



**Learn**  
**PLUS US**

Level 2  
**Junior Estate  
Agent**  
Apprenticeship

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# Junior Estate Agent

## LEVEL 2

**This is a customer-facing role with responsibility for providing the administrative support needed to secure successful property sales. Junior Estate Agents may work in different areas of estate agency, i.e. sales, auctioneering and commercial property. In all cases, they will be required to understand and comply with contractual, statutory and legal restrictions, and client confidentiality. They will be working under supervision within the wider organisation.**

The work is varied and typical roles will include: data registration, producing window adverts, arranging and booking viewings, accompanying colleagues on site visits to various properties, selling additional services, collecting keys, carrying out basic property research, including marketing procedures through portals, websites and various databases

Additionally the Junior Estate Agent would prepare floor plans of a property, following the measuring code of practice and also assist with the provision of sales particulars. This would include how to take and produce photographs for individual properties. As part of the sales process, apprentices would need to know how to conduct viewings and receive a formal offer made from a purchaser and the policies and procedures concerned with processing this. The Junior Estate Agent will work closely with colleagues to explore solutions to problems and improvements to working patterns. They will take responsibility for the quality, accuracy and planning of their own work.

The Junior Estate Agent will be able to acquire the fundamental skills for the commercial and residential property sales industry. This in turn will give them the capability for further career progression on completion of the apprenticeship. This career progression can be either with their existing employer or within the industry in general. It will also enhance their ability to undertake further qualifications.

## 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:

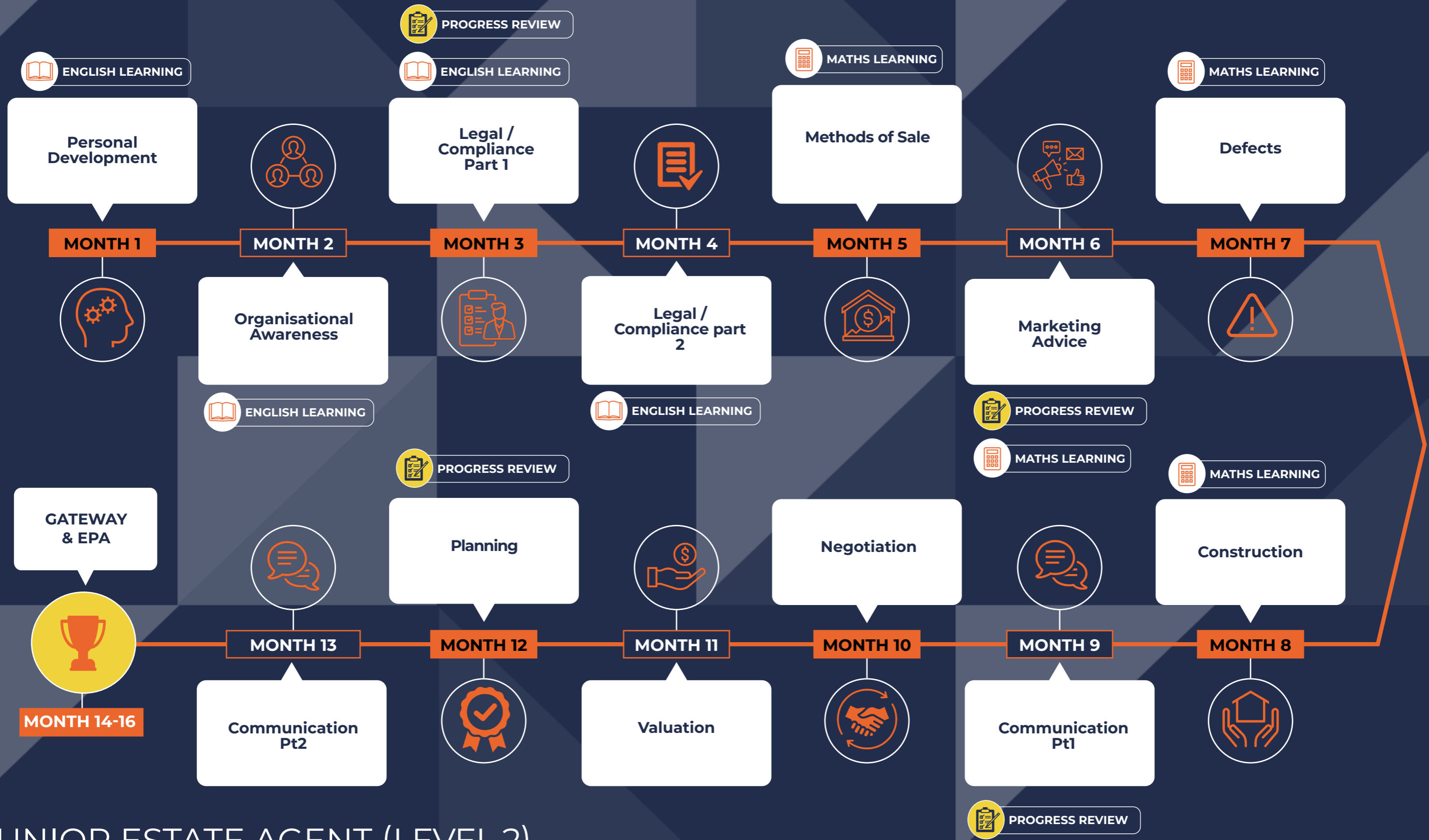
- An application form
- Initial assessments (Maths & English)
- Skill Scan
- This is Me form
- Additional Learning Support Application (if required)

