

## Property Maintenance Operative Apprenticeship Level 2

Study Mode: Full Time Programme Component | Course Level: 2

### Is this course right for me?

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 mechanism of buildings including electrical, plumbing, plant, safety systems and equipment; provide first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness, and ensure prevention of major damage that could result in extensive costs and minimise reactive intervention.

### Entry Requirements

Entry requirements for this apprenticeship will be determined by the individual employer.

### What will I learn?

CORE KNOWLEDGE, SKILLS AND BEHAVIOUR REQUIREMENTS

SKILLS AND KNOWLEDGE

An apprentice property maintenance operative will use their knowledge and understanding of basic carpentry, electrical, plumbing and decorating to:

- 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

## BEHAVIOURS

A property maintenance operative will demonstrate the following behaviours:

- Have a flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Persists 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 organisations 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
- Shows respect for all stakeholders

## INTERPERSONAL SKILLS

A property maintenance operative will also have the following interpersonal skills:

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

## **How will I be assessed?**

Throughout the programme the apprentice will receive expert training from highly qualified staff.

A qualified assessor will provide an induction and regular workplace assessments.

## **What can I do next?**

Completing this apprenticeship programme, with its transferable skills, will enable apprentices

to progress into a technical specialist role - e.g. electrical or plumbing - and supervisory and management roles - e.g. facilities management - across a wide range of sectors.

## Delivery

**Location:** Work-based & College

**Start Date:** 02/09/2024

**Day:**

**Time:**

**Course Fee:**

**Course Code:** X0017

**Study Mode:** Full Time Programme Component

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