

The new Property Maintenance Operative apprenticeship standard

Wednesday September 6 2017

Rob Mallender, Technical Advisor

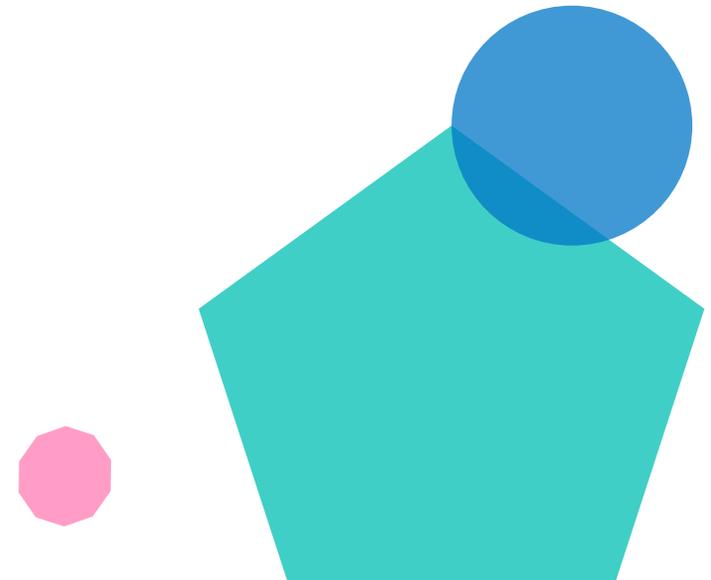
David Pye, Technical Advisor

Salim Visram, Industry Manager



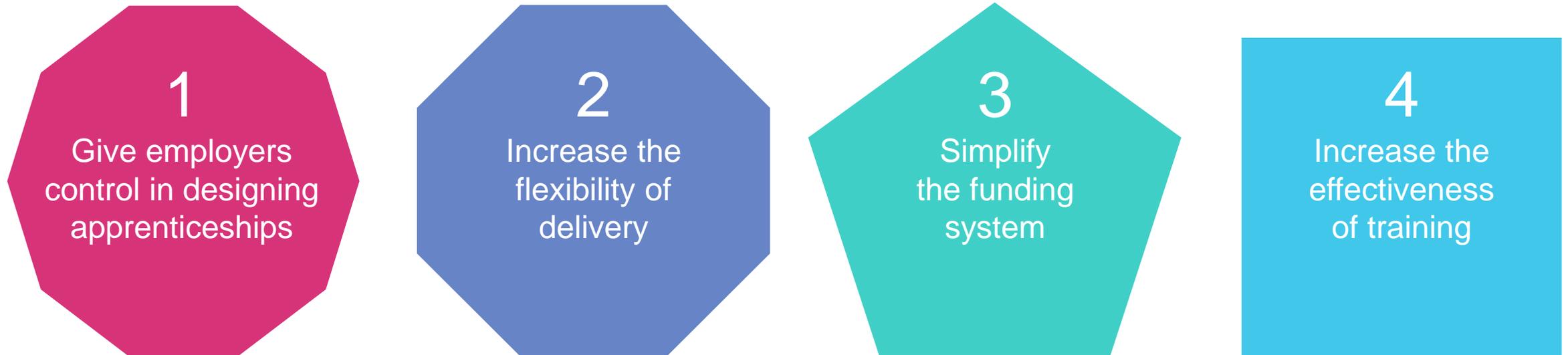
Contents

- Overview of the apprenticeship reforms
- Structure and content of the standard
- How we can support you to prepare for delivery and end-point assessment
- Next steps
- Q & A

