

Property Maintenance Operative - 9673

Apprenticeship Standard

BUILDING

FUTURES

Agenda

1. Introductions
2. Covid-19
3. Website Navigation & Fact Sheet
4. Apprenticeship Structure & Gateway requirements- 20% OTJ
5. Qualification Handbook
6. Break
7. Logbook & Assignments
8. Post Gateway- EPA
9. Support Materials
10. Q&A



Introductions

Meet the Team

Introductions

Technical Advisor

Construction- Jason Howe



Technical Advisor

Construction- Ian Roberts



Technical Advisor

Construction- Paul Brown



Business Manager

Awaiting Photo

Main Contacts

Jason Howe and Business Manager

Covid 19

Aka Corona Virus

Covid 19

Statement

We understand that these are extraordinary and unprecedented times, and we are working closely with education providers, employers and governments to monitor the Covid-19 situation, and putting in place measures to support our employees, customers and stakeholders.

Website

<https://www.cityandguilds.com/covid-19>

- Digital resources
- Emergency Learner support
- Functional & Essential skills
- FAQs
- Advice and support
- On-line tests
- Certificates

Email

Product.cs@cityandguilds.com

Supporting customers – Covid-19

[Updated 03 April](#)

We understand that these are extraordinary and unprecedented times, and we are working closely with education providers, employers and governments to monitor the Covid-19 situation, and putting in place measures to support our employees, customers and stakeholders.

Latest news – Statement from Ofqual on an awarding approach for Vocational and Technical Qualifications, 25 March 2020

[Read the statement](#)

We appreciate that as your situation changes you will have many questions and concerns on delivery and supporting your learners and apprentices. From end-point assessment events to specific queries on certification or finance, we are on-hand to guide you through this difficult time.

Committed to supporting you


We are committed to supporting you, your staff and your learners in coming to terms with home working. We are making the following digital resources available to our customers:

Website

Navigating the website for information

Construction Web Page

<https://www.cityandguilds.com/qualifications-and-apprenticeships/construction#fil=uk>



A City & Guilds Group Business

SEARCH EVERYTHING

FIND COURSE / QUALIFICATION

FIND CENTRE

Search the site

9673

SEARCH

COVID-19

OUR OFFER

QUALIFICATIONS

APPRENTICESHIPS

TECHNICALS

T LEVELS

QUALIFICATION DELIVERY

INTERNATIONAL

EVENTS

HELP

QUALIFICATIONS EXPLAINED

Quick search type in 9673

[Home](#) > [Qualifications](#) > [Construction](#)

Construction

City & Guilds is the leading brand for construction training and courses in the UK and one of the few brands known throughout the rest of the world. We offer qualifications in construction at entry level through to Level 6. This covers everything from basic hand skills, specialist trade occupations and site supervisory and management skills. Delivered by colleges and training providers throughout the UK, our NVQ qualifications are recognised by the CSCS card scheme and our Level 2 and Level 3 qualifications are recognised in national Apprenticeship Frameworks.

- [Covid-19: weekly Construction telephone surgeries](#) (PDF)
- [Latest news in Construction](#)
- [Performance points](#)
- [Apprenticeship Framework Closure Statement](#) (PDF)
- [Construction qualification consultations](#)
- [Key documents](#)
- [The approval process](#)
- [eLearning Bricklaying and Carpentry SmartScreen Modules](#) (PDF)

CCATF



**Cross-industry
Construction
Apprenticeship
Task Force™**

City & Guilds and the Cross-Industry Construction Apprenticeship Task Force (CCATF) have joined forces. This will bring a new approach to apprenticeships in the UK construction industry, ensuring that it has the skilled people it needs both now and in the future.

Find out more about the [collaboration](#).

PMO Web Page

<https://www.cityandguilds.com/qualifications-and-apprenticeships/built-environment-services/housing-and-property/9673-property-maintenance#tab=documents>



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QUALIFICATION DELIVERY

INTERNATIONAL

EVENTS

HELP

QUALIFICATIONS EXPLAINED

Home > Qualifications > Built Environment Services > Housing and Property > Property Maintenance

Property Maintenance (9673)

INFORMATION

DOCUMENTS

Here you can find all documents related to this suite of apprenticeship.

By clicking on the section headings below, you can access a variety of documents such as the qualification handbooks and assessment materials, Statements of Purpose, and recognition letters from industry and employers.

Some documents may be password protected. Passwords can be retrieved by logging in to WalledGarden.com and visiting the Administration section of the relevant qualification catalogue page.

Interested in delivering this apprenticeship?

Find out more about [how to become an approved City & Guilds centre](#) or fill out our [online customer application form](#).

On-programme

Centre documents

Like to offer these apprenticeships?

To offer this apprenticeship please submit an application and we'll help you get set up - you can become a City & Guilds apprenticeship provider within 30 days.

MAKE AN APPLICATION

Related Offers

Browse some of our related offers:

> (6207) Housing

> (6249) Housing Practice (VRQ)