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)



## JUNIOR ESTATE AGENT (LEVEL 2)

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"				
1 Personal Development	<ul style="list-style-type: none"> <li>Know how to manage time effectively. Including protected time for CPD.</li> <li>Know the importance of meeting personal / work commitments</li> <li>To take responsibility for their own personal development, safety and training.</li> <li>Time Management -</li> <li>To be able to organise and plan work in a flexible manner to en-sure tasks are prioritised and completed within agreed time-scales. Show effective decision-making in order to ensure work and tasks are completed in line with instruction and on time, including the principles of productivity, diary management, priori-tising, targets/ objectives and to understand task setting.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Respond effectively to detailed questions</li> <li>Communicate information, ideas and opinions clearly and accu-rately on a range of topics</li> <li>Express opinions and arguments and support them with evi-dence</li> <li>Identify meanings in texts and distinguish between fact and opinion</li> <li>Recognise that language and other textual features can be var-ied to suit different audiences and purposes</li> <li>Spell words used most often in work, study and daily life, includ-ing specialist words</li> <li>Communicate information, ideas and opinions clearly, coherent-ly and accurately</li> </ul>	<ul style="list-style-type: none"> <li>How to complete a SWOT Analysis</li> <li>Understand Key stages in personal development planning</li> <li>Methods of personal development</li> <li>Understand components of an effective personal development plan</li> <li>Create own PDP</li> <li>Will be able to use number skills to support the setting with everyday tasks</li> <li>Will be able to communicate ideas to colleagues</li> <li>Will be able to respond effectively to questions</li> <li>Will be able to use correct tense for observation writing</li> </ul>	<p>One to one meeting with line manager on performance and development</p> <p>Shadowing Opportunities – Other roles within your workplace</p> <p>8-16 hours</p>	2 Continued: Organisational Awareness	<ul style="list-style-type: none"> <li>language for interjection</li> <li>Use reference materials and appropriate strategies (e.g., using knowledge of different word types) for a range of purposes, in-cluding to find the meaning of words</li> <li>Write text of an appropriate level of detail and of appropriate length to meet the needs of purpose and audience</li> </ul>		
				3 Legal / Compliance Part 1	<ul style="list-style-type: none"> <li>Will have a general understanding of</li> <li>Estate Agents Act (1979)</li> <li>Consumer Protection from Unfair Trading Regulations (2008)</li> <li>Consumer Rights Act (2015)</li> <li>Business Protection from Misleading Marketing Regula-tions (2008)</li> <li>Stamp Duty and Land Tax (2003)</li> <li>Trades Description Act (1972)</li> <li>Proceeds of Crime Act (2002)</li> <li>Landlord and Tenant Act (1974)</li> <li>Auctioneers Act (1954)</li> <li>Effective use of I.T equipment and software,</li> <li>Be able to apply a range of administrative skills in order to support the range of estate agency activities &amp; related ser-vices.</li> <li>An understanding of the importance and use of digital and hardcopy records, including appropriate software packages. Diary management, filing, making and receiving telephone calls</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Understand organisational and structural features and use them to locate relevant information (e.g. index, menus, subheadings, paragraphs) in a range of straightforward texts</li> <li>Infer from images meanings not explicit in the accompany-ing text</li> <li>Write text of an appropriate level of detail and of appro-priate length to meet the needs of purpose and audience</li> <li>Will know how to calculate the basic stamp duty and land tax thresholds.</li> <li>Demonstrate both spoken and written business English and the difference between internal and external communi-cations etiquette (email, letter, telephone) and numeracy (use of percentages)</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to understand the Legislation &amp; Regulation associated within their role and the wider organisation.</li> <li>Will be able to understand why they must issue Offers &amp; Notifications of Sale in Writing.</li> <li>Will understand misleading omissions and what can be described / advertised in the description of a property</li> <li>Will be able to advertise a property</li> </ul>	<p>Research internal complaints procedure followed by external</p> <p>Research The property ombudsman's codes of practice guidance- Layout 1 (tpos.co.uk)</p> <p>Document your findings in your learning journal</p> <p>Complete your work product Legal / Compliance part 1 to demonstrate knowledge 16/20 hrs</p> <p>Research online portals to identify any misleading photos or descriptions.</p> <p>Research the powers of NTSEAT</p>
2 Organisational Awareness	<ul style="list-style-type: none"> <li>Demonstrate an understanding of: Principles, policies and practices of the organisation in term of customer care</li> <li>Complaints handling</li> <li>Employee code of conduct</li> <li>Team working</li> <li>Risk assessment</li> <li>Personal safety</li> <li>Safeguarding and business communications</li> <li>Have some knowledge of the organisations business plan</li> <li>Organisation values</li> <li>The range of services available to customers</li> <li>Team targets</li> <li>Key performance indicators and understand how their role fits in within the organisation</li> <li>To be able to work effectively with internal colleagues and exter-nal partners to achieve individual, team and business targets, identify solutions to problems, appreciate the importance of team working, and understand job roles and where they fit within the team. To use appropriate communication and interpersonal skills such as active listening, engagement and managing ambition.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Follow and understand discussions and make contributions relevant to the situation and the subject</li> <li>Use appropriate phrases, registers and adapt contributions to take account of audience, purpose and medium</li> <li>Respect the turn-taking rights of others during discussions, us-ing appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Learners will know their company's organisation policies and procedures, know where the polices are stored.</li> <li>Will know their own responsibilities whilst carrying out their job role.</li> <li>Will know how to keep customer's information secure.</li> <li>Will be able to keep themselves and others safe.</li> <li>Will be to share information with the relevant safeguarding professionals identifying facts and</li> <li>Will be able to take part in discussions to explain own organisation policies and procedures</li> <li>Will be able to use correct tense for assignment writing</li> <li>Will be able to use command verbs to explain and describe the policies</li> <li>Will be able to respectfully participate in g group discussion</li> </ul>	<p>Research own organisation policies and procedures. 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 Input reference sources into assignment</p> <p>8-16 hours</p>	4 Legal / Compliance part 2	<ul style="list-style-type: none"> <li>Have a general understanding of</li> <li>Primary Authority Responsibility</li> <li>Principles Underpinning Tenure</li> <li>Service Charges</li> <li>Ground Rent</li> <li>Shared Ownership</li> <li>Information collection and sharing</li> <li>Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications.</li> <li>Communication - Know how to manage the relationship with the customer. Know the importance of written, verbal and non-verbal communication (including body language), email, letter, telephone and personal etiquette.</li> </ul>	<ul style="list-style-type: none"> <li>Know the different types of Tenure, such as leasehold, freehold and commonhold.</li> <li>Know about the charges associated with a Leasehold property.</li> </ul>	<p>Complete Legal / Compliance work product part 2 to demonstrate knowledge.</p> <p>Research properties that you have in branch that are leasehold or shared ownership and write a reflective log about your findings. Include supporting evidence such as the property brochure.</p> <p>8-16 Hours</p>