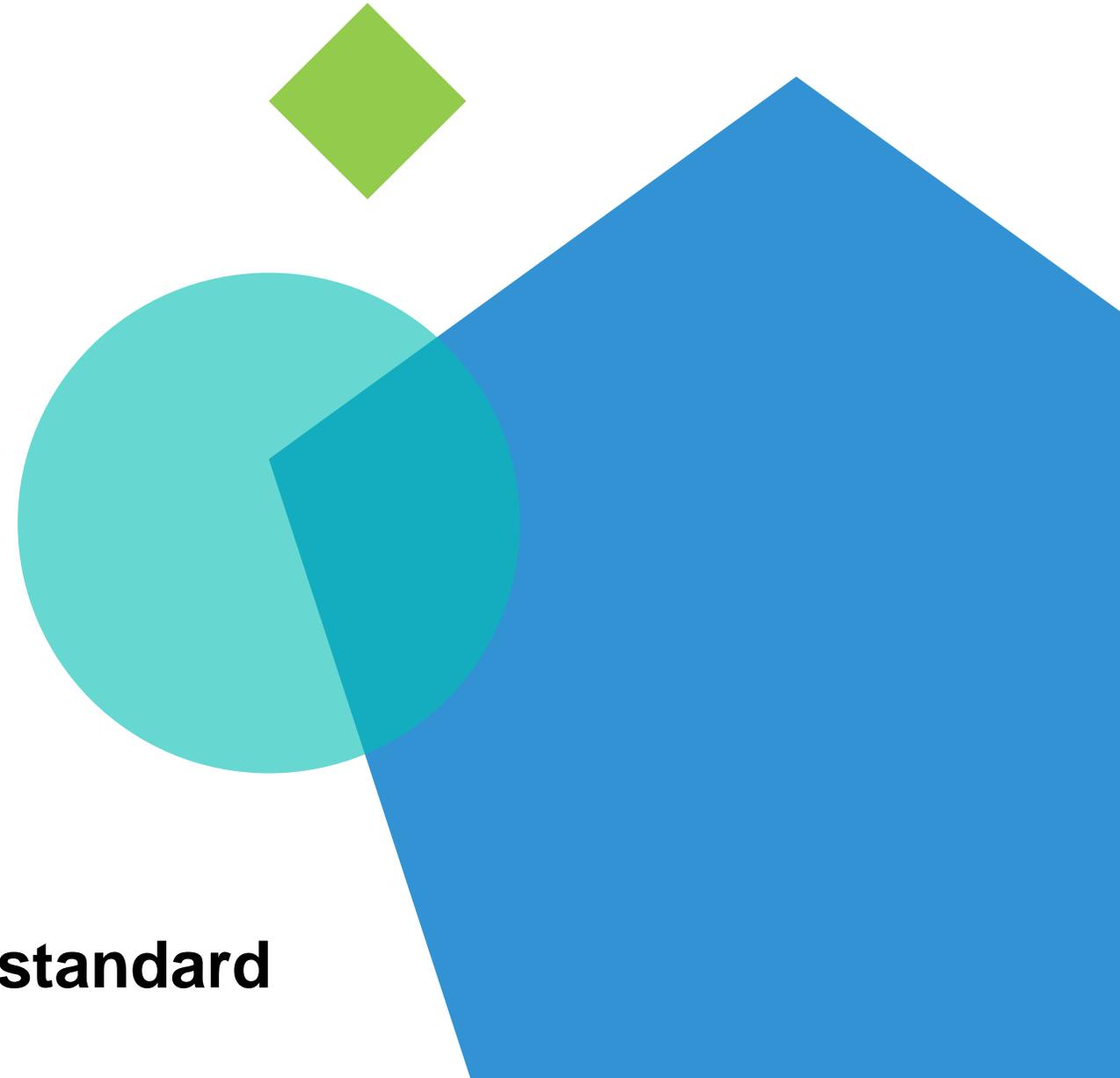


Overview of the apprenticeship reforms

Apprenticeships are changing.
You are part of that change.



If you'd like a summary of the main changes between the new apprenticeship standards and SASE frameworks, our [25-minute recorded session](#) is a really useful watch.



Property Maintenance Operative standard

Property Maintenance Operative (PMO) (9673)

- The [Level 2 Property Maintenance Operative qualification](#) is newly created, as part of the PMO apprenticeship standard.
- It's based on employers' needs and is designed for learners wishing to gain the skills and knowledge for job roles and responsibilities associated with general maintenance and the safe and effective management of buildings.

9673 Level 2			
Assessment material			
	9673-01 L2 Diploma in Maintenance Operative End Point Assessment Centre Guidance v1-1 pdf	225 KB	20 Oct 2016
	9673-01 L2 Diploma in Property Maintenance Assignment Pack v1 pdf	132 KB	29 Sep 2016
	9673-01 L2 Diploma in Property Maintenance Logbook V1 pdf	207 KB	07 Oct 2016
Centre documents			
	9673-01 L2 Diploma in Property Maintenance QHB v1-2 pdf	698 KB	29 Sep 2016

Level 2 Diploma in Property Maintenance 9673-11 (601/7885/1) (426GLH)

Minimum on-programme duration: 12 months
Funding band: 9 (£9,000)

Who is the qualification for?	The Level 2 Diploma in Property Maintenance is designed for people who work in the property maintenance sector.
What does this qualification cover?	This qualification covers an indicative content of requirements including; carrying out general building services and the built environment Level 2 maintenance tasks, working with external contractors and providing first and immediate response to fault finding.
What opportunities for progression are there?	Completing this qualification will support progression into technical specialist roles eg electrical/plumbing or supervisory and management roles eg facilities management.
Who did we develop the qualification with?	<p>The Level 2 Diploma in Property Maintenance was created to meet employer needs, and was designed by employers, MITIE, Carillion and Interserve for learners wishing to gain an apprenticeship within the property maintenance industry.</p> <p>Learners will gain the skills and knowledge to carry out job roles and responsibilities associated with general maintenance and the safe and effective management of buildings.</p>
Is it part of an apprenticeship standard or initiative?	Yes, this qualification supports the apprentice through the 'Property Maintenance Operative' apprenticeship standard.

Funding changes

Funding examples for frameworks (comparison of current and new funding)

Framework name and level	Framework pathway name	Current funding based on average between 16-18 and 19+	Funding band	16-18 employer incentive	Provider uplift for 16-18 (20%)	Total 16-18 provider incentive	Max. possible total provider funding
Business and Administration (3)	Business and Administration	£5,173	Band 3 £2,500	£1,000	£500	£1,500	£4,000
Electrotechnical (3)	Electrical Maintenance	£12,166	Band 10 £12,000	£1,000	£2,400	£3,400	£15,400

New standards equivalents

Standard name and level	Funding band	16-18 employer incentive	Total 16-18 provider incentive (inc £1000)	Max. possible total provider funding
Property Maintenance Operative	Band 9 £9,000	£1,000	£1,000	£10,000
Installation Electrician/Maintenance Electrician (3)	Band 12 £18,000	£1,000	£1,000	£19,000

Qualification approval and booking

- Full approval is required so a QAP will need to be completed and a centre visit take place.
- Centres will have two buying options when they make registrations;
 - 9673-11 – Apprenticeship package/qualification
 - 9673-12 – EPA only package
- 9673-11 consists of;
 - 9673-11 – Qualification certificate
 - 9673-01 – On-programme
 - 9673-02 – End-point assessment
- 9673-12 consists of;
 - 9673-02 – End-point assessment
- When the on-programme element has been completed and the gateway confirmed the centre will be able to book end-point assessment on Walled Garden. This includes the e-evolve test (301/351) and reservation requests for the practical assessment (9673-501 or 551 if the learner is re-sitting).
The centre can reserve a month when they'd like the assessment to take place.

