

Learn PLUS US

Level 3

Housing & Property Management

Apprenticeship

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Housing & Property Management

LEVEL 3

This apprenticeship prepares individuals for a range of general housing/property management duties leading to operational or specialist roles.

Apprentices working towards this level are likely to be in the following roles:

- Housing Officer or Neighbourhood Officer
- Neighbourhood Co-ordinator/Advisor
- Lettings Officer/Tenancy Officer
- Leasehold Management Officer/Private Sector Housing Officer/Property Manager

The role of the apprentice will vary dependant on the organisation, but will be suitable for individuals who work in a customer-facing environment and are responsible for the creation and sustainment of successful tenancies in the private and social rented housing sectors answering questions or handling complaints.

ENROLMENT TIMELINE

Learn Plus Us believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

Potential apprentices will attend an Information, Advice & Guidance (IAG) session with a member of our Client Engagement Team to discuss their previous qualifications and experiences. They will also discuss their current job role as well as their aims and aspirations for the future. This session allows us to ensure that they are matched to a suitable apprenticeship programme. IAG sessions also provide information about the apprenticeship programme, including; Functional Skills, Off the Job training and End Point Assessment. Following this, they will be sent a welcome email with enrolment details. The email will include a link to Century; our dedicated Maths & English platform where they will be invited to complete some initial assessments.

They will then attend a sign-up session with one of our enrolment administrators. During this session they will be guided through the application process, which includes:

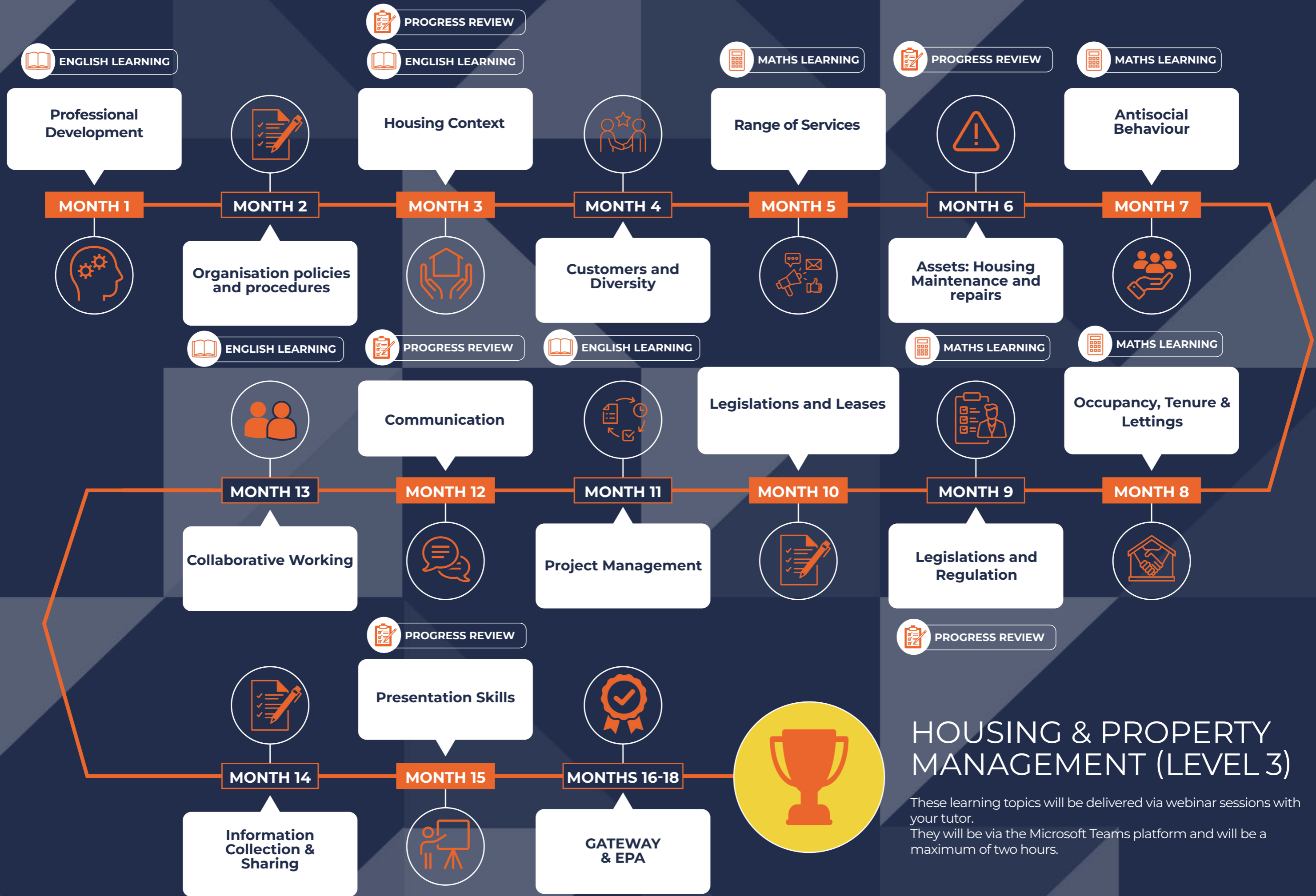
- An application form
- Initial assessments (Maths & English)
- Skill Scan
- This is Me form
- Additional Learning Support Application (if required)

