

Property Maintenance Operative Apprenticeship Standard and EPA

Update Webinar

Date September 2021



A City & Guilds Group Collaboration



Agenda

- Welcome and introduction
- App Standard Overview
- On-Programme Overview & info
- Support Resources
- EPA Overview
- Lessons Learned/Hints and Tips
- Contact us
- Questions and answers



Welcome



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PMO Apprenticeship

PMO Apprenticeship Overview and
On-Programme (Pre-Gateway)
Overview and information



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Level 2 PMO Apprenticeship and assessment overview

Stage 1: On-programme (12 months before gateway) 9673-01

- Generic/Technical Knowledge and Skills**
- Off the job training- On programme delivery
 - Research assignment (Split into two tasks)
 - English and maths attainment (Level 1 & L2 attempted)



- Application of Knowledge, Skills and Behaviours.**
- On the job training and assessment
 - Development of Portfolio of work evidence aligned to set logbook including min. two assessor observations

Stage 2: Assessment Gateway

Complete typically within 4 months after passing through gateway

- Gateway sign off from employer and provider.
- Apprentice consistently working at or above the level in this standard
- Logbook complete
- Assignment complete
- English and Maths

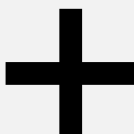
Factsheet
[Link to PMO Factsheet here](#)

Stage 3: End-point Assessment 9673-02 (Fully coordinated and delivered by an independent End-Point Assessment Organisation)

- Knowledge Test Assessment- 301 (e-volve)**
 60 m/c questions (90 mins)
 Pass- 60% (36 marks)
 Distinction- 75% (45 marks)
 Maximum 30 candidates



- Practical Skills Test Assessment- 701**
 5 hours (+10% if needed) over 1 days
 Range of Maintenance tasks.
 Graded X/P/D
 Assessor ratio 1- 4



- Interview- 702**
 (F2F/Remote video conferencing)
 9 questions - 30-45 mins
 Graded X/P/D
 Assessor ratio 1:1

Apprenticeship Completion Grade= P/D (resits- Pass only- taken within the 4 month EPA period, if not retake all)

On-Programme 9673-01

Registration and evidencing Information

- Registering learners for **9673-11** automatically registers the learner for on-programme qualification **9673-01** and EPA **9673-02**.

* If learners are not registered for on-programme 9673-01 directly or indirectly via 9673-11 the centre cannot use City & Guilds documentation so support learners demonstration of gateway achievement.

On-Programme Training

- Practical and knowledge delivery
- Formative assessments

Research Assignment

- Two tasks (Unit 201 & 210)
- Grading descriptors and criteria supplied
- Graded X/P/D
- Subject to IQA and EQA activity

Learner Workplace Logbook

- On the job evidence
- Supporting documents (Candidate maintenance records & Assessor on-site observation reports)
- Set list of maintenance tasks and criteria
- Requires supporting evidence (photos, videos site documentation etc.)
- Subject to IQA and EQA activity

Maths and English

- Complete and pass Level 1
- Attempt Level 2

Qualification 9673-01

- Level 2 Diploma Two tasks (Unit 201 & 210)
- Grading descriptors and criteria supplied
- Graded X/P/D
- Subject to IQA and EQA activity

Maths and English Qualifications 4748-02 & 04

- Level 1 Maths 4748-04
- Level 1 English 4748-02 <https://www.cityandguilds.com/qualifications-and-apprenticeships/skills-for-work-and-life/english-mathematics-and-ict-skills/4748-functional-skills#>
- Level 2 Maths 4748-04
- Level 2 English 4748-02

All Pre-Gateway
Required
components

PMO Delivery Model

Term 1 Autumn/Winter	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
On- Programme									
Induction (Centre based)									
Knowledge (Centre based)	H&S	H&S / Plumbing	H&S / Plumbing	H&S / Plumbing	H&S / Plumbing	H&S / Heat & Vent	H&S / Heat & Vent	H&S / Heat & Vent	Planning / Tiling
Practical (Blended delivery of knowledge applied through practical) (Centre based)	Plumbing	Plumbing	Plumbing	Plumbing	Plumbing	Heat & Vent	Heat & Vent	Heat & Vent	Tiling
Assignment (Centre based)									
On- Site Observation (Workplace)							Plan On-Site Obs	1st On-Site Observation	
Learner Logbook Progress Review (Workplace)		Logbook Initiation							1st Review
Gateway Signoff- Provider, Employer and Learner (Workplace)									
Term 2 Winter/Spring	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21	Week 22	Week 23
On- Programme									
Knowledge (Centre based)	Planning / P&D	Planning / P&D	Roles & Resp / P&D	Roles & Resp / Ground Main	Roles & Resp / Ground Main	Roles & Resp / Ground Main	Environment / Electrical	Environment / Electrical	Environment / Electrical
Practical (Blended delivery of knowledge applied through practical) (Centre based)	P&D	P&D	P&D	Ground Maint	Ground Maint	Ground Maint	Electrical	Electrical	Electrical
Assignment (Centre based)				Issue Task 1	Complete Task 1	Return Task 1	Mark Task 1 & Feedback	Resubmit if applicable	Remark and grade
On- Site Observation (Workplace)		Plan On-Site Obs	2nd On-Site Observation						
Learner Logbook Progress Review (Workplace)				2nd Review					
Gateway Signoff- Provider, Employer and Learner (Workplace)									