> (4401) Property



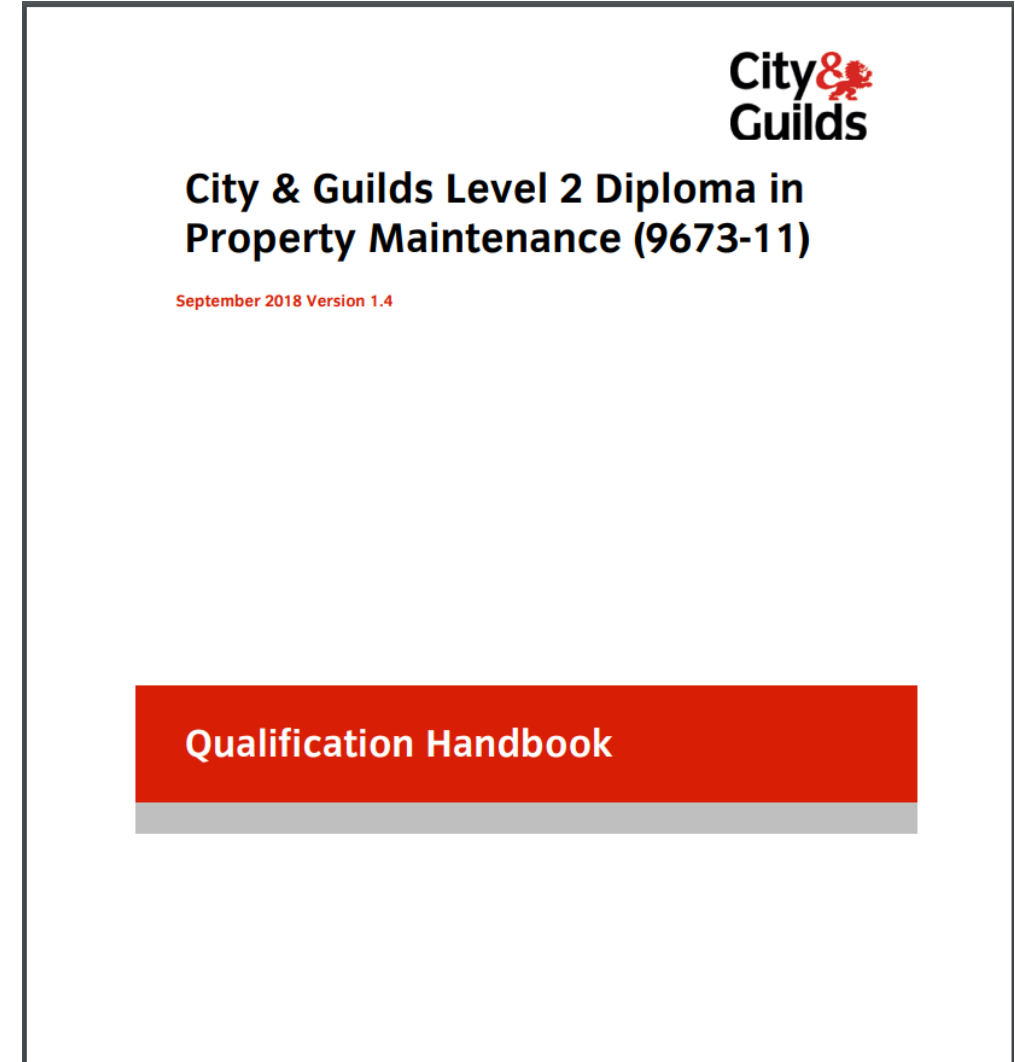
Qualification Handbook- 9673-11

https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/on-programme/centre_documents/9673-01_12_diploma_in_property_maintenance_handbook.ashx

Key Pages-

- 6-8 Structure
- 9-10 Centre requirements
- 12-13 Assessment, evidence, assignments and requirements
- 14 onwards – Units

Please note reference to key City and Guilds documents on page 55-56



Assignment Pack

https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/on-programme/assessment_documents/9673-01_12_diploma_in_property_maintenance_assignment_pack.ashx

Key Pages-

- 3 Introduction
- 4-6 Tasks 1 & 2 with grading criteria
- 7-8 Assignment front sheet and assessor feedback plus actions where required.

Level 2 Diploma in Property
Maintenance (9673)

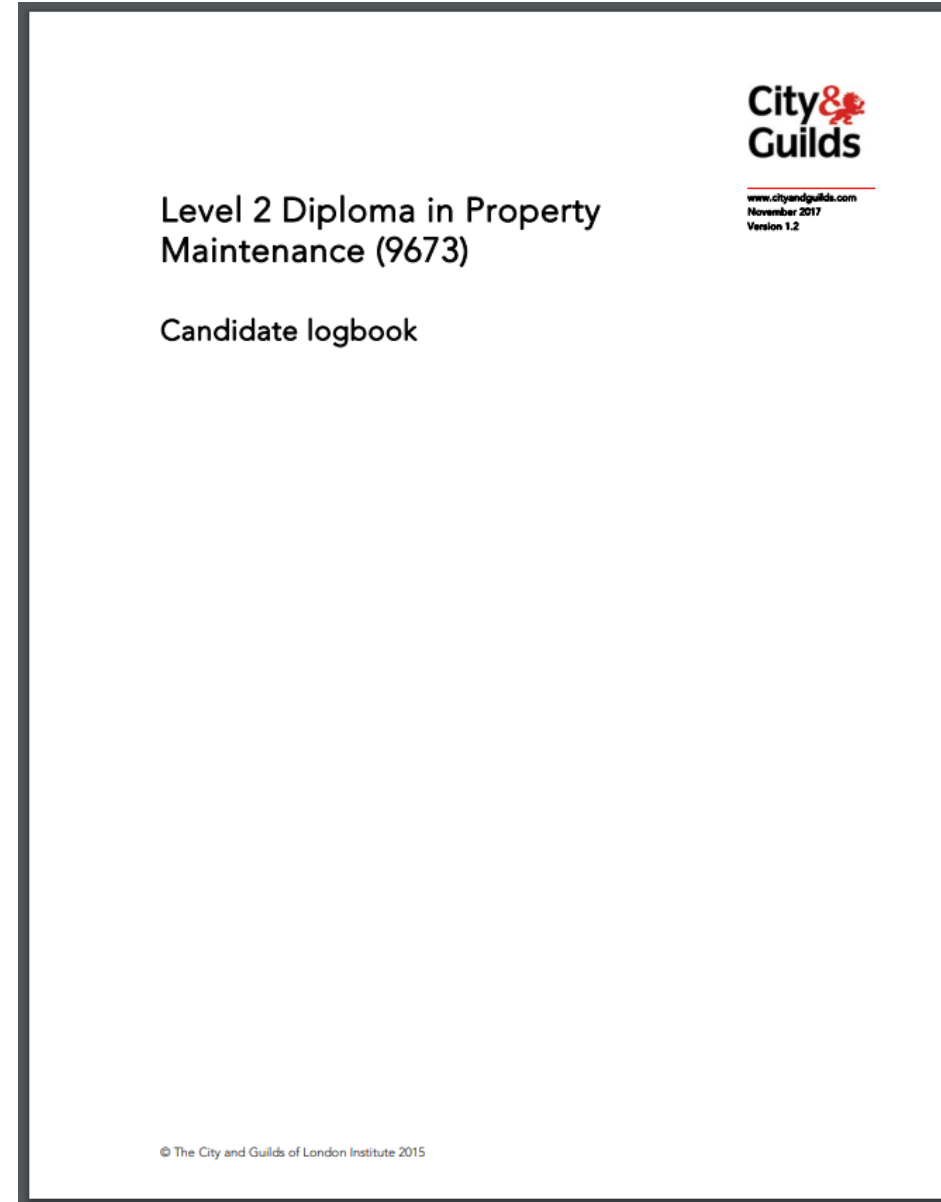
Candidate logbook

Candidate Logbook

https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/on-programme/assessment_documents/9673-01_12_diploma_in_property_maintenance_logbook.ashx