Formative Assessment:

Logbook/Portfolio
of Evidence



Research
Assignment

Assessment Gateway:

Record of Achievement

End Assessment:

Knowledge
Assessment

(Multiple-choice
or short-answer
questions)



Practical
Task(s)

Interview



The 9673 qualification

Property Maintenance Operative 9673

9673 Level 2				
Assessment material				
	9673 Gateway Declaration Form v-3-2 pdf	60 KB	16 Mar 2017	
	9673-01 L2 Diploma in Property Maintenance Assignment Pack v1 pdf	132 KB	29 Sep 2016	
	9673-01 L2 Diploma in Property Maintenance Logbook V1-1 pdf	211 KB	03 Apr 2017	
	9673-01 L2 Property Maintenance Sample Question Paper pdf	449 KB	14 Jun 2017	
	9673-02 L2 Diploma in Maintenance Operative End Point Assessment Centre Guidance v1-3 pdf	328 KB	16 Mar 2017	
Centre documents				
	9673-01 L2 Diploma in Property Maintenance QHB v1-3 pdf	759 KB	25 Jul 2017	

Structure

12 mandatory units, 2 elective units, 426 guided learning hours

To achieve the 9673-11 Property Maintenance learners must complete all of the following assessments:

On-programme

- Two research assignments
- Supported by the City and Guilds 9673 assignment pack
- Portfolio of Evidence
- Supported by the City and Guilds 9673 logbook

End-point assessment

- Knowledge test (multiple choice questions, 60 items – 90 minutes)
- Practical assessment (consisting of a practical task and interview)

Unit number	Unit title
9673-250	Research assignments
Mandatory Logbook Units	
9673-202	Health and safety in property maintenance
9673-203	Apply customer service in property maintenance
9673-204	Carrying out painting and tiling tasks
9673-205	Plan and carry out preventative property maintenance
9673-206	Carry out plumbing maintenance and repairs
9673-207	Carry out electrical testing and repairs
9673-208	Understand and maintain heating ventilation and air conditioning plant
9673-209	Internal and external building fabric maintenance
9673-211	Control of property maintenance related resources and equipment
9673-212	Working with external contractors
Elective Logbook Units	
9673-213	Security and access systems in property maintenance
9673-214	Accessibility and inclusion in property maintenance

Assessment gateway

- In order to access the end-point assessment the apprentice must have been through the gateway and achieved the following:

- a minimum of a pass against two research assignments
- portfolio and behaviours must have been signed off by the employer and training provider
- portfolio/logbook and assignments verified by the quality assurance process
- achievement of a Level 1 qualification (Functional Skills, GCSE or equivalent) in both English and maths
- taken the assessment for Level 2 English and maths qualification (Functional Skills, GCSE or equivalent).

- Centres will confirm that apprentices have met these requirements by submitting a Gateway Declaration Form to City & Guilds.

- This form will be validated as part of the booking process.



Gateway Declaration Form

Completion of this Gateway Declaration Form confirms that the employer/training provider is satisfied the apprentice has fulfilled all requirements to request their consideration for end point assessment by City & Guilds.

Apprenticeship Standard	Property Maintenance Operative	Start date	DD/MM/YY
Apprentice name	Apprentice name	Enrolment number	1234567

Entry Requirement	Achieved (Yes/No)
Achievement of a minimum of a pass against two research assignments	
Portfolio and behaviours must have been signed off by the employer and training provider.	
Portfolio/Logbook and Assignments verified by the quality assurance process	
Achievement of a level 1 qualification (Functional Skills, GCSE or equivalent) in both English and Maths.	
Taken the assessment for level 2 English and Maths qualification (Functional Skills, GCSE or equivalent).	

City & Guilds could sample evidence of any of the above at any point either before or after the end point assessment. It is the Lead provider's responsibility to retain auditable evidence. Any non-disclosure of information requested could subsequently result in the end point assessment or FISS Standard certificate being withdrawn.

Any previous End-Point Assessments	
Has the Apprentice previously taken any assessments that form part of the EPA for this Apprenticeship Standard with any other Assessment Organisation?	Yes/No
If yes	
What Assessment Organisation was the End-Point Assessment carried out by?	
What date(s) was the End-Point Assessment taken?	
What grade(s) (eg fail/pass/merit/distinction) was issued?	



Centre Requirements

Centre requirements

Expert witnesses

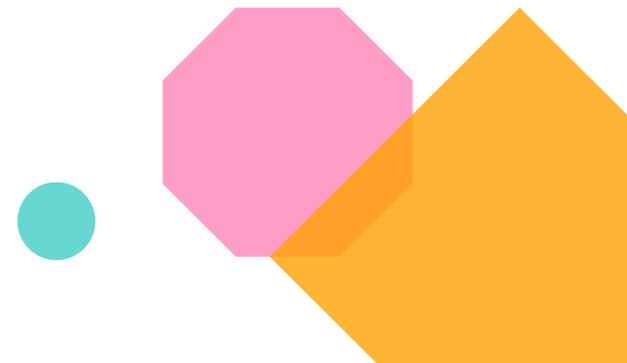
Expert witnesses are required to complete the on site logbook and are representatives of the employer.

Where expert witnesses are used in the assessment process they must be sector competent individuals who can attest to the learner's performance in the workplace.

It's not necessary for expert witnesses to hold an assessor qualification, as a Qualified Assessor must assess the performance evidence provided by an expert witness.

Expert witnesses will need to demonstrate:

- they have relevant current knowledge of industry working practices and techniques
- that they have no conflict of interest in the outcome of their evidence.



Centre requirements

Assessors

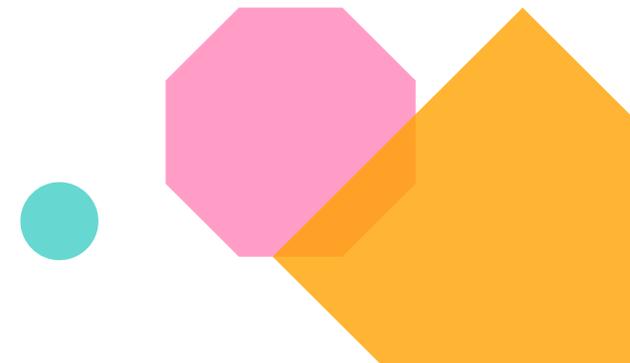
Assessors must have achieved/be working towards a relevant recognised assessor qualification such as a Level 3 Certificate in Assessing Vocational Achievement and continue to practice to that standard. Assessors who hold earlier qualifications (D32, D33, A1 or TQFE/TQSE) should have CPD evidence to the most current standards.

Assessors must:

- be occupationally competent and hold an NVQ or equivalent in one or more relevant trade areas
- have completed relevant CPD and have expertise in the other areas of maintenance competence relevant to the qualification and at the level being assessed
- have current occupational competence and at least three years relevant occupational experience in at least one of the trade areas and relevant expertise in the others relevant to the qualification.