PMO Internal Quality Assurance

Internal quality assurance sampling plan and record

Qualification: Level 2 Diploma Property Maintenance Operative 9673-01

Standardisation unit: Assignment Task 1 & Task 2

Name of IQA: I.Q. Assure

On- Programme evidence tracking components that are to be sampled.
Components to be sampled by the IQA according to the sampling plan are shaded.
Any additional unplanned sampling is identified U/P.
Any Observations of assessor practice are identified OBS.

Category of IQA
F – Formative
I – Interim
S – Summative

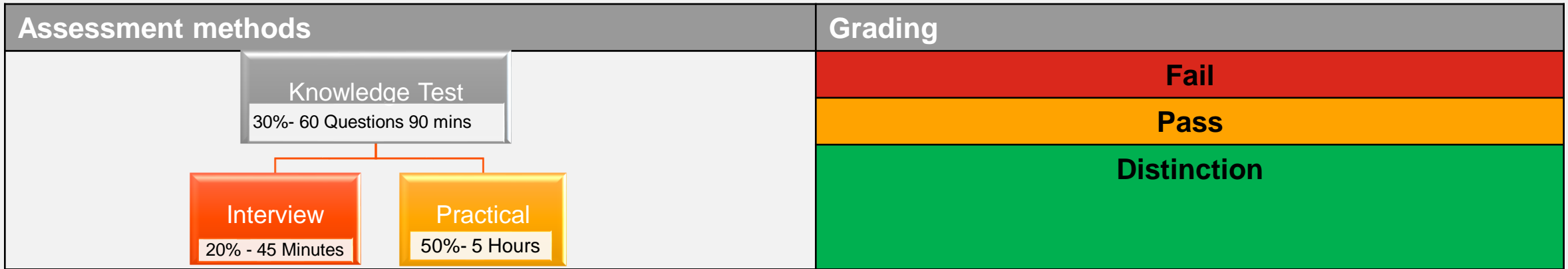
Candidate Name	Reg no	Reg date	Assessor Name	Sampling Dates	Assignment		Logbook Components/Maintenance Areas													Gateway Summative sampling date	
					Task 1 (201)	Task 2 (210)	Observations (202, 203, 211 & 212)	Planning (205)	Painting Tasks (204)	Tiling Tasks (204)	Plumbing Tasks (206)	Electrical (207)	Heating & Ventilation (208)	Building Fabric (209)	Behavioural Attributes	Interpersonal Skills	Supportive Evidence Requirements	Optional Units			
																		Security (213)	Accessibility (214)		
A. Learner	ABC123	01.10.2020	A. Sessor	Proposed	Feb 21														N/A	N/A	
				Actual	20.02.21																
B. Learner	ABC234	01.10.2020	A. Sessor	Proposed	U/P		Mar 21										Mar 21	N/A	N/A		
				Actual	15.02.21		14.03.21														
C. Learner	ABC345	01.10.2020	A. Sessor	Proposed					Mar 21					U/P			Mar 21	N/A	N/A		
				Actual					14.03.21					15.02.21							
D. Learner	ABC456	01.10.2020	A. Sessor	Proposed				Mar 21									Mar 21	N/A	N/A		
				Actual				14.03.21													
E. Learner	ABC567	01.10.2020	A. Sessor	Proposed				OBS Feb21				Apr 21					Feb/Apr 21	N/A	N/A		

PMO Support Resources

Mapping for Level 2 PMO 9673 to 6711 SmartScreen learning resources (and others)

