

## Housing / Property Management Level 3

Qualification Description	
<p>The Housing/Property Management apprenticeship includes a CIH level 3 Certificate in Housing Practice and will help staff to comply with contractual, statutory and legal regulations and approved Codes of Practice in roles such as Housing Officer and Neighbourhood Co-Ordinator. The standard is designed to stretch and challenge staff, helping them to create and sustain successful tenancies in the private and social housing sector.</p>	
Key Responsibilities	CIH Level 3 Certificate in Housing Practice Units
<p>Aimed at those individuals who have the following key responsibilities or are part of succession planning with the support of their manager;</p> <ul style="list-style-type: none"> <li>Consulting with tenants to ensure appropriate services are provided</li> <li>Dealing with breaches of tenancy and anti-social behaviour</li> <li>Assessing potential tenants and work with vulnerable tenants</li> <li>Providing housing advice, guidance and information</li> </ul>	<p>The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Their goal is simple – to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant.</p> <p>The aim of the qualification is to provide individuals with the technical knowledge and understanding across a broad range of frontline housing practices at operational level which map perfectly into the Housing Apprenticeship standards.</p>
Qualification Facts	Units
<ul style="list-style-type: none"> <li>18 month programme</li> <li>8 CIH Taught Sessions</li> <li>6 Development of Skills Workshops</li> <li>CIH Student Membership</li> <li>English and Maths support</li> <li>Monthly study time in the workplace agreed by your manager</li> <li>Quarterly reviews with line manager and trainer</li> <li>Digital resources</li> </ul>	<ul style="list-style-type: none"> <li>Professional Practice skills for Housing</li> <li>The Housing System</li> <li>Occupancy, Tenure and Lettings</li> <li>Rental Income</li> <li>Dealing with Anti Social Behaviour</li> <li>Customer Service in Housing</li> <li>Homeless Services and prevention</li> <li>Housing Repairs and Maintenance service</li> </ul>
Project	

Knowledge	What is required
Legislation and regulation	<ul style="list-style-type: none"> <li>Understand the principles, practices and legislation relating to current landlord and tenant law for the letting, maintenance and termination of a variety of tenancy types, including but not limited to: shorthold, assured, secure, long leasehold and shared ownership.</li> <li>Understand the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas</li> <li>Understand legislation and regulations as they apply to housing standards</li> </ul>



<b>Organisation background Information</b>	Understand the principles, priorities and values of the organisation they work for, including an awareness of the business plan, the range of services available to clients and customers, the roles and responsibilities of others and team targets and or Key Performance Indicators.
<b>Assets</b>	Understand the social and physical context of estates /neighbourhoods and how to resolve defects, common problems, health and safety issues and repairs to dwellings.
<b>Customers</b>	Understand the diversity of the communities which the business serves.
<b>Context</b>	Understand the current and historical context of social/rented/affordable/private housing and the broader housing market.
<b>Range of services</b>	Have an appreciation of the range of applicable housing services for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti-social behaviour, care and supported housing, rents, service charges and portfolio accounts and community involvement.
<b>Organisational policies</b>	Understand the principles, policies and practices of the organisation they work for in terms of customer and client care, employee code of conduct, team working, risk, personal safety, health and safety, equality and diversity, safeguarding and business communications.

**Apply the knowledge outlined above effectively in order to:**

<b>Skill</b>	<b>What is required</b>
<b>Customer Service</b>	Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgmental front-line service which meets the needs of a diverse range of customers and stakeholders
<b>Communication</b>	Demonstrate appropriate communication skills to enable timely identification and/or resolution of issues for customers and appropriate signposting to other colleagues and/or partner agencies.
<b>Collaborative working</b>	Work collaboratively with colleagues and partners to achieve individual, team and business targets.
<b>Respond to vulnerability</b>	Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately
<b>Information collection and sharing</b>	Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner.
<b>Influencing and negotiating skills</b>	Influence and negotiate with customers, partners and suppliers.
<b>Self-management</b>	Organise and plan their own work to ensure tasks are completed and deadlines met.
<b>Problem solving</b>	Use a problem solving and flexible approach in their day to day duties.
<b>Tools and equipment</b>	Effective use of IT equipment and software, through administration and the appropriate use of work equipment
<b>Decision making</b>	Effective decision making in order to apply the businesses objectives and priorities.



## Housing/Property Management Professionals Behaviours:

Behaviours	What is required
Responsive	Takes timely and responsive action to address issues
Trust and Integrity	Develop trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude.
Adaptability	Willingness to accept changing priorities and work patterns
Independence	Work independently and effectively without close supervision.
Dependability	Meets personal commitments and expectations of others
Personal commitment	Takes responsibility for their own personal and professional development.
Resilience	Has a high level of resilience, tenacity and calmness
Role model	Acts as an ambassador / role model for their employer with customers, clients and partners.
Customer Care	Demonstrates a responsive approach to customer needs and understands their personal impact on customers and their lives
Teamwork	Values teamwork and is an effective team player, accepts responsibility for the work of themselves and others.

End-Point Assessment			
Assessment Method	Area Assessed	Assessed By	Weighting
Assessment of approved Project	The project component has been developed as a synoptic assessment, which will generate evidence for the final assessment, through the demonstration of applied knowledge and skills.	Independent Assessment Organisation	70%
Assessment of portfolio of evidence	Throughout this apprenticeship the apprentice will compile a portfolio which will developed to satisfy the assessment criteria (and will be assessed as part of end point assessment), which will be overseen by the employer and/or training provider.	Independent Assessment Organisation	30%
Interview / viva relating to project and portfolio	An interview/viva, based on the portfolio/project, with the assessment panel and apprentice which will probe the skills, knowledge and behaviours acquired through the apprenticeship and demonstrated through the project and portfolio.	Independent Assessment Organisation	