Once the sign-up session is complete, the potential apprentice will attend their first teaching and learning session. An individualised training plan is created and shared with the apprentice and their employer confirming their planned start and end dates of the apprenticeship, all learning modules to be delivered along with the planned hours for these and the chosen End Point Assessment organisation.

Learning will commence from the planned start date, and they will be supported throughout the duration of their programme to **learn, achieve and excel.**



Apprenticeship Journey (example)



HOUSING & PROPERTY MANAGEMENT (LEVEL 3)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.

Course Content

Session Title & Month/s	“Intent” (Session Contents) Knowledge, Skills, Behaviours & Functional Skills	“Impact” (Learner will be able to)	“Off-the-Job Training”				
<p>1</p> <p>Professional Development</p>	<ul style="list-style-type: none"> 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 Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders. 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. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Organise and plan their own work to ensure tasks are completed and deadlines met <p>Functional Skills</p> <ul style="list-style-type: none"> Identify relevant information from extended explanations or presentations Follow narratives and lines of argument Respond effectively to detailed or extended questions and feedback Respond effectively to detailed questions Communicate information, ideas and opinions clearly and accurately on a range of topics Express opinions and arguments and support them with evidence Identify meanings in texts and distinguish between fact and opinion Recognise that language and other textual features can be varied to suit different audiences and purposes Spell words used most often in work, study and daily life, including specialist words Communicate information, ideas and opinions clearly, coherently and accurately Make requests and ask detailed and pertinent questions to obtain specific information in a range of contexts Identify the different situations when the main points are sufficient and when it is important to have specific details Punctuate writing correctly using a range of punctuation markers 	<ul style="list-style-type: none"> Will be able to complete a SWOT Analysis Will know the Key stages in personal development planning and create a personal development plan Methods of personal development Will know the skills and behaviours within their own personal job role Will know their own organisations visions and values. Will be able to show skills and behaviours whilst carrying out Will be able to complete a day in the life report/video Will be able to organise and plan own work. Will be able to communicate with customers and provide good customer service meeting the needs of the customer and the business Will be able to respectfully participate in group discussion Will be able to use number skills to calculate the difference in salary from an apprentice to their chosen career path Will be able to use time management to plan in daily tasks. Will be able to read organisations visions and values and identify the main points. Will be able to respond effectively to questions. Will be able to use correct tense for report writing 	<p>Complete One File Course</p> <p>Complete SWOT Chart and professional development plan</p> <p>8-16 hours</p>	<p>3</p> <p>Housing Context</p>	<ul style="list-style-type: none"> Understand the current and historical context of social, rented, affordable, private housing and the broader housing market. <p>Functional Skills</p> <ul style="list-style-type: none"> Use a range of reference materials and appropriate resources Understand organisational features and use them to locate relevant information in a range of straightforward and complex sources Analyse texts, of different levels of complexity, recognising their use of vocabulary and identifying levels of formality and bias Write text of an appropriate level of detail and of appropriate length to meet the needs of purpose and audience Organise writing for different purposes using appropriate format and structure Convey clear meaning and establish cohesion using organisational markers effectively 	<ul style="list-style-type: none"> Will know the historical moments of history such as Right to Buy, town and country and Planning. Introduction to social housing. Understand Market Rents, Know the English housing market. Will be able to use statistics to show market trends Will be able to read and extract information Will be able to respond effectively to questions Will be able to use correct tense for observation writing 	<p>Research task to complete a report in connection with two chosen areas of their community to compare and contrast diversity, housing provisions, crime rates/ impact of crime & neighbourhood safety.</p> <p>County Line One File Course</p> <p>16-20 Hours</p>