Key Pages-

- 4
- 6-10 Pre & post assessment documents and info
- 11-14 Evidence Tracking
- 15-18 Observation records x 2
- 19-20 Candidate report, exemplar and assessor feedback documents



PMO Fact Sheet

https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/additional_information/9673_property_maintenance_operative_factsheet.ashx

Apprenticeship standard (England only)
Property Maintenance Operative
Industry: Building Environment Services
Qualification: 9673-11
City & Guilds code: 9673
LARS number: 23



- 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

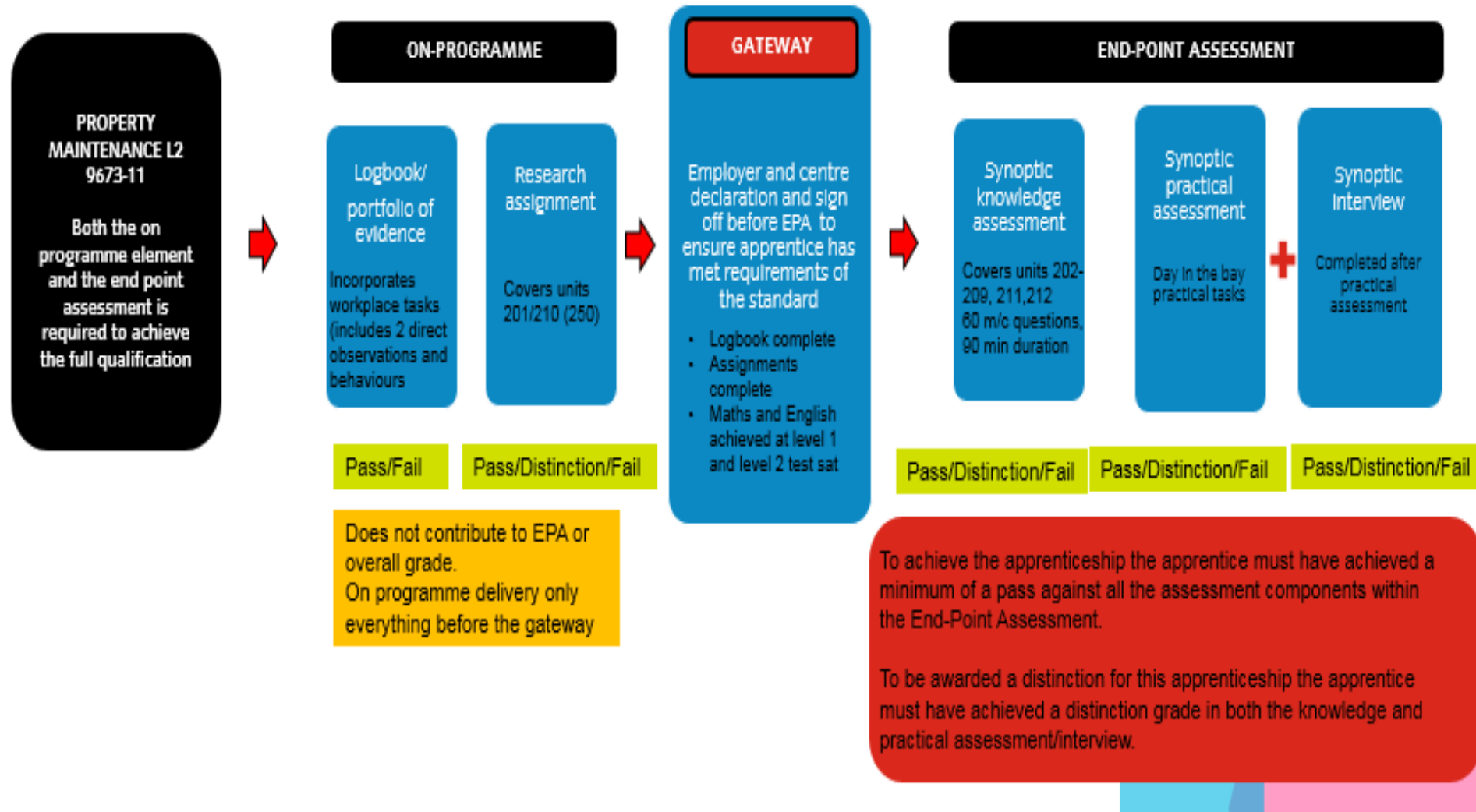
There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.

- 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.

