

Housing/Property Management Assistant Level 2



Qualification Description	
<p>The Housing/Property Management Assistant apprenticeship is for Housing Assistants with roles related to the administrative work needed to support the creation and sustainment of tenancies and leaseholds. This apprenticeship includes a CIH level 2 Certificate in Housing Practice and will help your Housing Assistants to work within a team, prepare service charges, undertake surveys, conduct supervised viewings and negotiations and arrange meetings.</p>	
Key Responsibilities	CIH Level 2 Certificate 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"> Working under supervision within a team Preparing paperwork for service charges Undertaking neighbourhood and property surveys using checklists Conducting supervised viewings and rental negotiations Arranging meetings and events and researching new initiatives 	<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"> 12 -14-month course 10 Workshops English and Maths support Monthly study time in the workplace agreed by your manager Quarterly reviews with line manager and trainer Digital resources Can be delivered 121 or in a cohort 	<ul style="list-style-type: none"> The Housing Provision and Housing Organisations Customer Service for Housing Careers and Personal Development for Housing Asset Management and the Repairs and Maintenance Service
Maths and English	
<p>As part of the governments ambition for a world -class technical education system and in line with recommendations from independent experts, progression towards and attainment of approved level 2 English and Maths qualification is an important part of the apprenticeship programme.</p> <p>If you already hold an equivalent qualification, Sysco will need to see site of acceptable evidence prior to the start of your course or you will need to achieve prior to the completion of your apprenticeship. For more information check out the following website; https://www.gov.uk/government/publications/english-and-maths-requirements-in-apprenticeship-standards-at-level-2-and-above</p>	



Knowledge	What is required
Legislation and regulation	Know the principles and practices of relevant landlord and tenant law, applicable Codes of Practice and relevant legal frameworks or know where/who to ask if they are unsure.
Organisation background information	Have knowledge of the organisation's business plan, organisation values, the range of services available to customers/clients, team targets / key performance indicators and understand how their role fits into the organisation.
Assets	Know the social and physical context of estates/neighbourhoods and how to report defects, common problems, health and safety issues and repairs to dwellings.
Customers	Know the diversity and needs of the communities in which the business serves.
Context	Know the current and historical context of the housing market, including social and affordable housing, private rented and owner occupation.
Range of services	Know the range of housing services. For example, repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, energy efficiency and waste management, anti-social behaviour, care and housing support services, rents and fees, service charges and portfolio accounts, and community involvement.
Quality Standards	Know the quality standards of the business. Examples include standards of the neighbourhood / property / building and customer service.
Organisation policies	Know the principles, policies and practices of the organisation in terms of customer care, complaints handling, employee code of conduct, team working, risk assessments personal safety, data protection, health and safety, equality and diversity, safeguarding and business communications.
Skill	
Customer Service	Be able to apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgmental frontline service which meets the needs of a diverse range of customers and stakeholders.
Respond to vulnerability	Uses appropriate levels of skill and judgment to understand the needs of vulnerable individuals and groups (including those with complex needs) and respond accordingly.
Communication	Demonstrate effective and appropriate communication skills to enable timely identification and resolution of issues. Be able to signpost customers who need additional support to other colleagues and/or partner agencies.
Administration	Be able to apply a range of administrative skills in order to support a range of housing and property related services.
Information collection/sharing	Understand and be able to use a variety of methods to collect and present information such as resident, neighbourhood and property data in an effective manner. Information and data must be collected, recorded and presented accurately.
Teamwork	Work with internal colleagues and external partners to achieve individual, team and business targets. Work with colleagues to identify solutions to problems, appreciate the importance of team working and where they fit within the team.
Time management	Organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales.
Tools and equipment	Effective use of IT equipment and software, including housing and property management software. The appropriate use of housing and property related work equipment.
Decision making	Effective decision making in order to ensure work tasks are completed in line with instruction and on time.



Behaviours	What is required
Responsive	Takes timely and responsive action to instructions given, building towards working independently.
Trust and integrity	Develops 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.
Dependability	Meets personal commitments and expectations of others.
Personal commitment	Takes responsibility for their own personal development, safety and training. Act as an ambassador for the organisation.
Customer care	Demonstrates a responsive approach to customer and client needs and has an awareness of the organisation's impact on customers and their lives.
Teamwork	Be an effective team player, accepts responsibility for their work.

End-Point Assessment			
Assessment Method	Area Assessed	Assessed By	Weighting
Assessment of approved Case Study	The case study component has been developed as a synoptic assessment, which will generate additional evidence for the final assessment, through the demonstration of applied knowledge, skills and behaviours.	Independent Assessment Organisation	30%
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	70%
Interview / viva relating to case study and portfolio	An interview/viva, based on the portfolio/case study, with the assessment panel and apprentice which will probe the skills, knowledge and behaviours acquired through the apprenticeship and demonstrated through the case study and portfolio.	Independent Assessment Organisation	

