

Apprenticeship Standard: Housing / Property Management Level 3

The housing/property management occupation is customer facing and primarily responsible for the creation and sustainment of successful tenancies in the private and social rented housing sectors with roles including Housing Officer, Neighbourhood Officer and Neighbourhood Co-Ordinator. This work must comply with contractual, statutory and legal regulations and approved Codes of Practice. Designed by industry experts and leading employers including Aspire, Your Housing Group, the Guinness Partnership and the CIH, the new look apprenticeships are designed to stretch and challenge individuals.

Key responsibilities may include

- Consulting with tenants to ensure appropriate services are provided
- Dealing with breaches of tenancy and anti-social behaviour
- Assessing potential tenants and work with vulnerable tenants
- Providing housing advice, guidance and information

Delivery

- Typically, monthly mentoring support on a one-to-one basis
- Workshops and taught sessions
- English or maths sessions, where appropriate
- Workbooks and on-line support
- Enrichment

End-Point Assessment

Successful completion of the Apprenticeship is determined by the CIH. Apprentices will need to achieve at least Grade 3 within each part of the EPA to be able to pass the apprenticeship.

- Portfolio 70%
- Project 30%
- Professional Discussion

Learners will be graded Distinction 4-5, Pass 3, Not Achieved 1-2

Duration - Designed in line with your organisational needs over 18-24 months

Qualifications – Apprentices without level 2 English and maths will need to achieve this level prior to completion of the apprenticeship.

On completion learners will gain Professional status and the following qualifications:

- Chartered Institute of Housing (CIH) at Member level
- ARLA at Associate Level
- IRPM at Associate Level
- Housing / Property Management Apprenticeship Standard
- CIH Level 3 Certificate in Housing Practice

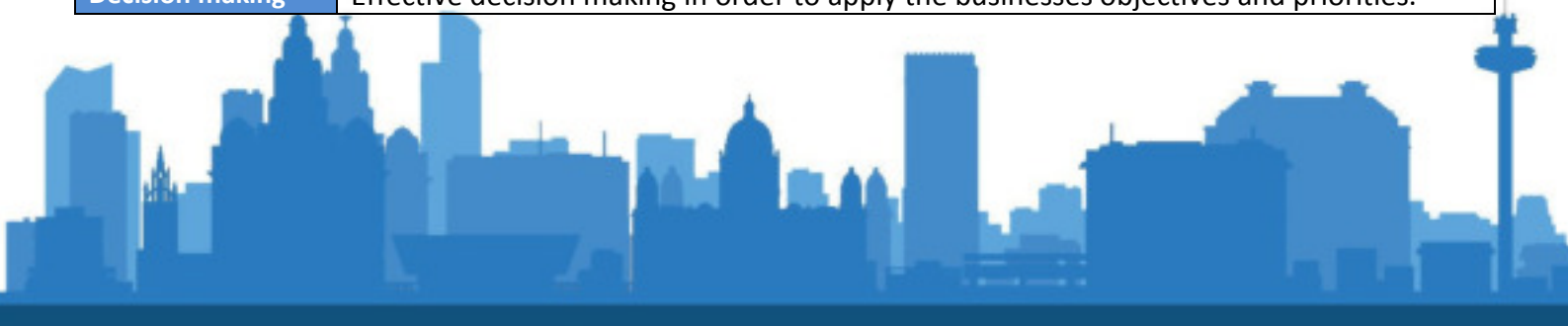
Progression - Successful apprentices will be able to progress onto a Level 3 Housing / Property Management Apprenticeship.



Knowledge	What is required
Legislation and regulation	<ul style="list-style-type: none"> 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. Understand the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas Understand legislation and regulations as they apply to housing standards
Organisation background Information	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.
Assets	Understand the social and physical context of estates /neighbourhoods and how to resolve defects, common problems, health and safety issues and repairs to dwellings.
Customers	Understand the diversity of the communities which the business serves.
Context	Understand the current and historical context of social/rented/affordable/private housing and the broader housing market.
Range of services	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.
Organisational policies	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:

Skill	What is required
Customer Service	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
Communication	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.
Collaborative working	Work collaboratively with colleagues and partners to achieve individual, team and business targets.
Respond to vulnerability	Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately
Information collection and sharing	Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner.
Influencing and negotiating skills	Influence and negotiate with customers, partners and suppliers.
Self-management	Organise and plan their own work to ensure tasks are completed and deadlines met.
Problem solving	Use a problem solving and flexible approach in their day to day duties.
Tools and equipment	Effective use of IT equipment and software, through administration and the appropriate use of work equipment
Decision making	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
Team work	Values team work and is an effective team player, accepts responsibility for the work of themselves and others.

CIH Level 3 Certificate in Housing Practice Units

Mandatory Units
The Housing System
Professional Practice Skills for Housing
Optional Units
Involving housing service users
Occupancy, tenure and lettings
Delivery of housing services
Working with neighbourhoods
Housing policy
Safeguarding adults with care and support needs
Customer service in housing
Dealing with anti-social behaviour in housing
Equality and diversity for housing
Housing support services for young people
Personalisation and delivering support for independent living
Planning support for independent living
Role of the support worker for independent living
Rental income management
Homelessness amongst ex-offenders
Community development

