

Questions and Answers

Property Maintenance Operative apprenticeship standard

6 September 2017

How many mandatory units are there?

There are 12 mandatory units, 10 from the portfolio and two from the research assignment. Units 201 and 210 are included in the 250 research assignment.

City & Guilds mentioned the need for two research assignments for the on-programme element, however the standard only has one?

It's one research assignment which has two tasks within it. These are split for ease of administration.

How long does it take for qualification approval and can a programme be started (students registered etc.) before approval is granted?

If you're an existing centre you'll need to complete the qualification approval form (QAP). The timeline for qualification approval is normally 30 days. If you aren't an existing centre you must complete the centre approval process as well as the QAP. You won't be able to register students on Walled Garden unless you've been approved.

Do candidates need to complete end-point assessment (EPA) to receive their qualification certificate?

EPA is independent of the on-programme learning element, but the qualification covers both on-programme and EPA. Successful completion of both is required for the certificate.

What are the qualification and experience requirements for an Internal Quality Assurer (IQA)?

IQAs must be working towards or have achieved a relevant recognised internal quality assurance qualification, and continue to practice to that standard. IQAs must also be able to demonstrate evidence of being up to date with the Level 2 Diploma in Property Maintenance technical subjects.

This can be evidenced by either accessing trade publications, undertaking courses of learning, attending networking events relevant to this qualification and/or attending industry events.

Who is the EPA organisation? Is this City & Guilds?

At the time of writing (06 September 2017) City & Guilds is the only end-point assessment organisation for the Property Maintenance Operative apprenticeship standard.

Can we assess our own learners for EPA, and can it be done in our centre?

EPA can only be carried out by organisations on the Register of Apprenticeship Assessment Organisations (RoAAO). City & Guilds are an approved end-assessment organisation for the Property Maintenance Operative apprenticeship standard.

We will use the facilities at your centre for the EPA.

Do learners require Level 1 and Level 2 English and maths to move on to EPA?

Learners must have Level 1 English and maths and have attempted a Level 2.

Do you offer Facilities Management Level 3?

We currently offer a Level 3 Certificate in Facilities Management Practice 7724-03.

What are the requirements for on-site observation by the assessor (direct observation)?

Candidates must be observed on a minimum of two occasions to ensure the safety and customer service requirements are met. The Safe Working and Customer Service Assessor Direct Observation document will be completed by the assessor during the observation.

When the assessor carries out direct observation of other tasks no competent witness signature is required, and the assessor will complete the maintenance record.

If an apprentice has trained for 12 months and one day are they allowed to complete the EPA and get certified?

Yes 12 months is the minimum, although this timeframe could be longer. This should be determined on the initial assessment of the learner.

What times of the year can I book EPA?

You can book EPA at any time of the year, as long as you register the candidate on Walled Garden 90 days in advance.

How are employers deemed suitable to fulfil this apprenticeship?

As part of the sign up process for the learner, the centre must ensure the candidate has access to the range of work required for the delivery of the apprenticeship.

How can I train up existing Facilities Services Assessors to become competent for this qualification? There is currently a skills gap.

Assessors must have achieved or be working towards a relevant recognised assessor qualification such as a Level 3 Certificate in Assessing Vocational Achievement. Assessors must also be competent in a trade (the 9673 may be used to assist upskilling).

Is it realistic to get a 16 year old to the gateway in 12 months?

This depends on the initial assessment. 12 months is the minimum time required for the apprentice to be on-programme before they can sit the EPA. However the timeframes can be made longer at the centre's discretion.

Our on-programme offer includes all the guidance candidates need for completion of the apprenticeship.

We are an approved centre for Building Services Engineering qualifications. Can our current EQA assess us for PMO?

This is certainly a possibility. Please contact your regional office and we can try to arrange this.

What's the password for the EPA document?

For more information contact direct.sales@cityandguilds.com.

What if I want to hire my own assessor for EPA?

Assessors must be independent. City & Guilds can provide independent end-point assessors.

What if a learner does not achieve the Level 2 functional skills? Can they go through the gateway?

Yes they can, but they have to at least attempt the Level 2.

Can simulation be used for the logbook/ on-site evidence

It's expected that all evidence should come from the workplace to ensure a good range of work experience is achieved by the candidate. If the apprentice's employer cannot expose the apprentice to the full range of maintenance tasks required in the logbook onsite, alternative work experience should be sourced.

Where this cannot be achieved simulation and completion of the tasks for **two** of the maintenance areas from Painting, Tiling, Plumbing, Electrical, H&V/AC and Building Fabric can be set up and simulated.

This could either be in the workplace or a realistic working environment in the training centre in the last three months of the qualification. These tasks can be simulated within the workplace or training centre to enable the candidate to meet the requirements of the logbook and the gateway. The assessor may act as the expert witness in this situation.