				<p>4</p> <p>Customers and Diversity</p>	<ul style="list-style-type: none"> Understand the diversity of the communities which the business serves. Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders 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. Work collaboratively with colleagues and partners to achieve individual, team and business targets. Use skill and judgment to understand the needs of vulnerable individuals and groups (including those with complex needs) and respond appropriately <p>Functional Skills</p> <ul style="list-style-type: none"> Respond effectively to detailed questions Communicate information, ideas and opinions clearly and accurately on a range of topics Express opinions and arguments and support them with evidence Identify meanings in texts and distinguish between fact and opinion Recognise that language and other textual features can be varied to suit different audiences and purposes Spell words used most often in work, study and daily life, including specialist words Communicate information, ideas and opinions clearly, coherently and accurately 	<ul style="list-style-type: none"> Know the diversity of the communities which the business serves. Delivery a professional customer service to a diverse range of customers. Be able to communicate effectively and be able to deal with a variety of difficult situations. Will work as part of a team and independently in alignment with business targets and objectives. Able to recognise and effectively deal with vulnerable customers and know when to signpost to relevant internal and external partnerships. Will be able to calculate statistics and read graphs Will be able to communicate ideas to colleagues Will be able to respond effectively to questions Will be able to use correct tense for observation writing 	<p>Read and discuss with your mentor key the key services provided by housing organisations to meet the range of diverse communities.</p> <p>Write an assignment of the range of customers within the housing sector use command verbs to explain about the different diverse communities</p> <p>16-20 Hours</p>
<p>2</p> <p>Organisation policies and procedures</p>	<ul style="list-style-type: none"> Understand the principles, policies and practices of the organisation they work for in terms of customer care, employee code of conduct, team working, risk, personal safety, health and safety, Equality and diversity, safeguarding and business communications Organise and plan their own work to ensure tasks are completed and deadlines met. Communication <p>Functional Skills</p> <ul style="list-style-type: none"> Make relevant and constructive contributions to move discussion forward Adapt contributions to discussions to suit audience, purpose, medium Interject & redirect discussion using appropriate language & register Understand relationship between textual features & devices, how they can be used to shape meaning for different audiences and purposes Communicate information, ideas and opinions clearly, coherently and effectively 	<ul style="list-style-type: none"> Will know their own responsibilities whilst carrying out their job role. Will be able to keep themselves and others safe, know where to sign post to other departments where necessary. Share information with the relevant safeguarding professionals identifying facts and opinions Make suggestions to improve practice in relation to confidentiality of information and/or safeguarding of vulnerable people. Will be able to use number skills to support the setting with everyday tasks Will be able to take part in discussions to explain own organisation policies and procedures Will be able to identify the main points of policies Will be able to use correct tense for observation writing Will be able to use command verbs to explain and describe the policies 	<p>Research own organisation policies and procedures.</p> <p>Independent research on lone working</p> <p>Learners to complete housing organisation policies and procedures assignment.</p> <p>Learners to complete Equality and Diversity Course on One File.</p> <p>Read organisation policies and extract information to Write an assignment include command verbs. Identify the main points</p>	<p>5</p> <p>Range of Services</p>	<ul style="list-style-type: none"> 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. 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. Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders. 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. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. <p>Functional Skills</p> <ul style="list-style-type: none"> Number Skills and Rounding Decimals Percentages and Calculations Fractions 	<ul style="list-style-type: none"> Know the range of services that are provided by their own organisation. Know principles, practices and legislations on the range of services that they provide to their customers. Compare range of services provided by social housing and private housing organisations. Will be able to Provide services to customers to meet diverse range of customers be able to sign post to different services within the organisation. Will be able to use number skills to support the setting with everyday tasks Discussions covering speaking and listening within workshop. Will be able to communicate to customers Will be able to respond effectively to questions Will be able to use correct tense for observation writing 	<p>Research different housing services and compare the social sector against the private sector.</p> <p>Works-shadowing different departments within the organisation</p> <p>Write a report providing information of the different services and how they are provided to customers</p> <p>16-20 Hours</p>

