

HOW HOMES WORK

This qualification is perfect for non-technical staff or those new to a maintenance role. You will learn all the essentials to understand how homes and their component parts are built and work and what can go wrong. You'll be able to discuss problems with residents to identify issues and raise the correct works order.



There are six units, which you will attend over about five weeks:

- ▶ Induction – this is a pre-recorded unit which you will watch before you start the course
- ▶ Building a home
- ▶ Plumbing waste and drains
- ▶ Damp, condensation and mould
- ▶ Electrics, heating and externals
- ▶ Law, regulation, diagnosing and reporting repairs



Each unit is taught over one day and you get a detailed workbook to use to help you learn and revise.

Once you've completed the learning, you'll take an online exam – when you're successful you'll get a certificate from ABBE for this nationally recognised qualification.

Upkeep is the only provider of this qualification in England. We want your staff to have up to date knowledge in order to provide the best service to your residents.