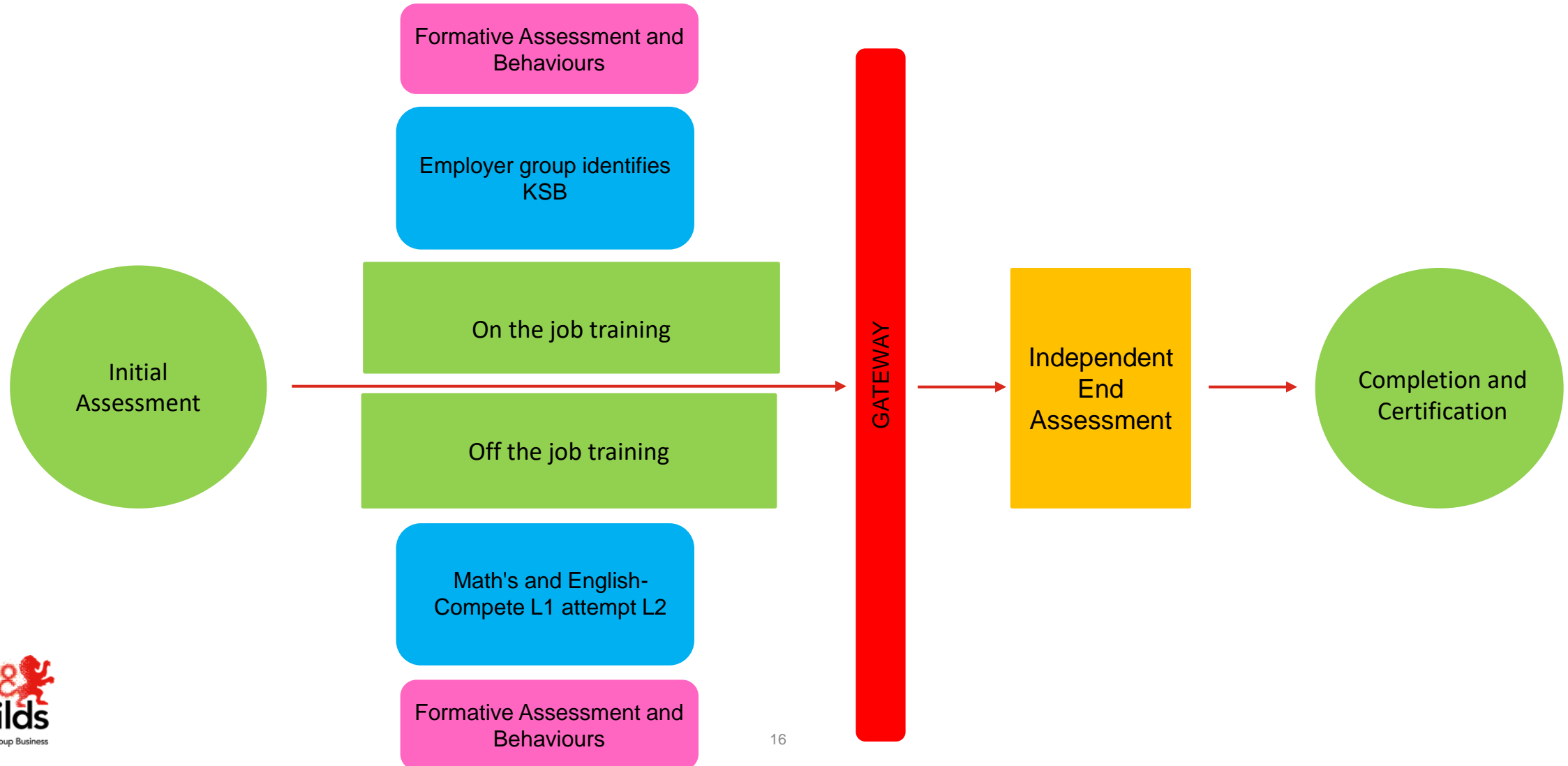


Pre Gateway Apprenticeship Structure & Gateway requirements

PMO Structure



Apprenticeship Structure



Off-the-job training – the vital 20%

Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours. It can include:



Teaching of theory - lectures



Simulated exercises and role play



Attendance at competitions



Manufacturer training
e.g. new equipment or technologies



Learning support provided by
employer or the provider



Some online learning
e.g. webinars or blended learning



Shadowing or being mentored



Practical training



Visiting the employer's
other departments



Time spent by the apprentice
writing assessments/assignments



Industry visits or visiting other
companies or suppliers

What does NOT constitute 'off the job training'?

- Enrolment
- Induction (partly)
- Diagnostic assessment or prior assessment
- English and maths (up to level 2) – this is funded separately
- Progress reviews or on programme assessment needed for an apprenticeship framework or standard
- Off the job training ONLY delivered by distance learning (although you can include on line and other blended learning activity as part of an apprenticeship)
- Training that takes place outside the apprentice's paid working hours



[link to 20% off-the-job document](#)

Break

Back in 45 mins please

Post Gateway End Point Assessment (EPA)

What is EPA?

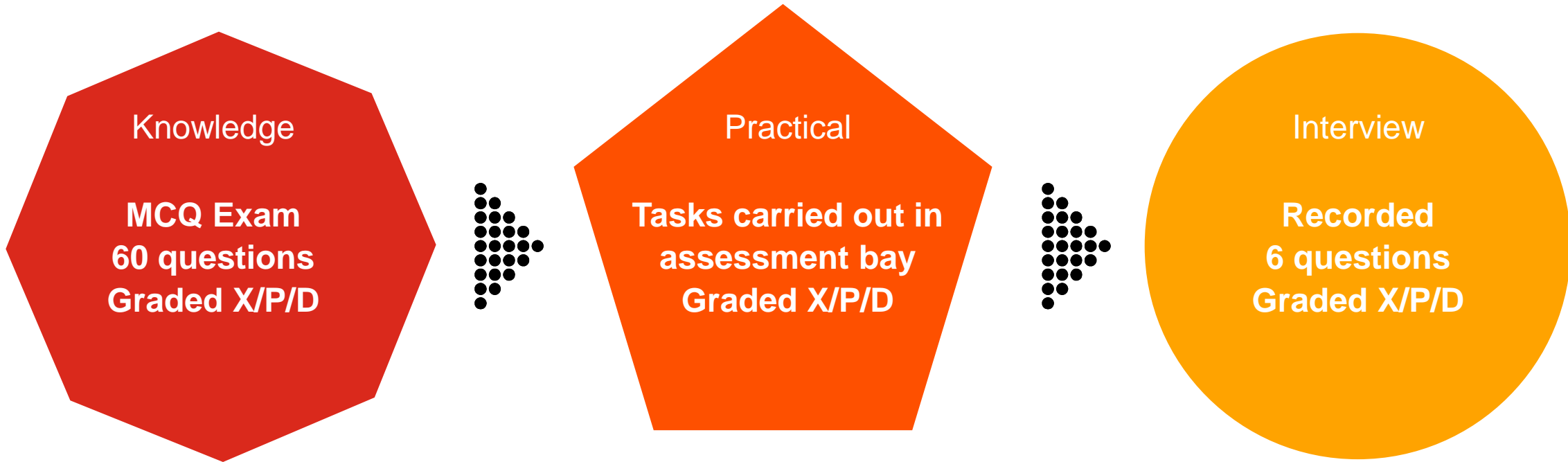
This is what EPA is.....

What is an IEPA?

What is an
independent
end-point
assessor

Independent end-point assessors, or IEPAs, are responsible for assessing apprentices during end-point assessment (EPA) for apprenticeship standards in England. Watch our quick video to find out the role requirements and responsibilities of an IEPA and how they work with the lead independent end-point assessor.

What does EPA look like for PMO?



Knowledge

E-volve exam- 90 minutes
Pass- 60% (36 marks)
Distinction- 75% (45 marks)

Practical- ratio 1:4

Carried out in assessment area.
5 hours to complete
Range of tasks
Pass- All tasks complete to industry standard in allocated time
Distinction- As pass but within an allocated time with minimal waste and no re-start

Interview

Completed same day as practical.
20 mins.
Candidates will be alone with the IEPA.
Questions focus on EPA tasks and portfolio tasks.
Some questions may have part `b`.
Each question has pass and distinction criteria.

