



PROPERTY MAINTENANCE OPERATIVE

Key information

Reference: ST0171

Version: 1.1

Level: 2

Typical duration to gateway: 24 months

Typical EPA period: 3 months

Maximum funding: £14000

Route: Construction and the built environment

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End-point assessment plan

V1.1

Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the property maintenance operative apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Property maintenance operative apprentices, their employers and training providers should read this document.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the Education and Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

A full-time apprentice typically spends 24 months on-programme (this means in training before the gateway) working towards competence as a property maintenance operative. All apprentices must spend at least 12 months on-programme. All apprentices must complete the required amount of off-the-job training specified by the apprenticeship funding rules.

This EPA has 3 assessment methods.

The grades available for each assessment method are:

Assessment method 1 - practical assessment with questions:

- fail
- pass
- distinction

Assessment method 2 - interview underpinned by a portfolio of evidence:

- fail
- pass
- distinction

Assessment method 3 - multiple-choice test:

- fail
- pass
- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass

- merit
- distinction

EPA summary table

<p>On-programme (typically 24 months)</p>	<p>The apprentice must complete training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must compile a portfolio of evidence.</p>
<p>End-point assessment gateway</p>	<p>The employer must be content that the apprentice is working at or above the occupational standard.</p> <p>The apprentice's employer must confirm that they think the apprentice:</p> <ul style="list-style-type: none"> • is working at or above the occupational standard as a property maintenance operative • has the evidence required to pass the gateway and is ready to take the EPA <p>The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules.</p> <p>For the interview underpinned by a portfolio of evidence the apprentice must submit a Portfolio of evidence.</p> <p>The apprentice must submit any policies and procedures as requested by the EPAO.</p>
<p>End-point assessment (typically 3 months)</p>	<p>Grades available for each assessment method:</p> <p>Practical assessment with questions</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Interview underpinned by a portfolio of evidence</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Multiple-choice test</p>

	<ul style="list-style-type: none"> • fail • pass • distinction <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass • merit • distinction
Re-sits and re-takes	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 2 months • Re-take timeframe: typically 4 months

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and the EPA should start as quickly as possible.

EPA gateway

The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

The apprentice must meet the gateway requirements before starting their EPA.

These are:

- achieved English and maths qualifications in line with the apprenticeship funding rules
- for the interview underpinned by a portfolio of evidence the apprentice must submit Portfolio of evidence

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method. It will typically contain 12 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- workplace documentation and records, for example:
- workplace policies and procedures
- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the interview. The independent assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after this review.

The apprentice must submit any policies and procedures as requested by the EPAO.

Order of assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

Practical assessment with questions

Overview

In a practical assessment with questions, an independent assessor observes the apprentice completing a task or series of tasks set by the EPAO. The EPAO decides where it takes place. The assessment environment must closely relate to the apprentice's natural working environment. This allows the apprentice to demonstrate the KSBs mapped to this assessment method.

Rationale

This EPA method is being used because:

- it allows for a varied range of tasks to be observed, that could not be guaranteed to be achieved through a single observation in the workplace
- this is a practical role, best demonstrated through completing tasks in a realistic work setting
- it allows for consistency of activities to be completed and efficiency in scheduling
- it allows for the testing of related underpinning knowledge, skills and behaviours where an opportunity to observe them has not occurred
- it is a holistic assessment method

Delivery

The practical assessment with questions must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the practical assessment with questions.

The independent assessor may conduct and observe up to a maximum of four apprentices during this assessment method. To allow for cost effective use of resources while maintaining quality, the independent assessor must be assisted by an invigilator when more than one candidate is being assessed. The invigilator cannot play a role in assessing the apprentice. Their role is to ensure that the apprentice carries out the task unaided during the period when the independent assessor is observing or questioning. The practical assessment will be conducted in separate assessment bays. Adequate separation should be implemented during questioning. This will reflect the specific environment of the test location, including line of sight, noise levels etc. to ensure reliability and fairness are not compromised.

The EPAO must give an apprentice at least 14 days notice of the practical assessment with questions.

The practical assessment with questions must take 10 hours.

The independent assessor can increase the time of the practical assessment with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The practical assessment with questions may take place in parts but must be completed over 2 working day(s). A working day is typically considered to be 7.5 hours long. The reason for this split is the practical assessment consists of a series of practical activities and questions, which will take 10 hours, and comfort breaks will need to be provided. Where breaks occur, they will not count towards the total EPA time.

EPAOs must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations during the working day.

The independent assessor must explain to the apprentice the format and timescales of the practical assessment with questions before it starts. This does not count towards the assessment time.

The independent assessor must observe the following during the practical assessment:

- planning and organising work
- identifying and solving common property maintenance problems
- interpreting information and data
- identifying, selecting and preparing materials, components, parts and other resources required for each activity
- handling and use of hand, power tools and access equipment

- carrying out repairs and maintenance
- cleaning and tidying work areas, and preparing equipment for storage

The assessment will also include the safe isolation, securing and re-instatement of an electrical or electronic supply whilst performing any one of the activities below.

