

# APSE National Housing, Building Maintenance and Construction Seminar

Friday 11<sup>th</sup> October 2013  
Hinckley, Leicestershire.

Up-Skilling The Existing Workforce  
Multi Skilled Apprenticeships  
Multi Skill Qualifications Update

**Llŷr ap Gruffydd**

WHQS Training Co-ordinator



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# Agenda

## Cartrefi Cymunedol Gwynedd

- Multi Skilling Existing Workforce

## NPT Homes

- Multi Skilled Apprenticeships

## Multi-Skill Qualification Update

- Background
- Review
- Present Position
- Next Steps



# Multi skilling the existing workforce



# Cartrefi Cymunedol Gwynedd (CCG) as an organisation

- Registered Social Landlord based in Gwynedd, North Wales.
- Currently undertaking WHQS improvements work to all our social housing stock.
- All social housing stock transferred in April 2010 from local authority following successful 'yes' ballot from tenants.
  - 6,300 properties ranging from Bangor in the North to Tywyn in the South
- WHQS programme due to be completed by March 2015
- Approximately 290 staff across 5 offices and 3 depots.



# CCG & WHQS

Due to be completed by March 2015.



## Main Contractor

Lovell – internal and external works  
Nationwide – windows and doors



## Trade Contractors

Evans, Wilson & Evans (external)  
Gelli Civil Engineering (fencing and paving)  
G.M Jones (internal)  
P.H Jones (heating)  
Falconer Electricals (re-wiring)



*Evans, Wilson  
& Evans Ltd.*



## Supply Chain

Travis Perkins  
Symphony

Symphony®



# CCG Repairs & Maintenance Service

- Approximately 100 operatives
- Undertaking responsive maintenance and WHQS work on void properties
  - Vast geographical range in Gwynedd.
- Several operatives being sent to undertake a single job that resulted in resources being wasted through travelling / time / money
- Needed to move away from a single trade mind set to a multi skilled one.....



# How are CCG multi-skilling their existing workforce.....?



# NVQ Level 2 Maintenance Operations

**Mandatory Units(credit value: 20)Units required: 4**

Unit Code	Title
QCF250T	Erecting and Dismantling Access/Working Platforms in the Workplace
QCF360v2	Establishing Work Area Protection and Safety in the Workplace
QCF524A	Clearing the Site and Handing Over on Completion in the Workplace
QCF719	Providing and Monitoring Construction-related Customer Service in the Workplace

**Optional Units(credit value: 8)Units required: 1**

Unit Code	Title
QCF209v2	Confirming Work Activities and Resources for an Occupational Work Area in the Workplace
QCF641	Conforming to General Health, Safety and Welfare in the Workplace
QCF642	Conforming to Productive Working Practices in the Workplace
QCF643	Moving, Handling and Storing Resources in the Workplace

**Optional Units – 3 from group A - H**

Group	Subject
A	Carpentry & Joinery
B	Painting and Decorating
C	Basic Plumbing
D	Basic Drainage
E	Tiling
F	Plastering
G	Roofing
H	Stonemasonry





# NVQ Level 2 Maintenance Operations

- 2 year NVQ qualification.
- Previously unavailable at local FE college – course was run in exchange for CCG guaranteeing number
- Done as a ‘bolt-on’ to existing trade qualifications that operatives held
- Routes: plastering, basic plumbing, joinery with technical certificates in painting and decorating, roofing and bricklaying
- Routes decided in conjunction with the Coleg and CCG – taking into consideration our main work streams.
- CCG currently have qualified 12 operatives with another 6 due to complete their qualification imminently.



# NVQ Maintenance Operations Level 2



# What's gone well/not so well

- +’s

- Operatives learn new skills and are awarded with a qualification
- CCG are seen to be up skilling their workforce
- Reduced turnover time in handing over void properties to lettings
- Operatives are offered a new pay deal if they are ‘multi skilled’

- -’s

- Difficulty in ensuring operatives practice their ‘new’ skills on-site.
- Reluctance in the operatives to undertake jobs that is out of their comfort zone.
- Lot of resource used to ensure that a rotation system is used to utilise new skills of operatives



What else are CCG doing  
to multi-skill their  
workforce...??