Knowledge assessment

Sample assessment paper-

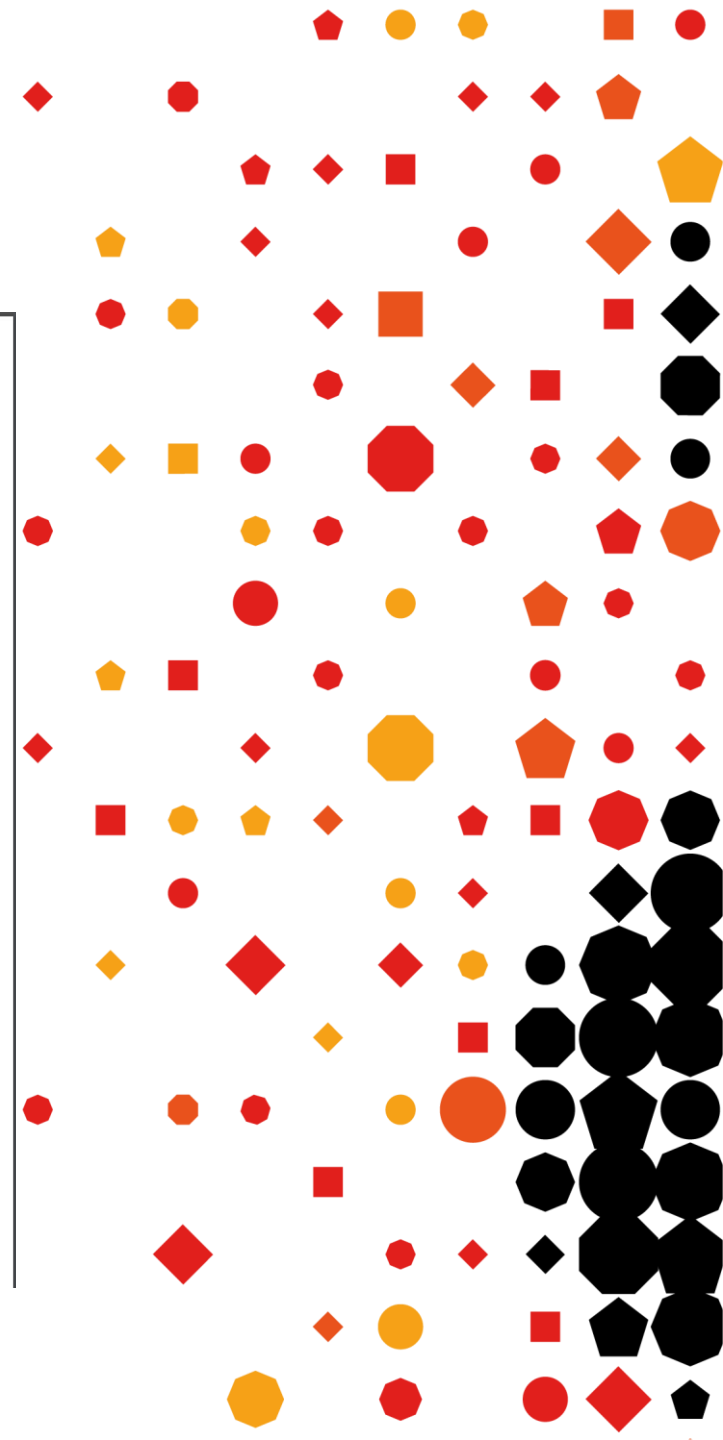
https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/end-point_assessment_epa/9673-01_I2_property_maintenance_epa_sample_question_paper.ashx

9673-301/351

Property Maintenance Operative

End-point Assessment – Knowledge Test

Sample Paper



EPA resits- Opportunities to resit

- Apprentices are permitted to resit if they fail either assessments.
- Apprentices re-attempting assessments will only be able to access the maximum grade of Pass. Apprentices will no longer be able to access distinction grades for either assessment after the first sitting.
- If apprentices do resit they must take a different version of the assignment/task and not repeat the previous assignment/task. (If a series of tasks are related then the apprentice must take the new version of all the task).
- An apprentice should not be allowed to retake until it is evident that
- they are ready to undertake the assignment/task.



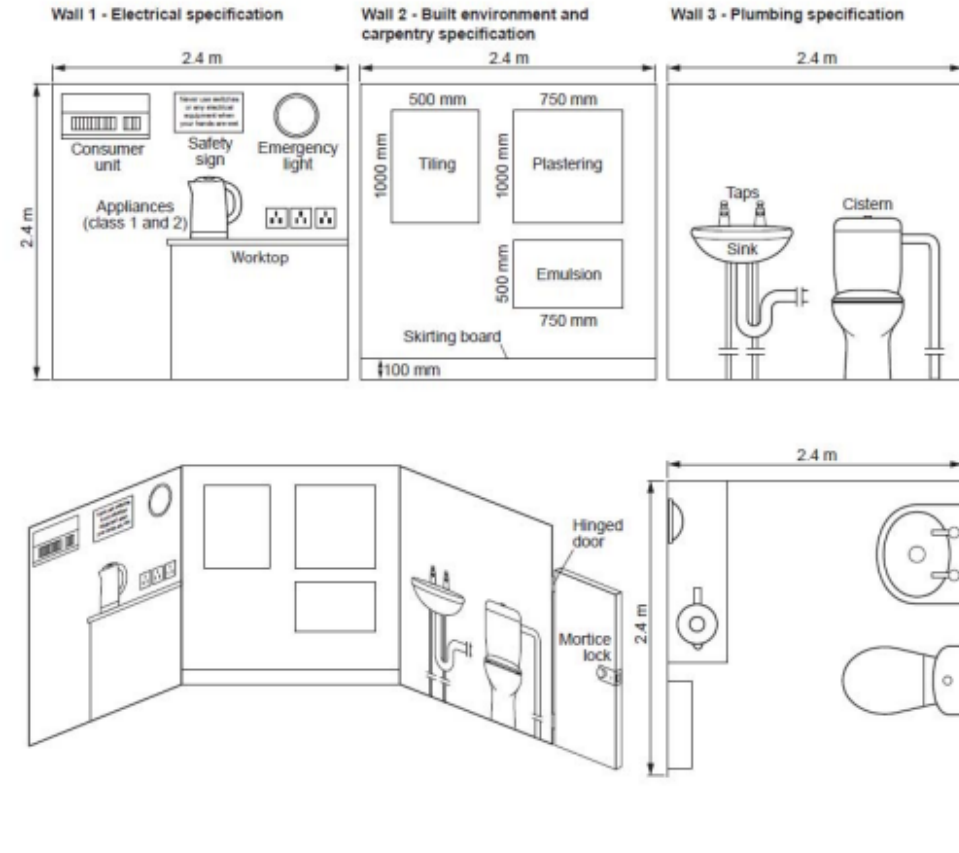
Practical Bays

Assessment Bay Layout

This is one bay which is made up of 3 separate walls of the same bay.