The practical assessment will comprise each of the following activities as a minimum. To ensure reliable assessment the tasks will vary. The EPAO will provide the apprentice with a practical assessment specification taken from a bank of practical assessment specifications.

All activities can be carried out in any order or preference as chosen by the apprentice.

Activity: Repairs to plumbing systems

The following should be observed as a minimum:

- inspection of a plumbing system to identify damage or faults
- draining of water, isolation and reinstatement of the water supply
- identification and selection of materials and equipment required to complete repairs
- completion of repairs to a waste system covering a minimum of:
 - clearing a blockage
 - replacing a waste system component (for example a trap or associated fitting)
- completion of repairs to water supply utilising a minimum of:
 - 2 push-fittings
 - 2 compression fittings
 - 1 tap fitting or similar

Activity: Repairs using carpentry and joinery skills

The following should be observed as a minimum:

- inspection of fixtures (doors, windows and glazed units) and their associated fittings, to identify damage or faults
- identification and selection of materials and equipment required to complete repairs
- application of carpentry and joinery skills to carry out repairs, covering a minimum of:
 - adjusting a door or fitting a new door (with the EPAO providing the apprentice with details on purpose and function of the door, and the building type it is to reside within)
 - repairing or replacing a window component fitting or associated fitting
 - repairing or replacing glazing beading

Activity: Repairs using plastering skills

The following should be observed as a minimum:

- inspection of a plastered surface to identify damage

- identification and selection of materials and equipment required to complete repairs
- mixing of plaster and application techniques to complete repairs to plastered surfaces, covering a minimum of either:
 - one damaged area of plasterboard and finish up to 1 metre squared; or
 - one damaged area of traditional plaster and finish up to 1 metre squared

Activity: Repairs using painting and decorating skills

The EPAO will provide information on the specification being sought, such as internal or external requirements for paint and sealing activities.

The following should be observed as a minimum:

- use of surface preparation techniques for a range of surfaces
- identification and selection of materials, equipment and sequencing of surface preparation and paint coats required
- use of painting and decorating techniques, covering a minimum of:
 - preparing surfaces as required
 - painting 2 metre squared of new or previously painted plaster or timber surface (such as a door)
 - painting 2 metre in length of new or previously painted timber-based surface, such as skirting board, architrave, window frames or door frames
 - applying 1.5 metre in length of finishing sealant (for example, decorators caulk or frame sealant)

Activity: Repairs using tiling skills

The following should be observed as a minimum:

- inspection of damage to conduct repairs to a tiled surface
- identification and selection of materials and equipment required to complete repairs
- setting out, preparation of surface, mixing of adhesives and grout, and tiling application techniques, covering a minimum of:
 - replacing 0.5 metre squared of damaged tiling, (minimum of 9 tiles)
 - cutting around an obstacle
 - applying adhesive and grout

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The independent assessor must ask questions to explore aspects of the KSBs not demonstrated in the practical assessment and show depth of understanding.

Questioning can occur during the practical assessment. The time for questions asked during the practical assessment is included in the overall assessment time.

Independent assessors must ask at least 10 questions during the practical assessment. To remain as unobtrusive as possible, the independent assessor should ask questions during natural breaks in work rather than disrupting the apprentice's flow. The independent assessor must use the questions from their EPAO's question bank or create their own questions in-line with the EPAO's training.

The independent assessor can ask follow-up questions to clarify answers given by the apprentice. These questions are in addition to the above set number of questions for the practical assessment with questions and should be kept to a minimum.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- KSBs demonstrated in answers to questions
- the grade achieved

The independent assessor must make the grading decision. The practical assessment and responses to questions must be assessed holistically by the independent assessor when they are deciding the grade.

Assessment location

The practical assessment with questions will take place in a simulated environment selected by the EPAO (for example the EPAO's, training provider's or employer's premises). The simulated environment must relate to the apprentice's natural work environment. Equipment and resources needed for the practical assessment with questions must be provided by the EPAO, who can liaise with the employer to provide these.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the practical assessment with questions:

- independent assessor assessment materials which include:
 - training materials

- administration materials
- moderation and standardisation materials
- guidance materials
- grading guidance
- question bank
- EPA guidance for the apprentice and the employer

Interview underpinned by a portfolio of evidence

Overview

In the interview, an independent assessor asks the apprentice questions. The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this EPA method.

Rationale

This EPA method is being used because:

- it allows the apprentice to be assessed against KSBs which may not naturally occur during the practical assessment
- it is underpinned by a portfolio of evidence, enabling the apprentice to demonstrate the application of skills and behaviours as well as knowledge
- it allows for testing of responses where there are a number of potential answers that could not be tested through a multiple-choice test
- it is cost-effective

Delivery

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the interview.

The purpose of the independent assessor's questions will be to cover the following themes:

- health, safety and environment
- regulatory compliance
- routine checking and testing of emergency systems
- drainage
- environmental and energy systems
- flooring
- responsive, planned or temporary repairs
- information and data
communication and customer service

- working practices
- continuous improvement

The EPAO must give an apprentice at least 14 days notice of the interview.