Internal Quality Assurers (IQA)

IQAs must be working towards or have achieved a relevant recognised internal quality assurance qualification such as the Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice and continue to practice to that standard.





Assessment detail

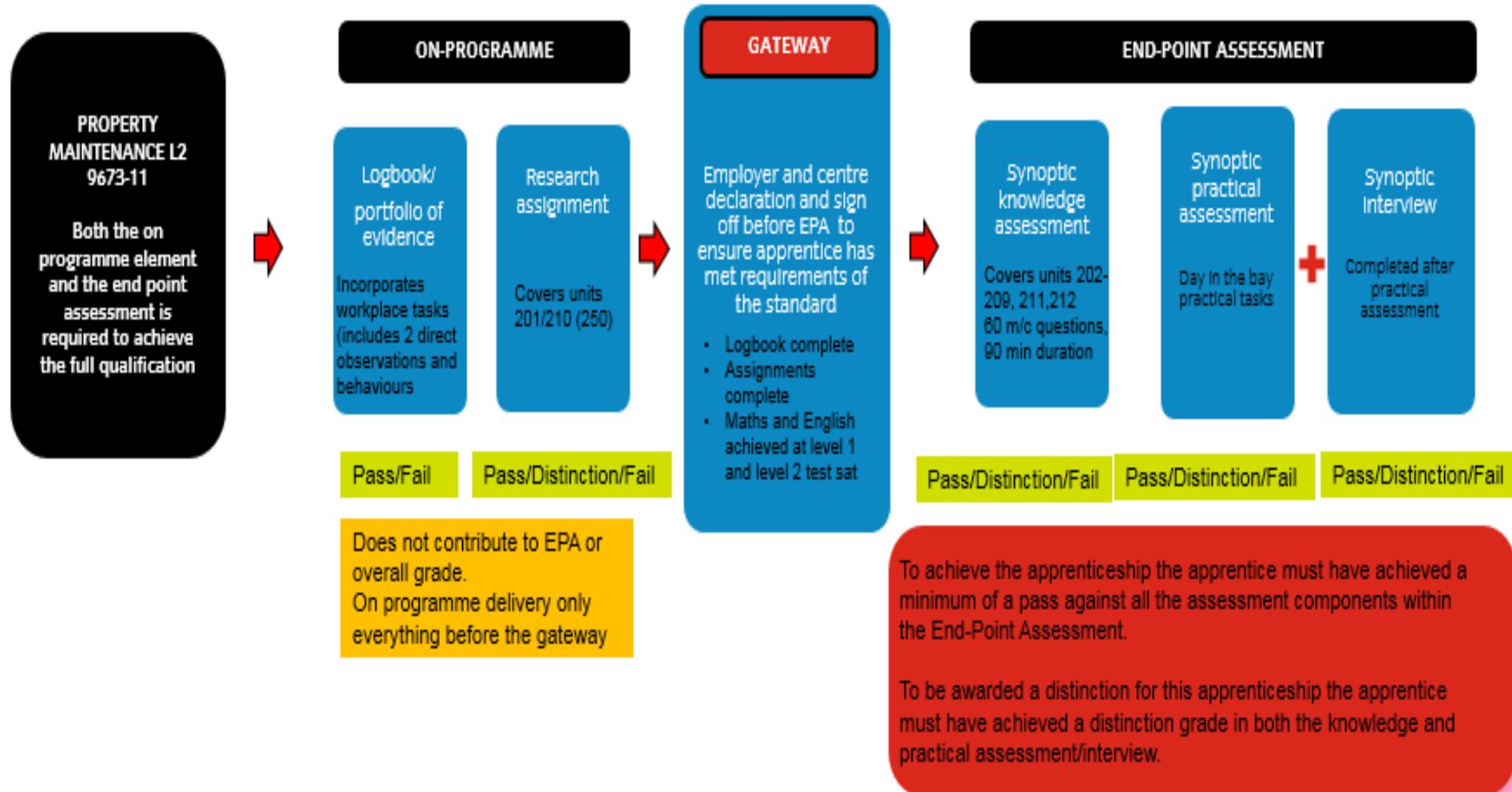
Property Maintenance Operative standard

Maths and English requirements

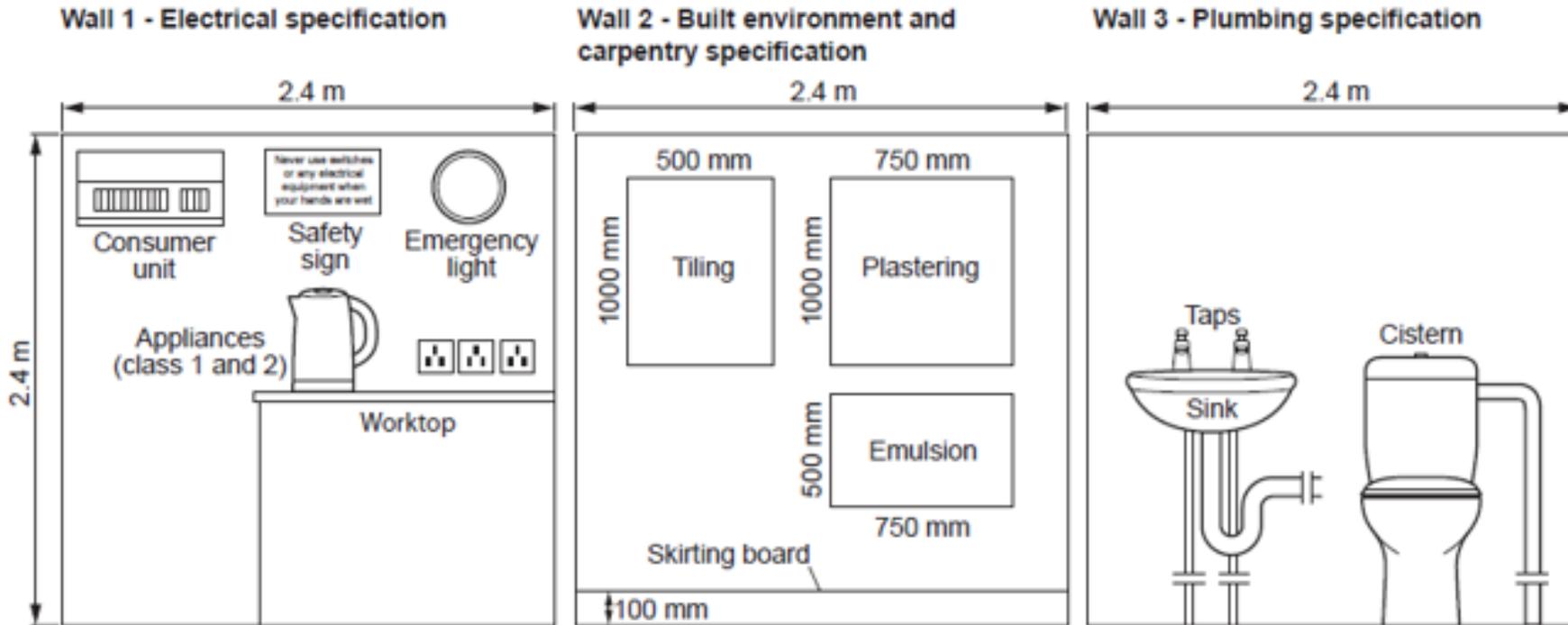
Learners must achieve math's and English Level 1 (or equivalent) and be starting Level 2.