Each apprentice will work solely in one bay which will include all activities.

The bay set up is the same regardless of the assessment route being carried out.





EPA Pack for Centres

https://www.cityandguilds.com/-/media/productdocuments/built_environment_services/housing_and_property/9673/end-point_assessment_epa/9673-02_12_diploma_in_maintenance_operative_epa_centre_guidance.ashx

Key Pages-

- 6-8 Introduction, roles and responsibilities
- 9-11 EPA guidance for centres
- 12-13 EPA grading
- 14 Resource list
- 15-16 Gateway
- 18-21 Tests, tasks and timings



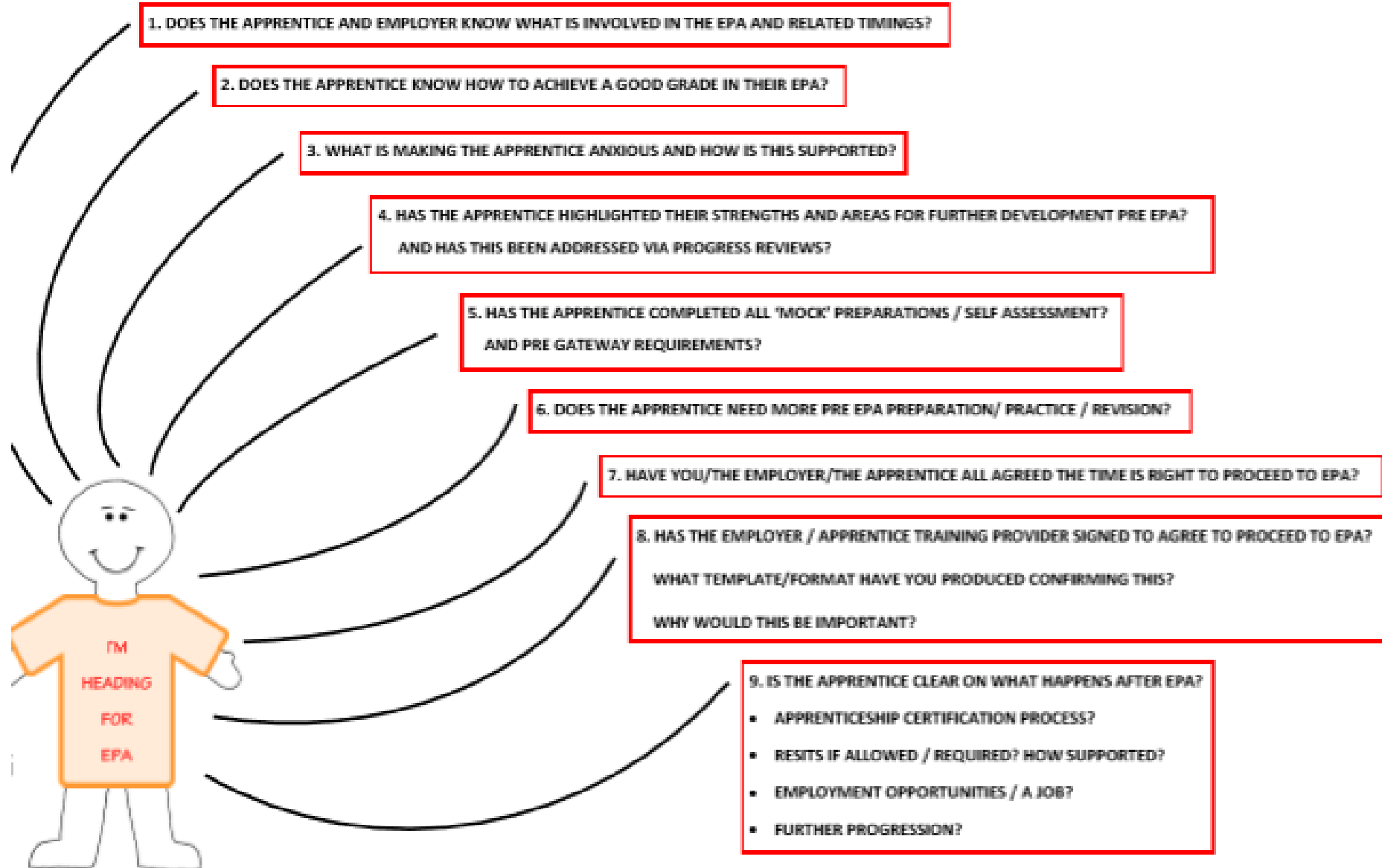
Property Maintenance Operative End-Point Assessment (9673-02)

November 2017 Version 1.4

End-Point Assessment Pack

For Centres/End-Point Assessment
Customers/Employers

PREPARING YOUR APPRENTICE FOR END POINT ASSESSMENT - CHECKLIST



EPA support material

End-point assessment pack – includes scoping document and resources

End-point assessment recording form document

Sample knowledge tests

Welcome pack

EPA tool

Top tips to prepare for the EPA

Guidance on oral questioning in the practical test

Employer checklist

Provider checklist

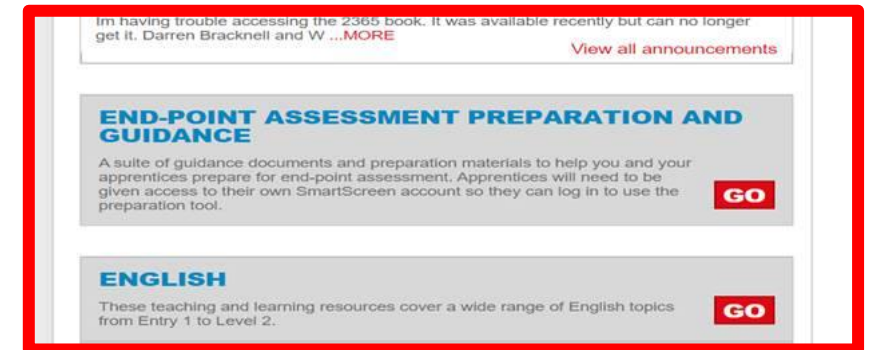
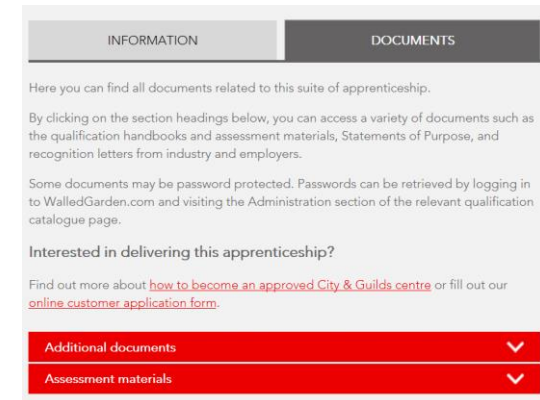
FAQs

