

# Senior Housing/ Property Management – Level 4 Apprenticeship

Qualification Description	
<p>The Senior Housing/Property Management apprenticeship includes a CIH level 4 Certificate in Housing Practice and will support those individuals who are responsible for managing housing or property related services, complying with contractual, statutory and legal regulations whilst leading a team and responsible for the cost effectiveness and efficiency of their business area. The standard is designed to stretch and challenge staff, with the project demonstrating application of knowledge and skills whilst achieving positive outcomes for the organization and your customers.</p>	
Key Responsibilities	CIH Level 4 Certificate in Housing Practice
<ul style="list-style-type: none"><li>• Management of resources with delegated authority to deliver business objectives.</li><li>• Proactive in finding solutions to problems and identifying areas for improvement</li><li>• Quality and cost effectiveness of business/service areas</li><li>• Responsive to stakeholders</li><li>• Collaboration with the wider team, communities and external partners</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 duration</li><li>• 16 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>	<ol style="list-style-type: none"><li>1. <b>Housing Need, Demand and Supply</b></li><li>2. <b>Housing Policy</b></li><li>3. <b>Housing Law</b></li><li>4. <b>Professional Practice Skills in Housing</b></li><li>5. <b>Finance for Housing</b></li><li>6. <b>Managing Change</b></li></ol>
Enrolment	
<ul style="list-style-type: none"><li>• Online application form</li><li>• Produce certificates for Maths and English prior attainment for exemption from functional skills as part of the qualification</li><li>• Starting Point Analysis questionnaire</li><li>• Online Maths and English Assessments</li><li>• Skills gap analysis survey</li><li>• For more information email <a href="mailto:Becky.dutton@sysco.uk.com">Becky.dutton@sysco.uk.com</a> or call 07850313676</li></ul>	



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Knowledge	What is required
Legislation and regulation	<p>Understand and interpret the principles, practices and legislation relating to current landlord and tenant law, relevant Codes of Practice and legal framework. For example, for the letting, management and termination of a variety of tenancy types. These include, but are not limited to, shorthold, freehold, assured, secure, long leasehold, and shared ownership.</p> <p>Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas,</p> <p>Understand and interpret legislation and regulation as they apply to housing standards.</p>
Organisation background information and business planning	Understand and interpret the business planning process, financial and risk management, organisation values and structure and the range of services available to customers. Understand organisational performance management systems and how the roles and responsibilities contribute to the achievement of the overall business objectives.
Assets	Understand the strategic value of the social and physical context of the estates/ neighbourhoods.
Customers and stakeholders	Understand the diversity of customers, clients and stakeholders. Ensure the delivery of services to meet their requirements.
Context	Have a developed understanding of the historical context and current trends in the housing/property markets (i.e. social / rented / affordable / private sector housing) and the strategic housing market.
Range of services	Understand and provide advice and guidance on housing services, for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti-social behaviour, care and housing support services, rents, service charges and portfolio accounts, and community involvement.
Organisational policies	Understand the organisation's policies and practices and how they relate to service area(s) and business objective. E.g. policies to deliver the housing services, people management and health and safety.

Skill	What is required
Customer Service	Provide leadership in relation to the delivery of excellent customer service 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 effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies.
Collaborative working	Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets.
Respond to vulnerability	Ensure services meet the needs of vulnerable individuals and groups (including those with complex needs).
Information collection and sharing	Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications.
Influencing and negotiating	Influence and negotiate with partners and suppliers.



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<b>Financial management</b>	Manage budgets and report on financial performance. Ensure value for money.
<b>Performance and project management</b>	Demonstrate effective performance management. Take the lead on projects through effective project management.
<b>People management</b>	Lead, motivate, manage and develop individuals/teams to ensure excellent services are delivered. Coach, mentor and ensure the well-being of staff.
<b>Decision making and prioritising</b>	Apply operational and strategic thinking to inform effective decision making to meet individual, team and overall businesses objectives and priorities. Use a flexible and innovative approach to problem solving. Undertake forward planning.
<b>Tools and equipment</b>	Effective use of IT equipment and software.

<b>Behaviours</b>	<b>What is required</b>
<b>Responsive</b>	Take timely, flexible and responsive action to address complex issues.
<b>Trust and dependability</b>	Gain and maintain trust and respect to meet expectations by working in a confidential, ethical and empathetic manner with a professional attitude.
<b>Adaptability</b>	Embrace changing priorities and work patterns when requirements alter.
<b>Self motivation</b>	Work independently and effectively without close supervision.
<b>Resilience</b>	Has a high level of resilience, tenacity and calmness.
<b>Leadership</b>	Be an ambassador / role model.
<b>Customer care</b>	Be responsive and empathetic to client and customer needs.
<b>Teamwork</b>	Be an effective team leader and player.
<b>Personal development</b>	Be responsible for their continual development. Be a reflective practitioner.

<b>End-Point Assessment</b>			
<b>Assessment Method</b>	<b>Area Assessed</b>	<b>Assessed By</b>	<b>Weighting</b>
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	80%
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	20%
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	