Core Behavioural Attributes		Maps?	6711 SmartScreen Materials	Core Behavioural Attributes
9673-250 Research assignment	Task 1 Unit 201	✓	201 Health, safety and welfare in construction 202 Level 2 Principles of building construction, information and communication	
	Task 2 Unit 210	✓	202 Level 2 Principles of building construction, information and communication	
9673-201 Understand the roles, responsibilities and reporting procedures of a property maintenance operative		✓	201 Health, safety and welfare in construction 202 Level 2 Principles of building construction, information and communication	
9673-202 Health and safety in property maintenance		✓	201 Health, safety and welfare in construction	
9673-203 Apply customer service in property maintenance		✓	(Part) 202 Level 2 Principles of building construction, information and communication	
9673-204 Carrying out painting and tiling tasks		✓	236 Carry out small-scale painting and decorating repairs	6710 Level 1 Wall and Floor Tiling- 126, 127, 128, 129 & 130 6704- 106 Construction trade occupations: Tiling
9673-205 Plan and carry out preventative property maintenance		✓	201 Health, safety and welfare in construction 202 Level 2 Principles of building construction, information and communication	
9673-206 Carry out plumbing maintenance and repairs		✓	238 Carry out small-scale plumbing repairs	6704- 104 Construction trade occupations: Plumbing
9673-207 Carry out electrical testing and repairs		✓		6219- 105 Assembling 13amp switched sockets wired in ring final circuit 2365-02 Unit 204 Installation of wiring systems and enclosures
9673-208 Understand and maintain heating ventilation and air conditioning plant			We are sorry but there are no current SmartScreen resources that map to this unit.	

City and Guilds EPA and Grading PMO



Grading Profile

Knowledge Test	Practical Assessment	Interview	Overall Grade
All assessment methods must be passed to achieve an overall pass grade. Failure in any assessment method will result in an overall grade of Fail.			Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Distinction	Distinction	Distinction

Knowledge Test:
 Pass 36-44 marks,
 Distinction 44-60 marks
Skills Test/Oral Questioning:
 Grade Descriptors

Example:

Candidate achieves:
 Knowledge assessment: **Distinction**

Skills Test / Practical: **Distinction**

Interview: **Pass**

Candidate is awarded a: **Pass**



Lessons from a LIEPA

Hints and tips

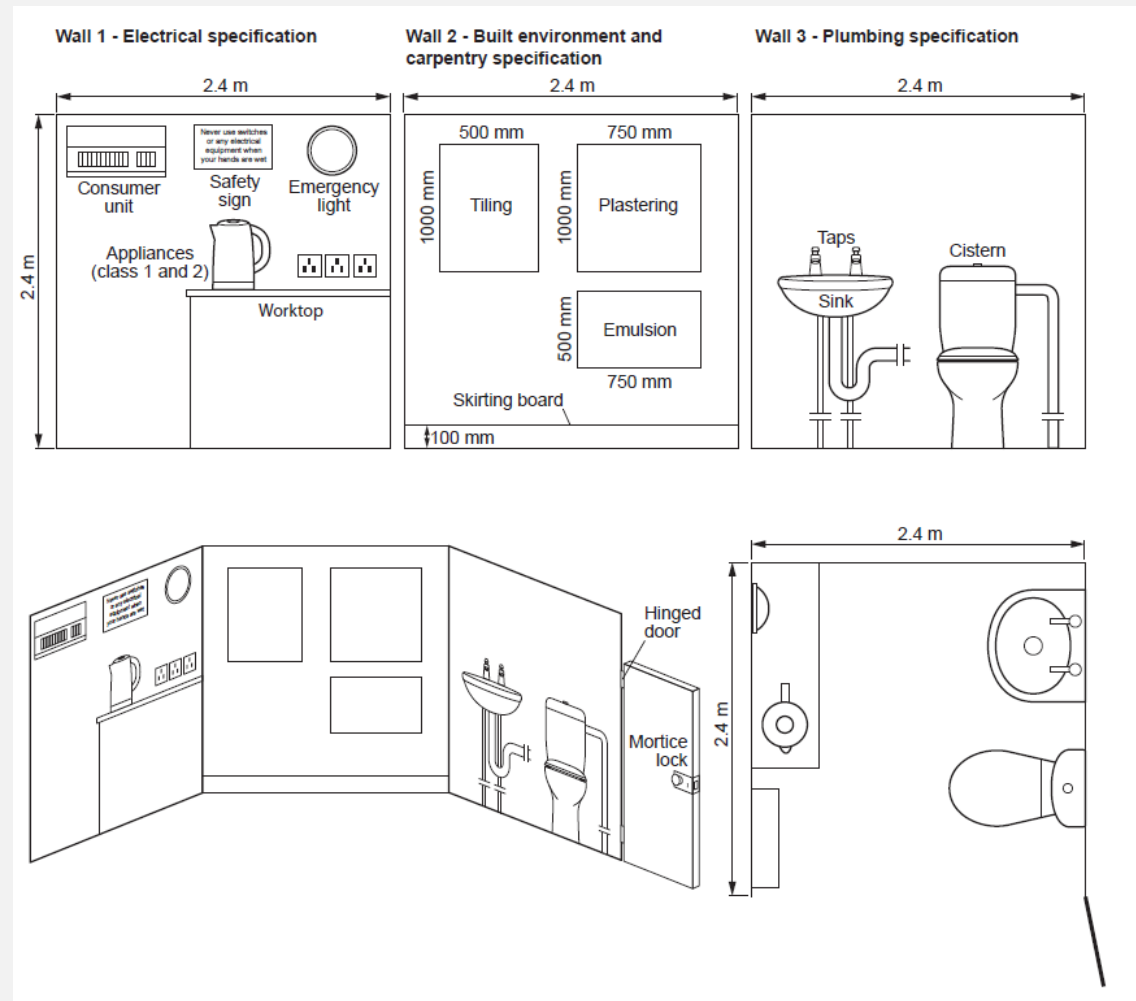


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Level 2 PMO EPA 9673-02 LIEPA Observations