LIEPA report

Located on EPA Web page

Located on EPA SS platform

Located on EPA SS platform



Support material in more detail

Resource	Purpose
Welcome Pack	Introduce the City & Guilds end-point assessment service and the processes and platforms you will need to use. You will have received this Welcome Pack when you were first approved for end-point assessment delivery.
Apprenticeship training manual (ATM)	The manuals are mapped to the standard and guide the apprentice through the on-programme phase of their apprenticeship. The manual may be in print or online – either in SmartScreen or Learning Assistant – or both. They may include task lists to help apprentices identify and track learning. Mostly digital
SmartScreen Tutor Resources	Includes support for non-mandatory qual: schemes of work, ppts, handouts, sample questions etc and is designed to aid classroom delivery. The platform helps customers in two ways: • Tutors resources, such as schemes of work and lesson planning that saves them time and lets them get on with teaching (SmartScreen)
EPA assessment pack	The handbook provides more detail behind the knowledge, skills and behaviours in the standard and the range of content within the standard. The end-point assessment pack includes detailed guidance on grading criteria for the EPA and the evidence you'll need to produce for knowledge, skills and behaviours at gateway.
Recording Forms	supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered. These packs include a gateway declaration form that is needed during the booking process and assessment forms.
EPA preparation tool	Our platform guides apprentices through online content to help them feel ready for their EPA experience. User-friendly technology takes the apprentice through a series of questions, to suggest material personalised to their apprenticeship standard and their confidence levels. The content is curated from across the web and covers areas like revision and exam skills, professional discussion and interview skills.
EPA Exemplar Materials	available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice. This will help you to prepare apprentices and ensure they feel ready for assessment.
Lead IEPA Report	Our lead independent end assessors (LIEPAs) produce an annual report with insight into the EPA results and findings across all centres. These reports can help you refine your apprenticeship delivery to improve success rates.
Manual for the End Point Assessment Service	This manual contains our T&Cs and guide to our EPA service. The document is owned by the EPA team and is reviewed regularly. It's freely available on the City & Guilds website.
FAQs	List of key questions, as and when they appear, collated and shared with customers
Checklist	The EPA team has created three checklists to support people through the EPA process in the run up to gateway and through EPA.
EPA Provider Checklist	A handy checklist to help providers stay on top of some of the tasks in the run up, during and after the end-point assessment.
EPA Employer responsibilities	A handy checklist to help employers stay on top of some of the tasks in the run up, during and after the end-point assessment.
Apprentices Checklist	A handy checklist to help apprentices stay on top of some of the tasks in the run up, during and after the end-point assessment

EPA Support details

All EPA support queries will now go to our fully EPA trained centre support team and you'll have three different ways to contact them.



Phone [0844 543 0000](tel:08445430000) (option 5)



Email us at centresupport@cityandguilds.com



Webchat on the 'Contact Us' page on cityandguilds.com/help/contact-us

	Query Type
EPA applications	Queries related to a submitted EPA application For support on the application process before applying
On-programme applications	For support or for an update on an application
Support information	EPA preparation tool (setup and queries regarding accounts) EPA prices including resits Passwords for protected EPA documents EPA documents including gateway declaration forms EPA price list General apprenticeship enquiries
Help guides	How to book an EPA on Walled Garden – EPA Booking Guide How to book an e-volve knowledge test
Policies	Access arrangements EPA feedback and enquiries about an EPA result Appeals

If a query is specifically in follow-up to an individual booking/delivery of a specific event where you've been liaising with a named EPA Event Coordinator, then please continue that direct contact using the contact details they provided.

Support Materials

Subtitle

SmartScreen

What is SmartScreen?

SmartScreen provides online teaching and learning support for tutors, learners and assessors of City & Guilds' qualifications. High quality support materials provide complementary support to the entire teaching and learning experience.

Link to SmartScreen site-

<https://www.smartscreen.co.uk/>

City & Guilds | **SmartScreen**

Search all courses

email password **Login**
forgotten password

Home

PORTFOLIOS

- Apprenticeships
- Building Services Engineering
- Business Skills
- Children and Young People
- Cleaning and Environmental Services
- Construction
- COVID-19
- Engineering and Manufacturing
- Hair and Beauty
- Health and Social Care
- Hospitality and Catering
- ICT
- Management
- Maths, English and ICT Skills
- Media and Photography

Welcome to SmartScreen

SmartScreen provides online teaching and learning support for tutors, learners and assessors of City & Guilds' qualifications. High quality support materials provide complementary support to the entire teaching and learning experience.

EPA PREPARATION

To help your apprentice, once they are registered for our EPA, we give them access to our EPA preparation tool. This is online content to help them feel ready for their EPA experience.

FIND OUT MORE

IDEAS?

Have you got ideas for improvements to our platform, or new content you'd like to see us develop? Then tell us about them. We love to hear feedback from our centres and to ensure our new developments are driven by your needs.

TELL US!

DIGITAL CONTENT

Check out our ever expanding range of online e-learning courses and learning bites to support your face-to-face delivery methods for a blended approach and 24/7 accessibility.

QUALIFICATION INFO SHEETS

LEARNERS

SmartScreen helps you prepare for your assessments by giving you access to online support and resources mapped to your qualifications, which have been written by City and Guilds subject experts to help you succeed.

FIND OUT MORE

TUTORS

Designed to simplify delivery and boost learner success, SmartScreen is our online portal for tutors, assessors and learners that provides unit specific support materials and tutor forums to complement the delivery and learning experience.

FIND OUT MORE

USER GUIDES

Access to user guides and useful documents to help you get the most from SmartScreen. Also check out the FAQs at the bottom of this page.