Gateway requirements

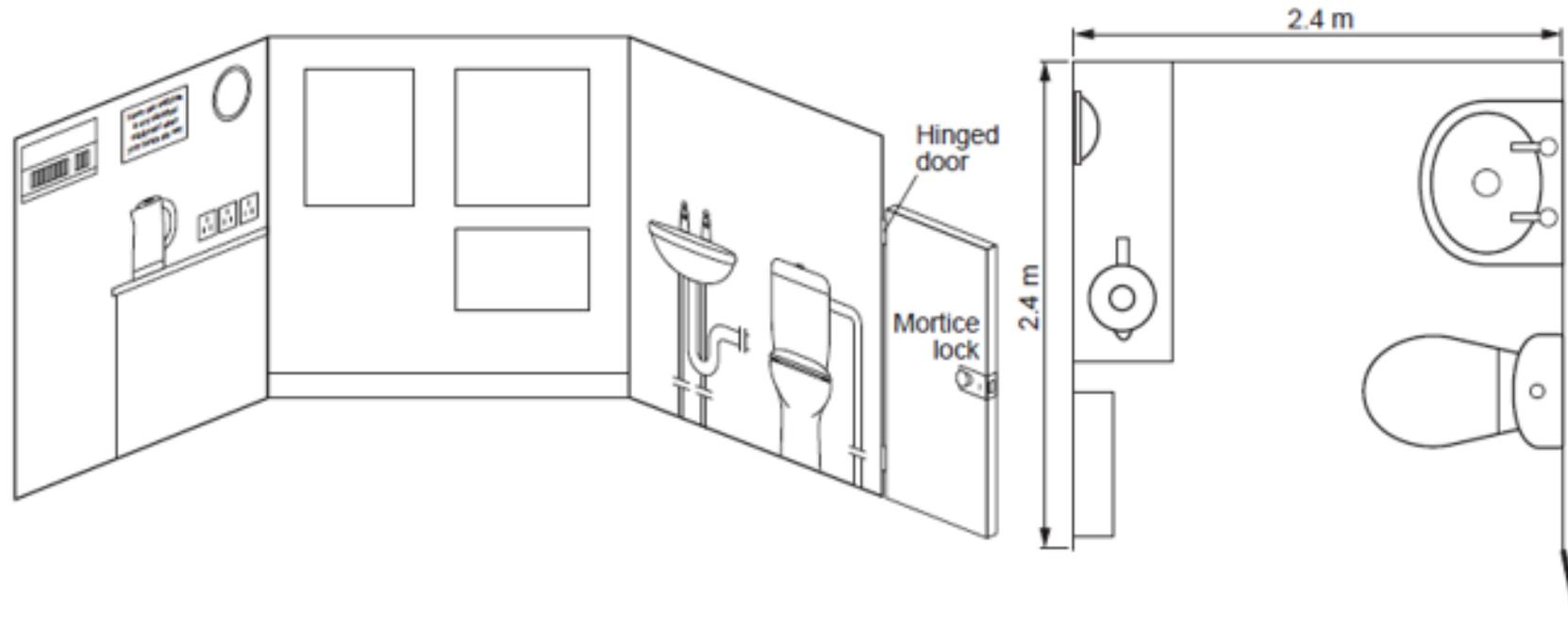
To move on to the end-point assessment, the learner is required to successfully complete one research assignment and a portfolio of evidence.