<p>6</p> <p>Assets: Housing Maintenance and repairs</p>	<ul style="list-style-type: none"> Understand the social and physical context of estates, neighbourhoods and how to resolve defects, common problems, health and safety issues and repairs to dwellings. Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders 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. Work collaboratively with colleagues and partners to achieve individual, team and business targets. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Use effective use of IT equipment and software, through administration and the appropriate use of work equipment <p>Functional Skills</p> <ul style="list-style-type: none"> Perimeter and Area including circles 	<ul style="list-style-type: none"> Will be able understand and identify common defects and community safety. Will be able to identify health and safety hazards to the area and to individuals within the area. Will be able to use a camera to take pictures to use as evidence of unsafe areas. Will be able to use internal system to search, record and collect information. Will be able to use office equipment such as printer, lap top and camera. Will be able to liaise with contractors and use systems planner to plan in repairs and maintenance Will be able to calculate the cost of repairs and including contractors' services. Will be able to carry out discussions with external contractors. Be able to read information on previous repairs. Will be able to identify the main points of legislation. 	<p>Work shadowing within the repairs and maintenance department</p> <p>Work shadowing within local communities</p> <p>Research legislation gas and electric safety Research companies repair call out times</p> <p>Read legislation for gas and electric safety summarise the main points that affect housing providers</p> <p>16-20 Hours</p>
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<p>7</p> <p>Antisocial Behaviour</p>	<ul style="list-style-type: none"> 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 Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders 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. Work collaboratively with colleagues and partners to achieve individual, team and business targets. Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Influence and negotiate with customers, partners and suppliers. Organise and plan their own work to ensure tasks are completed and deadlines met. Use a problem solving and flexible approach in their day to day duties. <p>Functional Skills</p> <ul style="list-style-type: none"> Collecting and Representing Data Ratio and Proportion Properties of Angles and Shapes 	<ul style="list-style-type: none"> Will be able to provide advice to customers on how to deal with anti-social behaviours complaints. Be able to manage a case load of anti-social behaviour complaints. Will know the resources that are available to landlords to record anti-social behaviour Will be able to conduct interviews with customers Will be able to compare local and national statistics of anti-social behaviour complaints. Calculate the cost of anti-social behaviour and percentage difference Interview customers and prepare witness statements 	<p>Read anti-social behaviour legislation from police and crime Act (2014)</p> <p>Read ground for evictions</p> <p>Evaluate services provided to combat anti-social behaviour</p> <p>Work shadowing within anti-social behaviour team</p> <p>16-20 Hours</p>
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<p>8</p> <p>Occupancy, Tenure & Lettings</p>	<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 	<ul style="list-style-type: none"> Will be able to explain the process for letting a property the terms of the tenancy agreement and how to end a tenancy agreement. Will know how to advertise a property Will be able to advertise properties. 	<p>Work shadowing within the lettings departments</p> <p>Read grounds for evictions</p> <p>Compare different types of tenancy agreements.</p> <p>16-20 Hours</p>
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<p>8</p> <p>Continued: Occupancy, Tenure & Lettings</p>	<ul style="list-style-type: none"> Understand legislation and regulations as they apply to housing standards 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. Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders. 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. Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Influence and negotiate with customers, partners and suppliers <p>Functional Skills</p> <ul style="list-style-type: none"> Scale Diagrams Measures Algebra 	<ul style="list-style-type: none"> Be able to allocate properties Will be able to identify any support needs to sustain a tenancy. Will be able to maintain customer records. Will be able to issues notice seeking possession of a property. Be able to interview customers Be able to arrange for pre tenancy checks Be able to explain the terms of the tenancy agreements to customers Effective communication with a range of internal and external customers Calculating affordability checks Measurements of properties rooms Will be able to create scale drawings of rooms in the setting 	
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<p>9</p> <p>Legislations and Regulation</p>	<ul style="list-style-type: none"> 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 Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders. 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. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. <p>Functional Skills</p> <ul style="list-style-type: none"> Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required Express opinions & arguments, support them with relevant and persuasive evidence Use language that is effective, accurate, appropriate to context and situation Identify the different situations when the main points are sufficient and when it is important to have specific details Punctuate writing correctly using a range of punctuation marker 	<ul style="list-style-type: none"> Will be able to follow the procedures to deal with a breach of tenancy. Follow legislation when carrying out work. Will be able to visit tenants in their homes to explain required conditions of property. Will be able to carry out property checks. Will be able to Identify significant breaches of tenancy conditions such as ASB and sub-letting and take the appropriate steps to remedy the situation. Will be able to prepare and serve Notices Seeking Possession and Notices to Quit Will be able to sign customers to the redress system. Will be able to calculate court costs and damage costs in cases of evictions. Will be able to read legislation and identify the main points 	<p>Read gov.uk Evicting tenant's law</p> <p>Research legislation in relations to leases and tenancy agreements.</p> <p>Work shadowing lettings/property officer</p> <p>16-20 Hours</p>