## Multi skilled wage

- Operatives who have been working as multi skilled operatives are offered a multi skill pay packet.
- Operatives are put forward by their line managers and will need to attend and pass a multi skilled assessment.
- This is done in conjunction with the local FE college by using their facilities and tutors



# CCG Multi skilled assessment

TRADE	TASKS
PLUMBING	compression or push joints only, basic pipe bending, use of copper and plastic pipes and joints, replacing existing basins, replacing taps & washers.
JOINERY	Ease & adjust doors, replacing ironmongery such as latches, handles and window catches, cut out & repair damaged joists and floor boards, fitting bath panels, pipe boxing, fitting wall and floor kitchen units straight worktops ( no scribes or cut outs for sinks) and repair skirts and architraves including mitres and scribes on internals.
PLASTERING	Patching reveals internally and externally, patching chasing, float & skim small areas up to a maximum of 2m square, small areas of dri-lining, feather edging & patching screeds up to a maximum of 1m square.
TILING	Tiling small areas around replacement sinks and possibly around corners, cutting tiles using hand cutter and power cutter, drilling tiles, use of tile edging.
BRICKLAYING	Patching, replace fire backs, grates
ROOFING	Replacing ridge tiles and possibly a slate .



# Recruiting multi skilled operatives

- CCG are now actively recruiting for multi skilled operatives rather than single trade operatives.
- Again offered a multi skill pay packet.
- Any new operatives successful at interview stage will also need to pass the multi skilled assessment before being offered employment by CCG.



# NPT Homes

## Multi – Skilled Apprenticeships





# NPT Homes

## Multi – Skilled Apprenticeships

- Recognised need pre-transfer for a different skill set
- Service Improvement
  - Void Turnaround
  - Responsive Repairs
    - Tenant satisfaction
    - Inconvenience
- Value for Money
  - Reduced Travel
- Housing Maintenance
  - Well Trained Multi Skilled Maintenance Operatives
  - Training people in what we do, not what we don't do!



# NPT Homes Apprenticeships

## Present Position

Core Trade Apprenticeships (NVQ Level 3)

Multi Skilled Apprentices Core Trade NVQ 3 plus NVQ 2 Maintenance Operations. (Construction)

## Future Position

Multi Skilled Building Maintenance Apprentices (NVQ Level 3)

Shared Apprenticeships

South West Wales Regional Shared Apprenticeships Ltd



# NPT Homes

## Multi – Skilled Apprenticeships

### What have we learnt ?

- **NVQ 2 Maintenance Operations (Construction)**
  - Not robust enough for standalone qualification
    - Bolt on to Core Trade
  - Availability of Training Providers / Assessors (Chicken & Egg)
    - Industry Perception, Is it wanted / Needed

### How do we move forward ?

- Pro-active Approach to Change
- Strengthen Qualification
- Industry Recognition
- Work with Training Providers & Industry



# Qualification Update

## Building Maintenance Multi-trade Repair and Refurbishment Operations



# Qualification Update

## National Occupational Standard

- **Background**
  - Appropriateness and robustness of existing NOS
  - Bolt on but not standalone
  - Qualification level for existing trades
- **Review**
  - Request for NOS to be reviewed submitted 2011
  - Included in Construction Skills 2012 NOS review programme
  - National Working Group formed in January 2012
    - NOS reviewed by group January to November
    - Industry Consulted on proposed changes
    - NWG presented changes to Credit & Levelling Body in November 2012



# Qualification Update

## National Occupational Standard

- **Present Position**
  - **January 2013** Regulators approved the revised National Occupational Standards (NOS) and the new/updated suites of NOS are available on the NOS directory ([www.ukstandards.org.uk](http://www.ukstandards.org.uk))
  - Maintenance Operations (Construction) Occupational Standard Re-named:

## Building Maintenance Multi-trade Repair and Refurbishment Operations

- A new Level 3 Recommended Qualification Structure developed.
- New qualifications available to Awarding Body's



# Qualification Update Level 3

## Optional Group 'Combinations' for Level 3 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment

1	2	3	4	5
Maintenance Carpentry and Joinery Maintenance Plastering (Internal)  Maintenance Roofing Maintenance Trowel ops	Maintenance Plumbing Maintenance Plastering (Internal) Maintenance Plastering (External) Maintenance Roofing	Maintenance Plumbing Maintenance Carpentry and Joinery  Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plumbing Maintenance Flooring  Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plumbing Maintenance Plastering (Internal)  Maintenance Plastering (External) Maintenance Trowel ops
6	7	8	9	10
Maintenance Plumbing Maintenance Carpentry and Joinery Maintenance Roofing Maintenance Trowel ops	Maintenance Plumbing Maintenance Plastering (Internal) Maintenance Roofing Kitchen and Bathroom Unit Fitting	Maintenance Plumbing Maintenance Plastering (Internal) Maintenance Trowel ops Kitchen and Bathroom Unit Fitting	Maintenance Plumbing Maintenance Flooring Maintenance Carpentry and Joinery Maintenance Plastering (Internal)	Maintenance Plastering (Internal) Maintenance Plastering (External) Maintenance Roofing Maintenance Trowel ops
11	12	13	14	15
Maintenance Carpentry and Joinery Maintenance Plumbing Maintenance Drainage Maintenance Plastering (Internal)	Maintenance Drainage Maintenance Flooring Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Tiling Maintenance Plastering (Internal) Maintenance Roofing Maintenance Trowel ops	Maintenance Carpentry and Joinery Maintenance Plumbing Maintenance Tiling Maintenance Plastering (Internal)	Maintenance Plumbing Maintenance Carpentry and Joinery Maintenance Plastering (Internal) Maintenance Roofing
16	17	18	19	20
Maintenance Plumbing Maintenance Drainage Maintenance Flooring Maintenance Plastering (Internal)	Maintenance Plumbing Maintenance Drainage Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plumbing Maintenance Drainage Maintenance Roofing Maintenance Trowel ops	Maintenance Drainage Maintenance Carpentry and Joinery Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Carpentry and Joinery Maintenance Flooring Maintenance Plastering (Internal) Maintenance Roofing
21	22	23	24	25
Maintenance Carpentry and Joinery Maintenance Flooring Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plumbing Maintenance Tiling Maintenance Plastering (Internal) Maintenance Roofing	Maintenance Plumbing Maintenance Tiling Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plumbing Maintenance Tiling Maintenance Roofing Maintenance Trowel ops	Maintenance Painting and Decorating Maintenance Plumbing Maintenance Plastering (Internal) Maintenance Roofing
26	27			
Maintenance Painting and Decorating Maintenance Plumbing Maintenance Plastering (Internal) Maintenance Trowel ops	Maintenance Plastering (Internal) Maintenance Roofing Maintenance Trowel ops Kitchen and Bathroom Unit Fitting			

# Qualification Update

## Further Work

- **Contact With Awarding Organisations and FE Colleges**
- Both CCG and NPT have contacted the Awarding Organisations most applicable to construction qualifications in Wales informing them of developments
- SQA, Edexcel, City&Guilds, CSkills Award.
- Unique situation since it is usually the awarding organisations that lead on a new qualification and not industry.
- Push for Recognised Apprenticeship (CITB)
- Awareness Raising
- Risks
  - AO's not interested in writing the qualification fear of no take-up from college and employer side.





# Diolch yn fawr Thank You

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## Questions



**Download Recommended Occupational Standards  
From Construction Skills Web Site**

<http://www.citb.co.uk/en-GB/Qualifications-Standards/national-occupational-standards/national-occupational-standards-suites/maintenance-operations/>

**Building Maintenance Multi-trade Repair and Refurbishment Operations**

[Level 2](#) (PDF) [Level 3](#) (PDF)