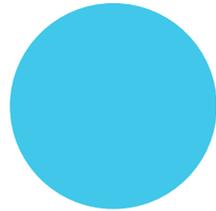


Practical assessment bay layout



Practical assessment bay layout





**How we can support you to prepare for
delivery and end-point assessment**

Preparation resources and support

Webinars

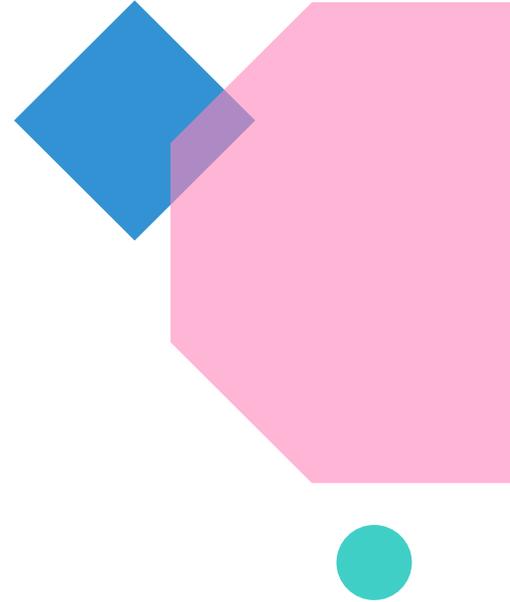
EPA Assessment
Packs

Consultancy

Learning Assistant
E-portfolio

CPD Events

Dedicated Advisors

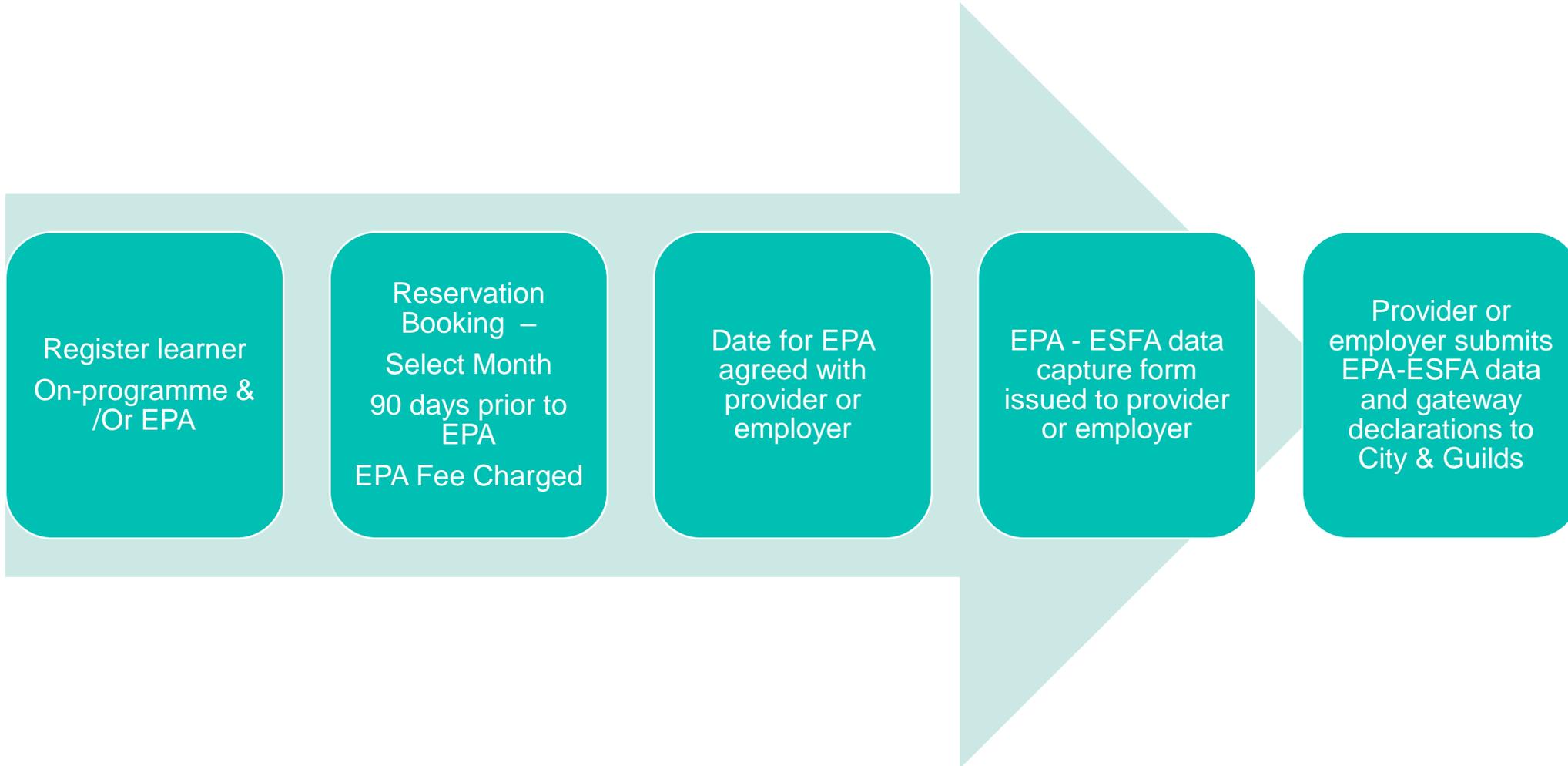


Approval process

- If you're a new City & Guilds provider you'll need to gain full 9673 approval. This includes EPA, but full QAP is required.
- The centre guidance for 9673 EPA is available on the City & Guilds website.
- If you're delivering the qualifications you must ensure that your staff are able to demonstrate they have the occupational expertise required.



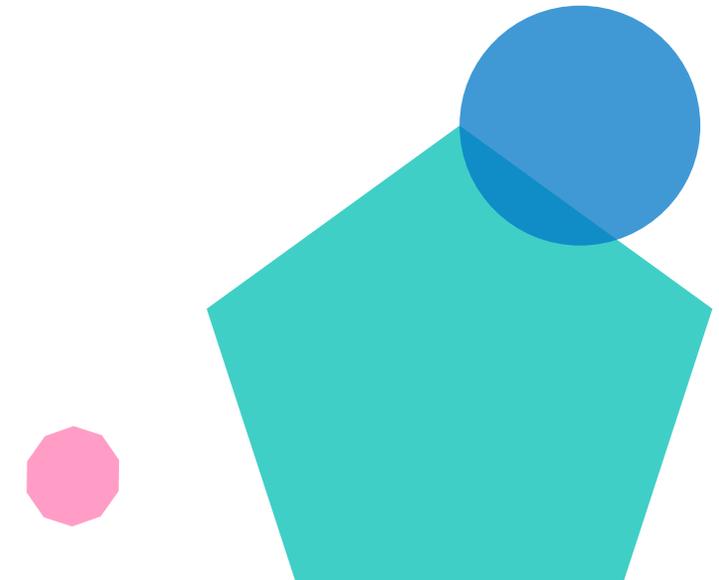
End-point assessment reservation



Price and offer

Centres should make registrations against 9673-11:

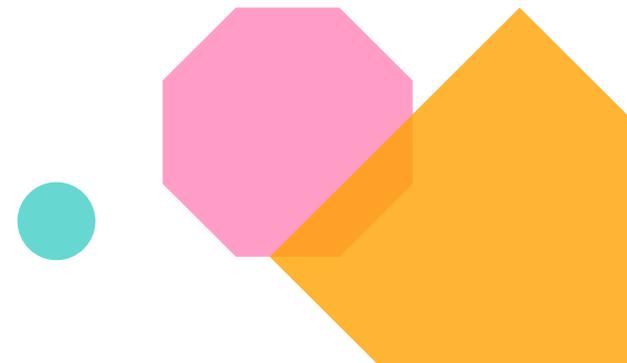
- Candidates will be automatically enrolled on the 9673-01 (on-programme element) and 9673-02 (end-point assessment element) when registered against 9673-11.
- When the on-programme component has been completed and the gateway confirmed, the centre will be able to book the end-point practical assessment using the 9673-501 (or 551 if the learner is re-sitting) reservation request.
- Fees
 - On registering onto 9673-11 the centre will be charged £155. They will not be charged again, provided the candidate has not completed any EPA knowledge test resits, until the candidate is entered for the practical element of the EPA (9673-501), this is a fee of £600.



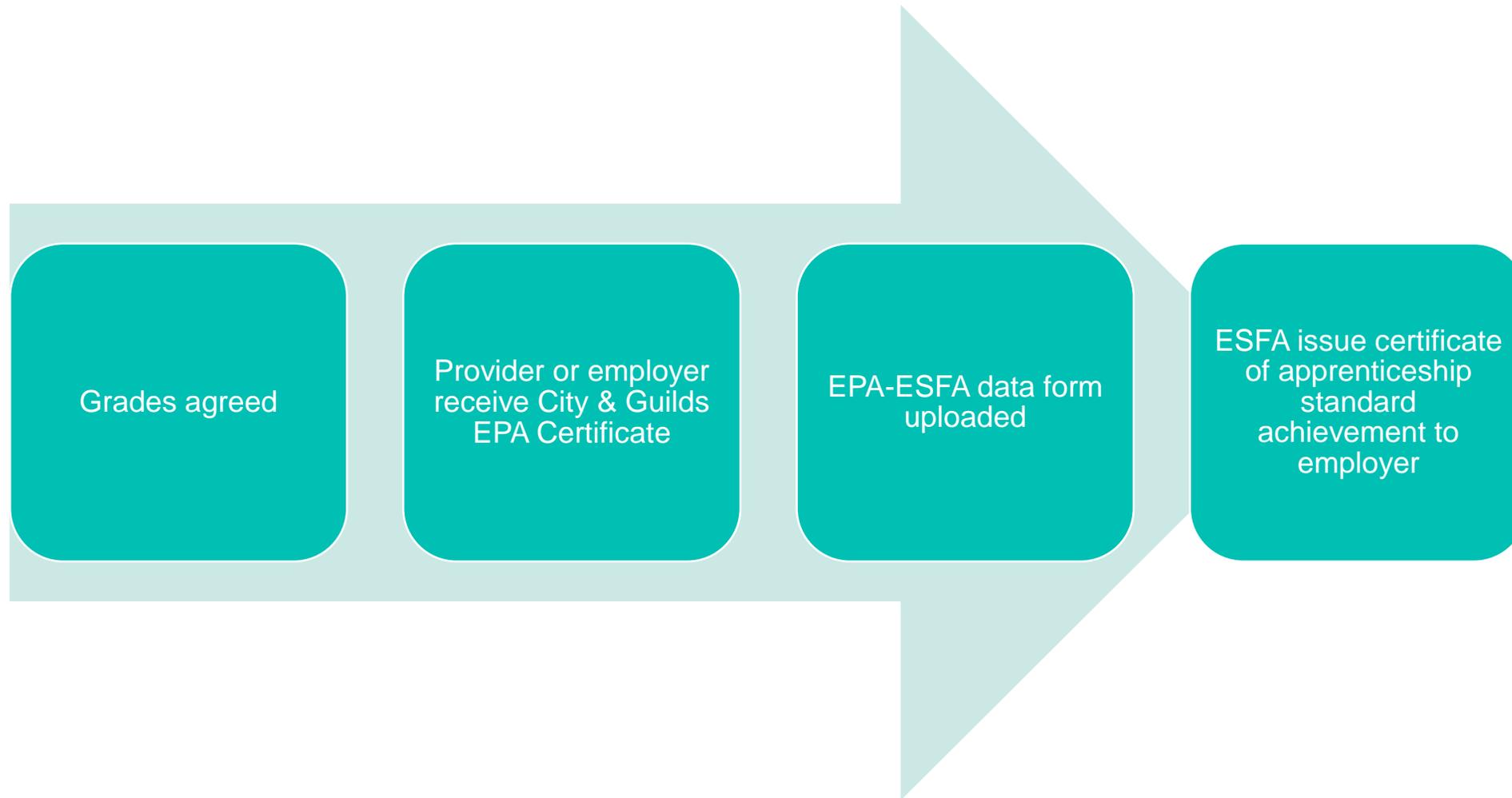
Price and offer

9673-12 Property Maintenance Operative end-point assessment:

- Candidates registered onto this pathway will be registered for EPA only, they will not be registered for the L2 Diploma in Property Maintenance.
- This pathway consists of EPA only (9673-02).
- Fees:
 - The registration for 9673-12 is £100.
 - Centres will then be charged £600 once the candidate is entered for the practical element of the EPA (9673- 501) or if they resit the knowledge test.



After successful end-point assessment





SEARCH EVERYTHING FIND A COURSE OR QUALIFICATION FIND A CENTRE

Search the site:

Everything

- WHAT WE OFFER
- QUALIFICATIONS
- APPRENTICESHIPS
- TECHBAC
- DELIVERING OUR QUALIFICATIONS
- INTERNATIONAL
- NEWS & INSIGHT
- HELP & SUPPORT

Become an Independent End-point Assessor



Home > Apprenticeships > New Apprenticeships Standard Offers > Become an Independent End Assessor

Become an Independent End-point Assessor

We are currently accepting applications from suitable candidates to become Lead and Independent End-point Assessors.