The independent assessor must have at least 2 week(s) to review the supporting documentation. The apprentice must have access to their portfolio of evidence during the interview.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio of evidence is not directly assessed.

The interview must last for 60 minutes. The independent assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 10 questions. Follow-up questions are allowed where clarification is required. The independent assessor must use the questions from their EPAO's question bank or create their own questions in-line with the EPAO's training.

The independent assessor must make the grading decision. The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The interview must take place in a suitable venue selected by the EPAO (for example the EPAO's, training provider's or employer's premises).

The interview can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The interview should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview underpinned by a portfolio of evidence:

- independent assessor assessment materials which include:
- training materials
- administration materials
- moderation and standardisation materials
- guidance materials
- grading guidance
- question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation, training, and moderation.

Multiple-choice test

Overview

A test is an assessment for asking questions in a controlled and invigilated environment.

Rationale

This EPA method is being used because:

- it allows for the efficient testing of knowledge where there is a right or wrong answer
- it allows for flexibility in terms of when, where and how it is taken.

Delivery

This method must be appropriately structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The multiple-choice test can be computer or paper based.

The multiple-choice test will consist of 40 multiple-choice questions.

Multiple-choice questions will have four options, including one correct answer.

The apprentice must be given at least 14 days notice of the date and time of the multiple-choice test.

Test administration

The apprentice must have 60 minutes to complete the test.

The multiple-choice test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The multiple-choice test must be taken in the presence of an invigilator who is the responsibility of the EPAO. Specialised (proctor) software can be used if the test can be taken on-line, to ensure the security of the test.

The EPAO must have an invigilation policy setting out how the multiple-choice test must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the test to take place in a secure way.

The EPAO must verify the identity of the apprentice.

The EPAO is responsible for the security of the multiple-choice test including the arrangements for on-line testing. The EPAO must ensure that their security arrangements maintain the validity and reliability of the multiple-choice test.

Marking

The multiple-choice test must be marked by independent assessors or markers employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where question types support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the multiple-choice test. The EPAO must ensure standardisation and moderation of the multiple-choice test.

Assessment location

The apprentice must take the multiple-choice test in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The multiple-choice test could take place remotely if the appropriate technology and systems are in place to prevent malpractice. The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example with, and not limited to, 360-degree cameras and screen sharing facilities.

Question and resource development

The EPAO must write a test specification and question bank. The specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting employers. The questions must be unpredictable. A question bank of sufficient size will support this. The test specification and questions must be reviewed at least once a year to ensure they remain fit-for-purpose.

The EPAO must develop purpose-built question banks and ensure that appropriate quality assurance procedures are in place, for example, considering previous item performance data, item analysis, standardisation, training and moderation. EPAOs must ensure that questions are refined and developed to a high standard.

The EPAO must ensure that apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the multiple-choice test:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - test specification
 - sample test and mark schemes
 - live tests and mark schemes
 - question bank
- EPA guidance for the apprentice and the employer

Grading

Practical assessment with questions

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Planning and activity K7 K23 S1 S2 S7 S19 B3	<p>Takes responsibility for own work by planning, organising, and completing each of the property maintenance activities within the allocated time. (S1, B3)</p> <p>Selects and uses tools, and equipment for each of the property maintenance activities, carrying out pre-use safety checks, applying all safeguards and ensuring correct functioning of the equipment. (K7, S7)</p> <p>Selects and uses materials for each of the property maintenance activities, referring to technical literature, information, and data sources to ensure materials are compliant with regulatory requirements and manufacturers' specifications. (K23, S2, S19)</p>	<p>Describes the decision-making process they used when selecting work tools and equipment, and the benefits these had to the successful outcome of task. (K7, S7)</p> <p>Explains the consequences of non-compliance with regulatory requirements and manufacturers' specifications when selecting and using materials and components for property maintenance tasks. (K23, S2)</p>
Health and safety K6 S6	<p>Applies safe working practices for each of the property maintenance activities including, using personal protective equipment (PPE), access equipment (as required) and placing signage and barriers to safeguard the immediate work and surrounding areas, ensuring the area is reinstated on completion.</p> <p>Explains the importance of carrying out the safe working practices for the safety of themselves and other property users.</p> <p>(K6, S6)</p>	None.
Ensuring isolation of electrical and	Isolates the electrical and electronic system safely prior to work and re-instates it upon completion. (S8)	None.