USER GUIDES

SmartScreen

Resources can be:

- ✓ Accessed online from anywhere
- ✓ Modified by tutors (word-based)
- ✓ Printed or displayed digitally
- ✓ Downloaded to VLE (SCORM compliant)

Free content:

- ✓ Tutor Forum
- ✓ Qualification handbook
- ✓ 1 x Scheme of work per unit
- ✓ 5 x Sample lesson plans per unit
- ✓ Sample content

Paid for content:

- ✓ The City & Guilds house as a Google SketchUp file
- ✓ Google SketchUp Tutor Instruction and troubleshooting guide
- ✓ Plans of the City & Guilds house as a PDF
- ✓ Tool dictionary (including image, definition, regional terms and use)

For each unit:

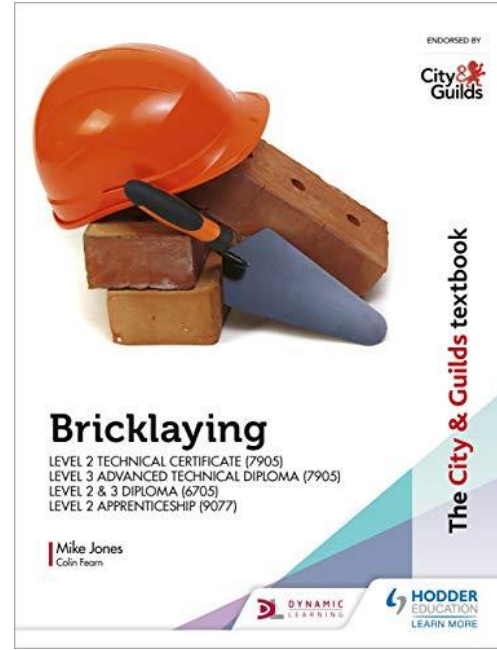
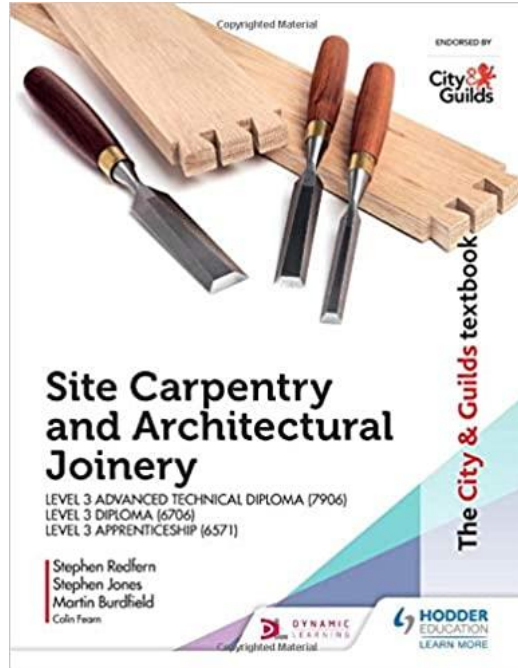
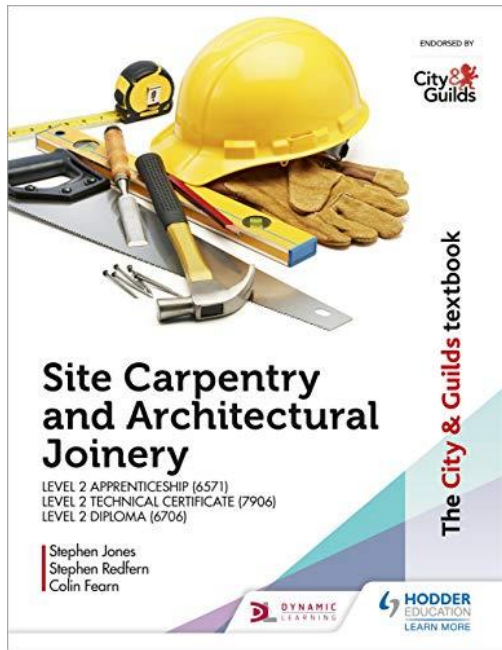
- ✓ 1 x Unit introduction and tutor guidance
- ✓ 5 x PowerPoint presentations
- ✓ 10 x Learner worksheets
- ✓ 20 x Activities
- ✓ Practice questions



Text Books

New Text Books with Hodder Education

Available at Level 2 & 3. Cover Diplomas, Apprenticeships and Technicals. Below image examples.

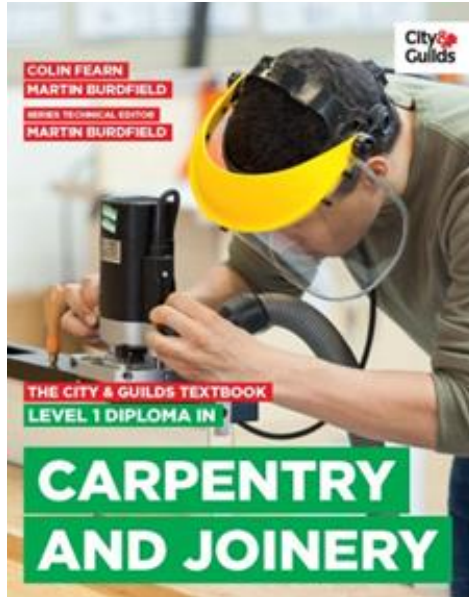


For examples and to purchase please contact Thomas Stotter at Hodder Education
Thomas.Stotter@hoddereducation.co.uk

Text Books

Previous City and Guilds Text books

Still relevant and useful. Available at Level 1, 2 & 3. Below image examples.



For examples and to purchase please contact your Business Manager

Provider Feedback

Your feedback and communication

At City & Guilds we are always striving to produce and offer the very best qualifications and assessments, that not only meet industry requirements but also learners and centres needs.

Can you please complete this short service regarding the session/event you have attended today?

<https://www.quicksurveys.com/s/d9PCq2>

Thank you



Connect with us



Connect with us

If you use social media platforms please follow and connect with us.
We have updated the Construction page on LinkedIn and Twitter and more supportive content and information is shared on these platforms.



LinkedIn- <https://www.linkedin.com/groups/13628606/>



Twitter- @ConstructionCG



Email- Construction@cityandguilds.com



Email updates- Register for email updates. See screen shot below.

Below is a screen shot of the bottom of the City & Guilds home page. Click email updates and register.

Tools and Support

[Walled Garden](#)

[SmartScreen](#)

[Learning Assistant](#)

[e-volve](#)

[Events](#)

[Email Updates](#)



My details



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07912 042313

[LinkedIn](#)

[Twitter](#)

How Technical Advisors can
support you: [link](#)



Questions answers

Thank you