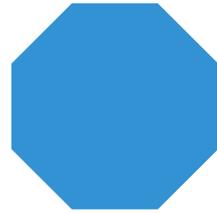
City & Guilds has been approved to deliver Independent End-point Assessments across a number of new Apprenticeship Standards.

[Apply now](#)



NEW APPRENTICESHIPS STANDARD OFFERS

- Teaching & learning resources
- End Assessment service
- New Apprenticeship Standards



Next steps

And if you want to take things further with us

Areas of apprenticeship consultancy and training

Audit your current apprenticeship strategy

A root-to-branch audit that assesses your current strategy and identifies opportunities for growth. You'll receive an on-site consultation from a City & Guilds apprenticeship specialist who has experience in commerce and further education.

Defining your apprenticeship offer

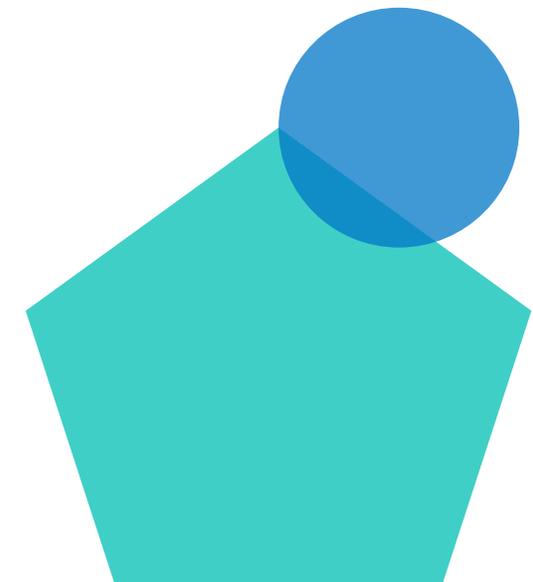
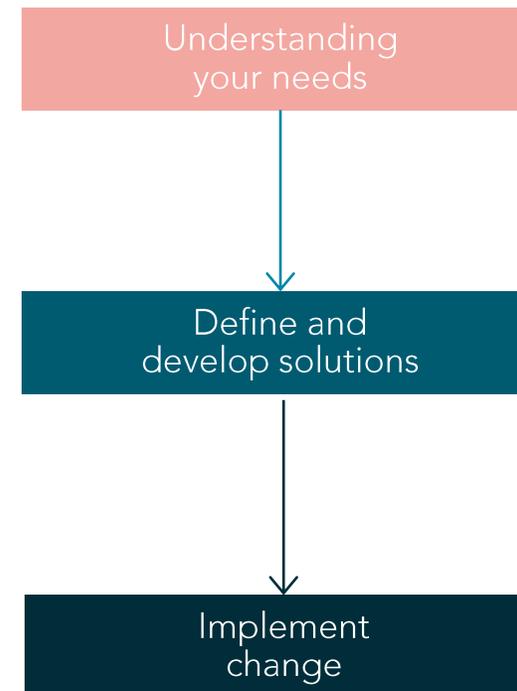
A carefully constructed plan defining your new strategy and providing a framework for implementation. Our consultants will draw up an improved offer that takes advantages of the new opportunities for growth.

Upskill your team

Expert-led training courses that equip your staff to deliver your new apprenticeship strategy. We offer five different courses to meet your needs around commercial development, contract negotiation, apprenticeship support, funding, and trainer coaching.

<http://www.cityandguilds.com/what-we-offer/centres/consultancy-service>

Apprenticeship consultancy offer



Support and resources available

Find all our past and forthcoming workshops, webinars and events [here](#).

See our apprenticeship, consultancy and events pages on the City & Guilds website:

<http://www.cityandguilds.com/apprenticeships>

<http://www.cityandguilds.com/what-we-offer/centres/what-is-advance>

<http://www.cityandguilds.com/what-we-offer/centres/improving-teaching-learning/events>

Also look at the Government's information:

[Provider/ employer apprenticeship funding rules 2017/18](#) [Technical Funding Guidance](#)

[Apprenticeship funding policy and funding bands sheets](#) [Apprenticeship standards](#)

[Register of Apprenticeship Training Providers](#)

[Becoming an Employer/Training Provider Guidance](#)

[Apprenticeship funding from May 2017 – policy paper](#)



Our contact details

- Rob Mallender (Technical Advisor) – rob.mallender@cityandguilds.com
- David Pye (Technical Advisor) – david.pye@cityandguilds.com
- Salim Visram (Industry Manager) – salim.visram@cityandguilds.com
- Michael McArthur (Direct Sales) – michael.mcarthur@cityandguilds.com

T: 0844 543 0000*

E: centresupport@cityandguilds.com



[@BSE_CG](https://twitter.com/BSE_CG)



Recap – Why City & Guilds

On programme offer

- On-programme qualification that supports the 20% off the job training requirement.
- Available support material (logbook and assignment) for the on-programme offer - which has been approved by the employer group as meeting the gateway requirements.
- Enhanced logbook:
 - The logbook provides a structured and easy to follow path to reach the gateway.
 - It involves the employer as an expert witness as a means to validate the gateway.
- Research assignment written with employers as a measurement tool.
- Handbook to plan delivery and outline the areas of training required for the candidate.



Recap – Why City & Guilds

EPA Offer

- Knowledge test practical assessment (consisting of a practical task and interview).
- Quality assurance of the gateway, in line with the requirements of the standard.
- Detailed specifications and delivery planner for centres who want to run EPA. This enables centres to set up bays in line with requirements.
- EPA provider with assessors recruited and delivery model put into place. This is now live and available for bookings.
- EPA assessors who are skilled in their relevant trade areas. This will ensure the employer is receiving a fully competent operative when leaving the programme.



Thank you

- For more information on delivering this standard or how we can support your business: directsales@cityandguilds.com
- Keep up to date – register for email updates: <http://www.cityandguilds.com/what-we-offer/centres/email-updates>
- To be involved in the developments of the new qualifications: businessskills@cityandguilds.com
- For additional information on end-point assessment: endpointassessment@cityandguilds.com



Any questions?