electronic systems S8		
Plumbing K10 S10	<p>Applies plumbing techniques to carry out repairs to a waste system, replacing components as required to complete the repair.</p> <p>Applies plumbing techniques to carry out repairs to a water supply system, isolating the water supply and draining water prior to carrying out the repair, replacing components as required to complete the repair.</p> <p>Reinstates water supply, ensuring waste and water supply systems function correctly on completion.</p> <p>(K10, S10)</p>	Describes the risks and common pitfalls that can occur when carrying out plumbing maintenance repairs, and the actions taken to minimise issues. (K10, S10)
Carpentry and joinery S13	Applies carpentry and joinery techniques to carry out the repairs to windows, doors and glazing, ensuring correct functioning of repairs on completion. (S13)	None.
Plastering K15 S14	Applies plastering techniques to carry out a repair to a plastered surface. Ensuring the surface is prepared and the plaster for the repair is correctly mixed and applied. Uses techniques to minimise imperfections and ensures the repair is flush to the existing surface. (K15, S14)	None.
Painting and decorating K16 S15	Applies painting and decorating techniques to carry out painting repairs. Uses tools and equipment appropriate to the task to ensure efficiency. Prepares surfaces to minimise surface imperfections. Uses techniques to provide a neat	Describes the risks and common pitfalls that can occur when carrying out painting and decorating repairs, and the actions taken to minimise issues. (K16, S15)

	<p>and consistent finish to painting and sealing activities.</p> <p>Cleans tools, using chemicals or water and confirms how chemical and water-based painting and decorating products should be stored and disposed of safely.</p> <p>Explains the common causes of painting and decorating defects.</p> <p>(K16, S15)</p>	
Tiling K17 S16	<p>Applies tiling techniques to carry out tiling repairs, correctly preparing the surface, setting out and cutting tiles around obstacles. Uses techniques to minimise uneven tiles, incorrect spacing and excessive adhesive and grout use.</p> <p>Explains the common causes of tiling defects.</p> <p>(K17, S16)</p>	None.

Interview underpinned by a portfolio of evidence

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Health, safety and environment K4 S3 S4 S22 B1 B2	<p>Describes how they comply with and prioritise health, safety and welfare policies, procedures, and regulations. (S3, B2)</p> <p>Describes the risks and hazards associated with property maintenance activities and how they apply risk assessment principles to organise their activities and workplace practices to protect themselves, others, and the property. (K4, S4)</p> <p>Explains how they comply with and prioritise environmental and sustainability regulations and procedures, describing how they segregate, recycle and dispose of materials. (S22, B1)</p>	<p>Explains how their practice contributes to their employer's health and safety policies and practices. (K4, S3)</p> <p>Explains the benefits of complying with environment and sustainability regulations and procedures, and the consequences of non-compliance. (S22, B1)</p>
Building regulatory compliance K5 S5	<p>Describes how they comply with regulatory and legislative requirements, confirming how these apply across different property types, and how they impact their property maintenance responsibilities. (K5, S5)</p>	<p>None.</p>
Routine checking and testing of emergency systems K9 S9	<p>Describes the common types of emergency systems and their importance within buildings. Explains how they carry out routine checks, testing, maintenance of emergency systems, and escalate faults. (K9, S9)</p>	<p>None.</p>
Drainage K11 S11	<p>Describes how they have cleared blockages and performed repairs, including the replacement of</p>	<p>None.</p>

	<p>components in line with manufacturers' specifications to external above and below ground drainage systems. Explaining how they diagnose faults and the impact faults may have on the property. (K11, S11)</p>	
<p>Environmental and energy systems K13 S12</p>	<p>Describes the principles and operation methods of common environmental and energy management systems. Describes how they perform routine maintenance including fault identification, safe isolation, and replacement of components within manufacturers' specifications and legal requirements. (K13, S12)</p>	<p>Explains why it is important to comply with manufacturers' specifications and legal requirements when carrying out maintenance and repairs of environmental and energy systems. Explains the consequences of not doing so. (K13, S12)</p>
<p>Flooring K18 S17</p>	<p>Explains the common types of flooring finishes and their typical defects. Describes how they perform repairs to floor finishes and the techniques, tools and materials used, stating how they prepared the surface, set out and cut around obstacles. (K18, S17)</p>	<p>None.</p>
<p>Responsive, planned or temporary repairs S18</p>	<p>Describe how they have completed a masonry, roofing, fencing or railing, groundwork or landscaping based responsive, temporary or planned repair requirement to the building fabric or its surroundings. Describes the reasons for the repair and the processes followed in carrying out the repair safely. (S18)</p>	<p>None.</p>
<p>Information and data K24 S20</p>	<p>Describes methods to record and report information and data using written and digital techniques, explaining the importance of data protection and security. (K24, S20)</p>	<p>Explains the potential implications of not recording and reporting information securely and keeping data protected, identifying plausible risks, issues, and potential threats from poorly managed information and data. (K24, S20)</p>