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<p>10</p> <p>Legislations and Leases</p>	<ul style="list-style-type: none"> 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 Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders Demonstrate appropriate communication skills to enable timely identification and/or resolution 	<ul style="list-style-type: none"> Will know GDPR legislation and follow polices to keep customers personal information secure. Will know the role of the Regulator of Housing and understand the Standards that are measured Will know the role of the housing ombudsman and be able to deal with complaints or signpost to the relevant areas Will be able to provide tenancy agreements and explain terms 	<p>Seek permission from parents to carry out longitudinal study and find out any information that will inform your study</p> <p>16-20 Hours</p>
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<p>10</p> <p>Continued: Legislations and Leases</p>	<ul style="list-style-type: none"> of issues for customers and appropriate signposting to other colleagues and/or partner agencies. Work collaboratively with colleagues and partners to achieve individual, team and business targets. Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. <p>Functional Skills</p> <ul style="list-style-type: none"> Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required Express opinions & arguments, support them with relevant and persuasive evidence Use language that is effective, accurate, appropriate to context and situation Identify the different situations when the main points are sufficient and when it is important to have specific details Punctuate writing correctly using a range of punctuation marker 	<ul style="list-style-type: none"> and conditions with customers. Will be able to follow the process to gather evidence for court proceedings. Will be able to identify customers that are at risk from neglect or abuse and report to the relevant departments. Will be able to collaboratively work with partnership agencies to support safeguarding or support services. Will use professional discussion skills within workshops to discuss legislation and changes of regulations. Read and identify the main points of legislation Will be able to use mathematical skills to solve everyday problems. 	
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<p>11</p> <p>Project Management</p>	<ul style="list-style-type: none"> Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Organise and plan their own work to ensure tasks are completed and deadlines met. Effective use of IT equipment and software, through administration and the appropriate use of work equipment Effective decision making in order to apply the businesses objectives and priorities. 	<ul style="list-style-type: none"> Will be able to work with the employer to decide on a project idea. Will be able to complete aims and objectives of the project Will be able to plan workload to complete project work. Will be able to arrange meetings with staff members and stake holders. 	<p>Review previous organisation project evaluations Receive coaching and support form line manager</p> <p>16-20 Hours</p>
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<p>12</p> <p>Communication</p>	<ul style="list-style-type: none"> Understands business 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. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. <p>Functional Skills</p> <ul style="list-style-type: none"> Speaking and listening Using graphs to present information Sentence structure 	<ul style="list-style-type: none"> Be able to communicate with customers to gain feedback. Will be able to design a questionnaire/survey to gather feedback from customers. Analyse results to ascertain aims and objectives. Will be able to represent data for maximum affect 	<p>Determine methods of gathering feedback such as e-mail, telephone calls or face to face. Internal investigations on suitable customers to approach. Research different methods of gathering feedback from customers such as Survey Monkey. - Internal work-shadowing colleagues carrying out customer surveys and IT team in analysing data.</p> <p>16-20 Hours</p>
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<p>13</p> <p>Collaborative Working</p>	<ul style="list-style-type: none"> Understand the roles and responsibilities of others and team targets and or Key Performance Indicators Work collaboratively with colleagues and partners to achieve individual, team and business targets. Internal data analysis 	<ul style="list-style-type: none"> Understand organisations key performance indicators Will be able to communicate to team members at meetings. Will be able to take meeting notes Will be able to use mathematical skills to solve problems. 	<p>Work shadowing managers carrying out team meetings</p> <p>Preparing meeting agendas</p> <p>Taking minutes at a team meeting</p> <p>16-20 Hours</p>
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<p>14</p> <p>Information Collection & Sharing</p>	<ul style="list-style-type: none"> Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner Data analysing 	<ul style="list-style-type: none"> Will be able to extract key data relating to project and dissect and present results. Will be able to complete records in a clear, accurate and precise way. Will be able convert data into percentages to give a clear representation. 	<p>Revision on relevant legislation and regulation related to project.</p> <p>Independent research to support Q and A at end point assessment</p> <p>Complete communication records.</p> <p>16-20 Hours</p>
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<p>15</p> <p>Presentation Skills</p>	<ul style="list-style-type: none"> Effective use of IT equipment and software, through administration and the appropriate use of work equipment Speaking and listening 	<ul style="list-style-type: none"> Will be able to design a presentation to showcase learning. Will be able to deliver a 15-minute presentation 	<p>Read revision support documents YouTube videos on preparing presentations</p> <p>Research hints and tips on improving presentation design.</p> <p>Create a school readiness information booklet to give to parents.</p> <p>16-20 Hours</p>
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GATEWAY & EPA

