

Apprenticeship standard (England only)

# Property Maintenance Operative

Industry: Building Environment Services




Qualification: 9673-11

City & Guilds code: 9673

LARS number: 23



A City & Guilds Group Business

-  **Minimum duration: 12 months**
-  **Funding band: 9 (£9,000)\***
-  **Level 2**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** Open for registrations

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) and directly replaces the Level 3 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation (6188).

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

## The apprentice journey



### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

## 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in the standard. Apprentices must complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

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.

### Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content. We also have:



#### Optional qualification

We offer the Level 2 Diploma in Property Maintenance (9673-11), that is completed through on-programme and EPA. The qualification adds structure to the on-programme learning and helps apprentices and providers to track and show progress throughout their journey.



#### Log book

Available in print or digitally in Learning Assistant, the log book helps track progress and guides the development of the apprentice's portfolio of evidence required to move to EPA. It includes:

- induction checklist/information
- skills and behaviours
- preparation and test tracker
- review section
- guidance to support the learner through EPA.



#### Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidence 20% off-the-job learning.



#### Guidance documents

- Handbooks containing the knowledge required for this occupation.
- Advice on gathering evidence for the practical standards and behaviours.
- Guidance on the research assignment.

Find out more at:

[cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships)

### Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



## 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



## 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



## 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

To move on to EPA, the apprentice must successfully complete a research assignment and a portfolio of evidence. They must also achieve maths and English Level 1 and take the test for Level 2, if not already achieved.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the overall grade available is distinction, merit, pass or fail (for results the maximum grade is a pass). We have not applied to be an approved assessment organisation on for this standard. 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.

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

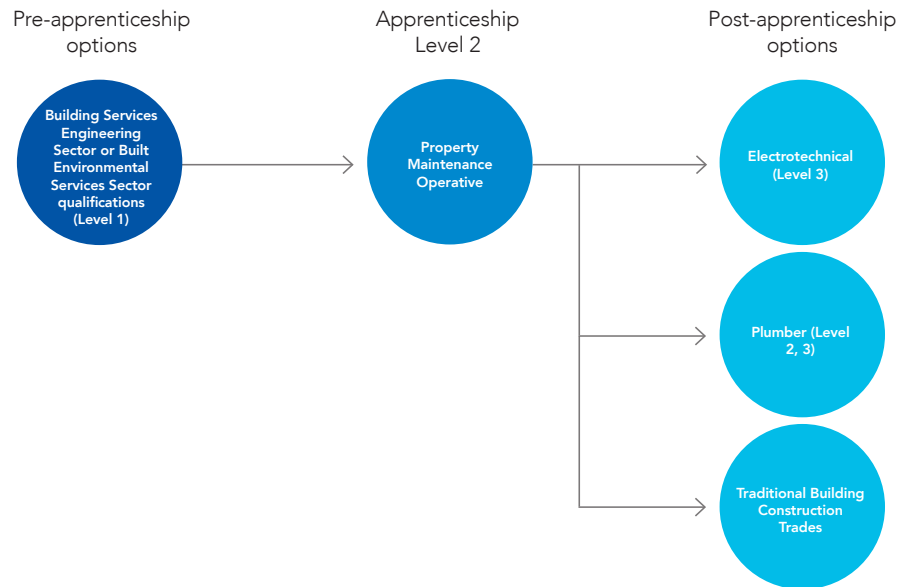


## 4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



Developed with an employer group including: Barchester Healthcare, Mitre, Interserve PLC, Carillion PLC, Hilton Worldwide.

## How our offer supports you:

### Supportive payment structure

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

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://i-l-m.com/apprentice) for information on management apprenticeships.