<p>Communication and customer service K27 K28 S23 S24</p>	<p>Explains the importance of maintaining customer service within their organisation and describes how they provide feedback to customers. (K28, S24)</p> <p>Explains how they use and adapt communication methods for different situations, including working with colleagues and stakeholders and when to use industry terminology. (K27, S23)</p>	<p>None.</p>
<p>Working practices K29 S21 S25 B4 B5</p>	<p>Explains the roles and responsibilities of property maintenance operatives, the purpose and interdependencies of other trade operatives, and how they contribute to equality, diversity and inclusion. (K29, B5)</p> <p>Describes the inspection process they apply to ensure work is carried out to given specifications. (S21)</p> <p>Describes issues they have escalated which were beyond their level of competence and authority and how they applied a team focus to rectify. (S25, B4)</p>	<p>None.</p>
<p>Continuous improvement K25 K31 B6</p>	<p>Describes the purpose of quality assurance and continuous improvement techniques and how these can improve faults or inefficiencies. (K25)</p> <p>Outlines different types of learning and development they have undertaken for their role and how they maintain their ongoing competence. (K31, B6)</p>	<p>None.</p>

Multiple-choice test

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	27
Pass	28	34
Distinction	35	40

Overall EPA grading

Performance in the EPA determines the apprenticeship grade of:

- fail
- pass
- merit
- distinction

An independent assessor must individually grade the: practical assessment with questions and interview underpinned by a portfolio of evidence in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. In order to achieve an overall EPA merit, apprentices must achieve a distinction in either the practical assessment or the interview. In order to achieve an overall EPA distinction, apprentices must achieve a distinction in the practical assessment plus one other distinction grade in the multiple-choice test or the interview.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

PRACTICAL ASSESSMENT WITH QUESTIONS	INTERVIEW UNDERPINNED BY A PORTFOLIO OF EVIDENCE	MULTIPLE-CHOICE TEST	OVERALL GRADING
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Merit
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Merit
Distinction	Distinction	Pass	Distinction
Distinction	Pass	Distinction	Distinction
Distinction	Distinction	Distinction	Distinction

Re-sits and re-takes

If the apprentice fails one or more assessment methods they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and EPAO agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • meet the gateway requirements • undertake the EPA
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and is ready for EPA • ensure that supporting evidence required at the gateway is submitted in line with this EPA plan • liaise with the training provider and EPAO to ensure the EPA is booked in a timely manner <p>Post-gateway, the employer must:</p> <ul style="list-style-type: none"> • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allows the opportunity for the apprentice to be assessed against the KSBs • remain independent from the delivery of the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place

	<ul style="list-style-type: none"> • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a regular basis • pass the certificate to the apprentice upon receipt from the EPAO
EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the register of end-point assessment organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship • understand the occupational standard • make the EPA contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials as detailed for each assessment method in this EPA plan • appoint qualified and competent independent assessors in line with the requirements of this EPA plan to conduct assessments and oversee their working • appoint administrators (and invigilators where required) to administer the EPA • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide information, advice, guidance and documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm all gateway requirements have been met as quickly as possible • arrange for the EPA to take place, in consultation with the employer • ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary, where the apprentice is not assessed in the workplace • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to stakeholders

	<ul style="list-style-type: none"> • have no direct connection with the apprentice, their employer or training provider in all instances; there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and markers (where used) • undertake standardisation activity on this apprenticeship for an independent assessor before they conduct an EPA for the first time, if the EPA is updated and periodically (a minimum of annually) • manage invigilation of the apprentice to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at the level of this apprenticeship and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence, up-to-date knowledge and expertise of the occupation • deliver the end-point assessment in-line with this EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances; there must be no conflict of interest • attend induction training • attend standardisation events when they start working for the EPAO, before they conduct an EPA for the first time and a minimum of annually for this apprenticeship • assess each assessment method, as determined by the EPA plan • assess the KSBs assigned to each assessment method, as shown in the mapping of KSBs to assessment methods in this EPA plan

	<ul style="list-style-type: none"> • make the grading decisions • record and report assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as listed in the occupational standard • conduct training covering the KSBs agreed as part of the Commitment Statement or the Individual Learning Plan • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from the delivery of the EPA

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to how the EPAO ensures valid, consistent and reliable EPA decisions. The EPAO must adhere to the requirements within the roles and responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent EPA regardless of employer, place, time or independent assessor
- appoint independent assessors who are competent to deliver the EPA and who:
 - have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last 3 years or significant experience of the occupation or sector

- operate induction training for anyone involved in the delivery or assessment of the EPA
- provide training for independent assessors in good assessment practice, operating the assessment tools and making grading decisions
- provide ongoing training for markers and invigilators
- provide standardisation activity for this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of EPA decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on EPA decisions and grades
- have no direct connection with the apprentice, their employer or training provider; in HEI.

