APPRENTICESHIP

PROPERTY MAINTENANCE
OPERATIVE

The Property Maintenance Operative Level 2 Apprenticeship is a comprehensive training programme that prepares individuals for a career in property maintenance. This apprenticeship covers a range of topics, including health and safety, carpentry, plumbing, electrical systems, painting and decorating, and building maintenance.

Upon completion of the apprenticeship, apprentices will have a solid understanding of the property maintenance industry and will be able to work effectively in a variety of settings, including residential and commercial properties. They will also be equipped with the skills and knowledge to diagnose and repair common property maintenance issues, such as leaks, electrical faults, and structural damage. As a Property Maintenance Operative, they will play a vital role in ensuring that properties are well-maintained, safe, and comfortable for occupants. This apprenticeship involves 2 days of practical training block release every quarter at our Worcester Training Centre.

City & Guilds
A City & Guilds Group Business

Approved Centre
Award of Excellence

Linked to our Construction and Trade Pathway and Facilities Management Pathway providing career advancement and progression opportunities.

find out more

Level 2

£0 to £700
Maximum cost for non-levy employers and micro-businesses

15+ months
Approximate on-programme training (does not include EPA period)

£14,000
Maximum cost/funding for levy employers

Knowledge
- Types of building structures, materials and components
- Regulatory compliance
- Hand and power tools
- Quality assurance and continuous improvement
- Environment and sustainable practice
- Health and safety
- The principles and requirements of Planned Preventative Maintenance (PPM) and Reactive Maintenance
- Risk mitigation
- Handling information and data

Skills
- Planning for maintenance
- Ensuring isolation of electrical systems
- Routine testing of emergency systems
- Plumbing and drainage repairs
- Ground drainage
- Repairs of windows, doors and glazing
- Remedial repairs to plastering
- Painting and decorating works
- Repairs to tiling and flooring
- Customer service
- Fencing and railings
- Cutting and fitting masonry

Behaviours
- Professionalism
- Integrity, reliability, motivation
- Flexible attitude
- Commitment to quality and excellence
- Perform under pressure
- Team focuses to meet goals
- Seek learning and development opportunities
- Prioritise and promote health and safety

ENROLMENT TIMELINE

01 Complete the online skills scan

02 Accept the Team's invitation to an induction session

03 Register in Bud (photo evidence of ID required)

04 Complete initial assessments (Functional Skills)

05 Attend enrolment session

06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME

PROPERTY MAINTENANCE OPERATIVE ROADMAP

Modules are delivered holistically through-out the programme.

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18+ months

15+ months

3+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	Module 13
Apprenticeship Induction Self development	Planning for Maintenance	Types of building, structures, materials and components	Regulatory compliance	Health, Safety and welfare, including risk assessment	Hand and power tools	Handling information and data (including use of digital and information management)	Quality assurance and continuous improvement	Environment and Sustainable Practice	Communication and Customer Service	Working Practices	Recognition of own level of competence and professional development	Ensuring isolation of electrical and electronic systems
INDUCTION	Online **Masterclass**	Online **Masterclass**	**Practical Block Release**	Online **Masterclass**	Online **Masterclass**	**Practical Block Release**	Online **Masterclass**	Online **Masterclass**	**Practical Block Release**	Online **Masterclass**	Online **Masterclass**	**Practical Block Release**
KSBs	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**
Preparing for your apprenticeship training Identify own development needs and take action to meet those needs.	Preventative maintenance Reactive maintenance SOPs Signage and barriers	Differences between commercial and domestic properties Common types of building and structures Load bearing structures Aladdin Valve	An awareness of the key regulatory and legislative requirements Fire regulations Legislation and guidance	Health & Safety legislation, including Health & Safety at Work Act 1974 Wellbeing Manual Handling regulation Risks	PUWER regulations The safe and correct use of hand and power tools	The variety and types of information and data to support property maintenance The importance of data protection How to record and report information	The purpose of tolerance criteria, quality assurance and continuous improvement	Environmental considerations in accordance with the Environmental Protection Act Safe disposal of waste Recycling zero carbon outcomes	Effective communication techniques The importance of customer service to the organisation	Roles and responsibilities of property maintenance operatives Rights and responsibilities of an employee and employer, including an awareness of safeguarding and prevent Respecting others from a diverse background	The purpose of continuing professional development (CPD) and how this supports in keeping own knowledge and skills current	The common components of electrical and electronic systems Structured wiring and typical connectors used in electrical and electronic systems
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review

🔍 **Formal review every 8-12 weeks**

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

A practical training block release for 2 consecutive days every quarter at the GLP Training centre in Worcester
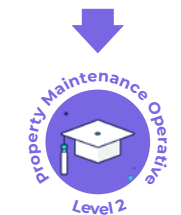
Module 14	Module 15	Module 16	Module 17	Module 18	Module 19	Module 20	Module 21	End-Point Assessment
Routine checking and testing of emergency systems	Plumbing and drainage repairs	Maintenance of water hygiene, environmental & energy systems	Repairs or refurbishment of windows, doors, and glazing	Remedial repairs to plastering	Minor painting and decorating works	Minor repairs to tiling and flooring	Carrying out planned, responsive or temporary repairs to building structures or their immediate surroundings	City & Guilds
Online **Masterclass**	Online **Masterclass**	**Practical Block Release**	Online **Masterclass**	Online **Masterclass**	**Practical Block Release**	Online **Masterclass**	Online **Masterclass**	Portfolio of evidence Research assignment
KSBs	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	**KSBs**	
The common forms of emergency equipment and signage (e.g., fire detection and alarms) Checking warranty conditions	The principles and components of plumbing systems How to safely isolate, store and drain down water supplies to diagnose faults Ground drainage	The principles of good water hygiene to preserve and maintain the health of water systems Environmental and energy management systems	The common defects found with (window/ door/glazing) works such as rot, mould, woodworm Window/ door/glazing) products and components Carpentry	The methods of removing deteriorated and/or inappropriate materials and preparing surfaces to receive remedial plaster or render repairs Materials used in plastering and their preparation	The causes of common decorating and painting problems Types of preparation methods for painting and decorating Chemicals used in painting and decorating	Preparing areas for tiling and flooring Materials used in tiling and flooring Fixing and finishing	The types of masonry (including brick and block work) Cutting and fitting masonry Types of roofing materials Fencing and railings Paving and curbing	**REMOTE ASSESSMENT** Knowledge assessment **LIVE ASSESSMENT** Practical task(s) Interview and portfolio
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	

EPA GATEWAY

🔍 **Formal review every 8-12 weeks**

Property Maintenance Operative Level 2

APPROVED EPA PROVIDER

GLP Training has gained the recognition of excellence in apprenticeship delivery by City and Guilds.

City & Guilds AWARD OF EXCELLENCE