1. Centre set up and material availability

- Set up work area as illustrated within the resource pack and load out relevant materials using the resource list provided
- Apprentices must be aware of planning and execution of the EPA and adapt this to complete the tasks set by the IEPA
- Treat this as a customers house, consider what the apprentice needs to be aware of when working in a client facing situation.



Level 2 PMO EPA 9673-02 LIEPA Observations

3. Oral Questioning (702)

- Nine questions will be asked covering all aspects of the EPA work as well as covering behaviours and traits. Ensure all candidates are aware of the types of questions that might be asked and check knowledge in place over all subjects.
- Candidates must be aware of what happens in the interview section of the EPA, they must be prepared and try to stay as calm as possible throughout the process, give as much detail as possible and if they are not sure on any question to ask again or re word it to ensure full understanding. Key to passing this section is to be calm and think through the answer before speaking. Also note that all responses will be recorded as evidence to prove competency and knowledge.



Lessons from a LIEPA

Preparing for EPA is just as important as preparing your learners for the EPA.

Considerations and tips

- Arrange IEPA planning meeting via EPAPro in the first instance if required.
- Consider the area for IEPA to deliver skills test briefing.
- Brief Technicians on their role and be readily available nobody else should be in the test area at any point.
- Ensure candidates and employers are aware of EPA day timings e.g. time of start and be fresh and ready.
- Think about lunch and refreshments if required.
- Storage for candidates and assessor if required.
- Display signage informing other candidates and staff that an EPA is taking place and is a restricted area.
- Set up tool kits/boxes for each candidate, in line with C&G EPA resource packs: consider having replacement tools- just in case.
- Prior to the EPA taking place- check all tools, equipment, materials and the EPA assessment area is in line with C&G EPA Resource Packs (with additional materials available if required)
- Ensure the PAT testing machines are operational and a manual to use this item is available.
- Inform candidates that some materials maybe left over, cleanliness is key in this EPA, treat this area as a customers home.
- Be prepared for any situations such as mops and buckets in the cases of leaks in the plumbing tasks for example.
- Prepare the quiet room for the interviews to take place, noise can be picked up by recording devices and has on many occasions, also make sure candidates do not have their phones on them at any point of the EPA.



Support & Success Stories



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Supporting employers with EPA

Dedicated Contacts

- Account Manager
- EPA Partnership Manager
- Technical Advisors
- Customer Support

Employer Support

- Standards Workshops
- EPA Pro
- Fail feedback
- Webinars

Taylor Wimpey

“The relationship forged between Taylor Wimpey, Geason and City & Guilds ensured a strong level of support for the apprentices, which was all focused on enabling them to succeed at EPA.”

Lisa Beresford, Apprenticeships Manager, Taylor Wimpey.

[Read the case study here.](#)

Success stories



Patrick Weaver
Carving out a construction
career with EPA success

Hull College Group celebrate their first apprentice, Patrick Weaver, as he achieves a distinction with his Carpentry and Joinery end-point assessment.

Read the full profile
online

[Patrick Weaver -
Success Stories | City
& Guilds
\(cityandguilds.com\)](https://www.cityandguilds.com/Success-Stories/Articles/2021/07/29/patrick-weaver-success-story)

Success stories



“Our first EPA’s were made easier by having the facilities in-house and striking up an excellent relationship with the Independent End-Point Assessor who was great to work with.”

- Rob Smith, Apprenticeship Contracts Manager, Leeds College of Building



Here to help



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EPA Partnership Managers



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Twitter: [@C&G Construction](#)

Mailing list: stay in touch and hear about industry training events. Sign up [here](#)



Survey & Feedback

Your feedback is so important to us to ensure we are putting on events that meet your support needs. To continue our support effectively I would appreciate if you took 2-3 minutes to complete this PMO survey.

https://forms.office.com/Pages/ResponsePage.aspx?id=KTVTy09n106NoplvWJ6pS061Url-OD5OrBsL_JVJAmVUOFk5SjY1VERMU08zWU02RDk5Q1FFVTA4MS4u

Thank you





Questions & Answers



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Thank you



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