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- completing applicable assessment methods online (for example computer-based assessment)
- utilising digital remote platforms to conduct applicable assessment methods
- assessing multiple apprentices simultaneously where the method of assessment permits this
- conducting assessment methods on the same day

Professional recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Mapping of KSBs to assessment methods

KNOWLEDGE	ASSESSMENT METHODS
<p>K1 The principles and requirements of planned preventative maintenance (PPM) and reactive maintenance.</p>	Multiple-choice test
<p>K2 The range of building types and characteristic uses, their common methods of construction and typical defects, and the impact that property maintenance operations may have on building safety.</p>	Multiple-choice test
<p>K3 Health and safety regulations, relevance to the occupation and the operative's responsibilities. Health and Safety at Work Act Control of Substances Hazardous to Health (COSHH). Manual handling. Personal Protective Equipment (PPE). Working at height. Safety equipment: guards, signage, fire extinguishers.</p>	Multiple-choice test
<p>K4 Risks and hazards associated with property maintenance activities, and their mitigation using risk assessment.</p>	Interview underpinned by a portfolio of evidence
<p>K5 Key regulatory and legislative requirements (including building regulations, the building safety bill, and BSI Flex 8670), and an awareness of how these apply to varying property types, and their impact on property maintenance operatives' responsibilities.</p>	Interview underpinned by a portfolio of evidence
<p>K6 Importance of establishing a safe and tidy work area, using appropriate access equipment, providing protection to adjacent areas, and consideration for the safety of other property users.</p>	Practical assessment with questions
<p>K7 Common hand and power tools and equipment used in routine property maintenance tasks and how to use safely.</p>	Practical assessment with questions
<p>K8 The common components of electrical and electronic systems, how to safely isolate electrical supplies and the procedures for correctly reporting identified faults.</p>	Multiple-choice test
<p>K9 The common forms of emergency equipment and signage, their importance within buildings and the preventative and possible</p>	Interview underpinned by a portfolio of evidence

corrective maintenance required.	
<p>K10 The principles and components of plumbing systems, how to safely isolate, store and drain down water supplies to diagnose faults and clear blockages.</p>	Practical assessment with questions
<p>K11 The principles and components of common above and below ground drainage systems, the issues that poor drainage can have on properties and how to diagnose faults and clear blockages.</p>	Interview underpinned by a portfolio of evidence
<p>K12 The principles of good water hygiene to preserve and maintain the health of water systems within buildings and how these are checked and legally certified to minimise water hygiene and legionella risks.</p>	Multiple-choice test
<p>K13 The principles and components of common environmental and energy management systems and their methods of operation.</p>	Interview underpinned by a portfolio of evidence
<p>K14 The common defects found in windows, doors, and glazing systems, the characteristics, uses and limitations of the materials and components used within them, and how these are used to meet statutory regulations.</p>	Multiple-choice test
<p>K15 The common types of materials and processes used to prepare, repair and finish plaster defects.</p>	Practical assessment with questions
<p>K16 The common causes of painting and decorating defects, and the types of materials, chemicals and processes used in painting and decorating activities. How paints and chemicals are stored and disposed of safely.</p>	Practical assessment with questions
<p>K17 The common causes of tiling defects and the types of materials and processes used in tiling activities.</p>	Practical assessment with questions
<p>K18 The common causes of flooring defects and the types of materials and processes used in flooring repairs.</p>	Interview underpinned by a portfolio of evidence

<p>K19 The common forms of masonry and damp proofing defects, materials and processes used in masonry repair activities: Mixing mortars, replacing defective pointing, laying and bonding of masonry, coping repairs and damp-proofing.</p>	Multiple-choice test
<p>K20 The common types of roof structures, defects and the types of materials and processes used in remedial and temporary repair.</p>	Multiple-choice test
<p>K21 The common types of fencing and railing systems, their typical defects, and the types of materials and processes used in repairs.</p>	Multiple-choice test
<p>K22 The common types of groundwork and landscaping systems, their typical defects and the types of materials and processes used in remedial repair.</p>	Multiple-choice test
<p>K23 Technical sources of information and data used in property maintenance operations.</p>	Practical assessment with questions
<p>K24 The methods to record information and data via written and digital means and the importance of data protection and security.</p>	Interview underpinned by a portfolio of evidence
<p>K25 The purpose of quality assurance and continuous improvement and how these improve commonly occurring faults or inefficiencies.</p>	Interview underpinned by a portfolio of evidence
<p>K26 Environmental regulations and requirements: Environmental Protection Act, safe disposal of waste, minimising waste (re-use and re-cycle), waste contractors permit, energy efficiency, and contribution to net zero outcomes.</p>	Multiple-choice test
<p>K27 Methods of communication and when to use industry terminology to match the style to the audience.</p>	Interview underpinned by a portfolio of evidence

<p>K28 The importance of customer service to their organisation, how to provide feedback to ensure customers are informed of property maintenance.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K29 The roles and responsibilities of property maintenance operatives and the purpose and inter-dependencies of other trade operatives.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K30 The rights and responsibilities of an employee and employer and an awareness of equality, diversity and inclusion, safeguarding and prevent.</p>	<p>Multiple-choice test</p>
<p>K31 The purpose of continuing professional development (CPD) and how this supports them to understand their limits for personal authority and competence.</p>	<p>Interview underpinned by a portfolio of evidence</p>

