and information about leadership and management apprenticeships.





More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services.

Visit i-l-m.com/apprentice for information on management apprenticeships.