Course Information



Property Maintenance Operative Apprenticeship Level 2

Study Mode: Full Time, Work Based Learning

Is this course right for me?

Plumbing and domestic heating technicians plan, select, install, service, commission and maintain all aspects of plumbing and heating systems.

Appliances and equipment can include gas, oil and solid fuel boilers as well as pumps, heat emitters, bathroom furniture or controls as part of a cold water, hot water, and central heating or above ground drainage and rainwater systems, as well as new and exciting environmental technologies like heat pumps, solar thermal systems, biomass boilers and water recycling systems.

Installation of plumbing and heating systems requires accurate skills in measuring, marking, cutting, bending and jointing metallic and non-metallic pipework; as well as excellent customer service skills and being tidy and respectful as they can often find themselves working in customers' homes as well as on building sites.

Plumbing and heating technicians need to be able to work independently or as part of a team and use their knowledge and skills to ensure that both the system and appliances are appropriately selected and correctly installed, often without any supervision, and done so in a safe, efficient and economical manner to minimise waste.

Typical job roles include plumber, domestic heating engineer, domestic heating installer, plumbing and domestic heating installer, plumbing and domestic heating engineer

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

What skills will I gain?

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:

Start Date:

Day:

Time:

Course Fee:

Course Code: AP0064

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