SKILL	ASSESSMENT METHODS
<p>S1 Plan the sequence of work required to carry out routine property maintenance operations.</p>	<p>Practical assessment with questions</p>
<p>S2 Identify and select the appropriate materials and components for property maintenance tasks, ensuring these are compliant with relevant regulatory requirements and manufacturer's specifications.</p>	<p>Practical assessment with questions</p>
<p>S3 Comply with statutory health and safety regulations and requirements.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S4 Comply with risk assessments, and organise the workplace, to safeguard themselves and the property.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S5 Comply with key regulatory and legislative requirements, including building regulations.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S6 Uses safe working practices when carrying out property maintenance tasks including the use of PPE, signage, barriers, access equipment and ensuring work area is prepared and reinstated.</p>	<p>Practical assessment with questions</p>
<p>S7 Select, and use work tools and equipment for property maintenance tasks, applying all safeguards, and ensuring the correct functioning of equipment.</p>	<p>Practical assessment with questions</p>
<p>S8 Safely isolate and secure electrical or electronic supplies prior to performing property maintenance operations.</p>	<p>Practical assessment with questions</p>
<p>S9 Apply and implement routine emergency system checks, testing and routine maintenance, identifying and reporting faults as required.</p>	<p>Interview underpinned by a portfolio of evidence</p>

<p>S10 Perform maintenance and repairs to plumbing systems, including fault identification, safe isolation of supply, replacing components and clearing blockages.</p>	<p>Practical assessment with questions</p>
<p>S11 Perform maintenance and repairs to external drainage systems, including clearing blockages and replacing components.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S12 Perform maintenance and repairs to environmental and energy management systems, including fault identification, safe isolation of supply, replacing components.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S13 Use carpentry and joinery skills to perform repairs to windows, doors and glazing units, and their associated fittings.</p>	<p>Practical assessment with questions</p>
<p>S14 Perform repairs to plastered surfaces, including surface preparation, fixing and mixing materials and compounds.</p>	<p>Practical assessment with questions</p>
<p>S15 Use painting and decorating skills to prepare surfaces for decoration, apply paint using brushes and rollers, and complete sealing activities using gun appliances.</p>	<p>Practical assessment with questions</p>
<p>S16 Perform tiling repairs, including setting out, surface preparation and cutting around obstacles.</p>	<p>Practical assessment with questions</p>
<p>S17 Perform flooring repairs, including setting out, surface preparation and cutting around obstacles.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S18 Perform planned, responsive or temporary repairs to buildings or their immediate surroundings, attending to minor defects within either masonry, roofing, fencing or railing, groundwork or landscaping.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S19 Select and use technical literature and other sources of information and data to address property maintenance</p>	<p>Practical assessment with questions</p>

problems.	
S20 Record and report information, using digital and written techniques.	Interview underpinned by a portfolio of evidence
S21 Inspect own work, ensuring it is delivered to the given specifications.	Interview underpinned by a portfolio of evidence
S22 Comply with environmental regulations and procedures. Segregate resources for reuse, recycling and disposal.	Interview underpinned by a portfolio of evidence
S23 Use and adapt communication methods for different situations and when, working with colleagues and stakeholders, using industry terminology as appropriate.	Interview underpinned by a portfolio of evidence
S24 Provide customer feedback whilst maintaining customer service.	Interview underpinned by a portfolio of evidence
S25 Escalates issues beyond their level of competence and authority.	Interview underpinned by a portfolio of evidence

BEHAVIOUR	ASSESSMENT METHODS
B1 Prioritise and promote sustainable working practices.	Interview underpinned by a portfolio of evidence
B2 Prioritise and promote health and safety.	Interview underpinned by a portfolio of evidence
B3 Takes responsibility for completion of own work,	Practical assessment with questions
B4 Team focuses to meet goals.	Interview underpinned by a portfolio of evidence
B5 Contribute to equality, diverse and inclusive culture.	Interview underpinned by a portfolio of evidence
B6 Seek learning and development opportunities.	Interview underpinned by a portfolio of evidence

Mapping of KSBs to grade themes

Practical assessment with questions - PracticalAssessment

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Planning and activity K7 K23 S1 S2 S7 S19 B3	<p>Common hand and power tools and equipment used in routine property maintenance tasks and how to use safely. (K7)</p> <p>Technical sources of information and data used in property maintenance operations. (K23)</p>	<p>Plan the sequence of work required to carry out routine property maintenance operations. (S1)</p> <p>Identify and select the appropriate materials and components for property maintenance tasks, ensuring these are compliant with relevant regulatory requirements and manufacturer's specifications. (S2)</p> <p>Select, and use work tools and equipment for property maintenance tasks, applying all safeguards, and ensuring the correct functioning of equipment. (S7)</p> <p>Select and use technical literature and other sources of information and data to address property maintenance problems. (S19)</p>	Takes responsibility for completion of own work, (B3)
Health and safety K6 S6	Importance of establishing a safe and tidy work area, using appropriate access equipment, providing protection to adjacent areas, and consideration for the safety of	Uses safe working practices when carrying out property maintenance tasks including the use of PPE, signage, barriers, access equipment and	N/A