Session Title / Months	"Intent" (Session Contents)
<p>16</p>	<ul style="list-style-type: none"> All knowledge skills and behaviours to be met in portfolio. Functional skills level 2 achieved in English and Maths/approved prior learning certificates.
<p>17</p>	<ul style="list-style-type: none"> Gateway meeting with learner, manager and tutor Mock interview Project diary completion
<p>18</p> <p>GATEWAY & EPA</p>	<ul style="list-style-type: none"> Tutor to arrange EPAO interview date Project Report to be started once Gateway has been achieved. EPAO documentation

END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 day and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place.

Note: Gateway can only be achieved once the following has been met:

English and Maths at Level 2 (or equivalent) to be achieved

Completion of knowledge, skills and behaviours

Minimum off the job training recorded

Gateway declaration signed by apprentice, line manager and apprenticeship tutor



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be **Fail, Pass or Distinction**.

Assessments which form EPA activities – Housing & Property Manager Level 3

Project	5,000-7,500 word *Dependent on choice of EPAO
Interview	60 minutes (15 mins presentation + 45 mins Q&A)

On completion of the apprenticeship, apprentices will be able to apply to the following for membership:

- Chartered Institute of Housing (CIH) at Member level.
- ARLA PropertyMark at Member grade.



DELIVERY



WEBINARS

Delivered via the Microsoft Teams platform for a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and you will have the opportunity to have input through discussion using the in-platform chat facility. These webinars count towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning.



1:1 SESSIONS

Either face to face or remote via Microsoft Teams. This is dedicated time with your tutor to discuss your progress and any areas where you may feel you need extra support or guidance. Your tutor will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your tutor can also guide you towards additional resources to stretch your knowledge and understanding of relevant topics. Off the job training is reviewed to make sure you are on track to meet the minimum requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks including; developing softer skills or enhancing your maths, English or digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential information to continue to stretch and challenge you throughout the apprenticeship. These courses can also contribute to your apprenticeship standard in conjunction with work set by your tutor. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Learn Plus Us staff involved in your training have access. These will not be shared outside of OneFile without your permission. Group webinars will also be recorded.

ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL tutor

At Learn Plus Us we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



CENTURY is an award-winning assessment, teaching and learning AI platform that has been developed by a team of experienced teachers, neuroscientists and technologists. This platform is where you will complete your initial assessments in English and Maths and it is used to determine the starting point for all potential apprentices. It will provide you with an individualised teaching and learning experience based on the results of your initial assessments.



NEXT STEPS

Following successful completion of your apprenticeship, you will be able to progress to the following:

- Senior Housing & Property Manager Level 4 Apprenticeship
- On completion of this apprenticeship you will be able to apply for professional body alignment set out in accordance with the Institute for Apprenticeships (IfATE).

More information can be found by [clicking here](#).

INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at sales@learnplusus.co.uk.

Learn Plus Us

North London Business Park
Oakleigh Road South, New Southgate
London, N11 1GN

Tel: 020 8444 4304
learnplusus.co.uk

Find @learnplusus on LinkedIn, Twitter,
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