	other property users. (K6)	ensuring work area is prepared and reinstated. (S6)	
Ensuring isolation of electrical and electronic systems S8	N/A	Safely isolate and secure electrical or electronic supplies prior to performing property maintenance operations. (S8)	N/A
Plumbing K10 S10	The principles and components of plumbing systems, how to safely isolate, store and drain down water supplies to diagnose faults and clear blockages. (K10)	Perform maintenance and repairs to plumbing systems, including fault identification, safe isolation of supply, replacing components and clearing blockages. (S10)	N/A
Carpentry and joinery S13	N/A	Use carpentry and joinery skills to perform repairs to windows, doors and glazing units, and their associated fittings. (S13)	N/A
Plastering K15 S14	The common types of materials and processes used to prepare, repair and finish plaster defects. (K15)	Perform repairs to plastered surfaces, including surface preparation, fixing and mixing materials and compounds. (S14)	N/A
Painting and decorating K16 S15	The common causes of painting and decorating defects, and the types of materials, chemicals and processes used in painting and decorating activities.	Use painting and decorating skills to prepare surfaces for decoration, apply paint using brushes and rollers, and complete sealing	N/A

	How paints and chemicals are stored and disposed of safely. (K16)	activities using gun appliances. (S15)	
Tiling K17 S16	The common causes of tiling defects and the types of materials and processes used in tiling activities. (K17)	Perform tiling repairs, including setting out, surface preparation and cutting around obstacles. (S16)	N/A

Interview underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Health, safety and environment K4 S3 S4 S22 B1 B2	Risks and hazards associated with property maintenance activities, and their mitigation using risk assessment. (K4)	Comply with statutory health and safety regulations and requirements. (S3) Comply with risk assessments, and organise the workplace, to safeguard themselves and the property. (S4) Comply with environmental regulations and procedures. Segregate resources for reuse, recycling and disposal. (S22)	Prioritise and promote sustainable working practices. (B1) Prioritise and promote health and safety. (B2)
Building regulatory compliance K5 S5	Key regulatory and legislative requirements (including building regulations, the building safety bill, and BSI Flex 8670), and an awareness of how these apply to varying property types, and their impact on property maintenance operatives' responsibilities. (K5)	Comply with key regulatory and legislative requirements, including building regulations. (S5)	N/A
Routine checking and testing of emergency systems K9 S9	The common forms of emergency equipment and signage, their importance within buildings and the preventative and possible corrective	Apply and implement routine emergency system checks, testing and routine maintenance, identifying and	N/A

	maintenance required. (K9)	reporting faults as required. (S9)	
Drainage K11 S11	The principles and components of common above and below ground drainage systems, the issues that poor drainage can have on properties and how to diagnose faults and clear blockages. (K11)	Perform maintenance and repairs to external drainage systems, including clearing blockages and replacing components. (S11)	N/A
Environmental and energy systems K13 S12	The principles and components of common environmental and energy management systems and their methods of operation. (K13)	Perform maintenance and repairs to environmental and energy management systems, including fault identification, safe isolation of supply, replacing components. (S12)	N/A
Flooring K18 S17	The common causes of flooring defects and the types of materials and processes used in flooring repairs. (K18)	Perform flooring repairs, including setting out, surface preparation and cutting around obstacles. (S17)	N/A
Responsive, planned or temporary repairs S18	N/A	Perform planned, responsive or temporary repairs to buildings or their immediate surroundings, attending to minor defects within either masonry, roofing, fencing or railing, groundwork or landscaping. (S18)	N/A

Information and data K24 S20	The methods to record information and data via written and digital means and the importance of data protection and security. (K24)	Record and report information, using digital and written techniques. (S20)	N/A
Communication and customer service K27 K28 S23 S24	<p>Methods of communication and when to use industry terminology to match the style to the audience. (K27)</p> <p>The importance of customer service to their organisation, how to provide feedback to ensure customers are informed of property maintenance. (K28)</p>	<p>Use and adapt communication methods for different situations and when, working with colleagues and stakeholders, using industry terminology as appropriate. (S23)</p> <p>Provide customer feedback whilst maintaining customer service. (S24)</p>	N/A
Working practices K29 S21 S25 B4 B5	The roles and responsibilities of property maintenance operatives and the purpose and inter-dependencies of other trade operatives. (K29)	<p>Inspect own work, ensuring it is delivered to the given specifications. (S21)</p> <p>Escalates issues beyond their level of competence and authority. (S25)</p>	<p>Team focuses to meet goals. (B4)</p> <p>Contribute to equality, diverse and inclusive culture. (B5)</p>
Continuous improvement K25 K31 B6	<p>The purpose of quality assurance and continuous improvement and how these improve commonly occurring faults or inefficiencies. (K25)</p> <p>The purpose of continuing professional development (CPD)</p>	N/A	Seek learning and development opportunities. (B6)

	and how this supports them to understand their limits for personal authority and competence. (K31)		
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Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	End-point assessment, standard and funding band revised	01/01/2023	Not set	Not set
1.0	Approved for delivery	26/03/2015	31/12/2022	Not set

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