<p><b>4</b></p> <p>Continued: Legal / Compliance part 2</p>	<p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Recognise vocabulary typically associated with specific types and purposes of texts</li> <li>Write consistently and accurately in complex sentences, using paragraphs where appropriate</li> </ul>		
<p><b>5</b></p> <p>Methods of Sale</p>	<ul style="list-style-type: none"> <li>Will know the difference between: <ul style="list-style-type: none"> <li>Private Treaty</li> <li>Public, Private &amp; Online Auctions</li> <li>Formal &amp; Informal Tender</li> <li>And the legal requirements.</li> </ul> </li> <li>To be able to demonstrate presentation skills, viewing and selling properties, cross selling, lettings and referrals. Standard methods of concluding sales and understanding needs.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Understand the fees associated with a public auction and be able to calculate the %</li> <li>Read the auction packs associated with an online auction</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to determine the most suitable method of sale.</li> <li>Will be able to understand the process of both public and online auctions.</li> <li>Will be able to advice a customer on the process of informal tender.</li> </ul>	<p>Complete Methods of Sale assignment to demonstrate knowledge</p> <p>Watch an episode of Homes Under the Hammer – Write a reflective log in your learning journal</p> <p>Look at online auctions and download an auction pack – Write a report on your findings.</p> <p>16-20 Hours</p>
<p><b>6</b></p> <p>Marketing Advice</p>	<ul style="list-style-type: none"> <li>Basic Research of: <ul style="list-style-type: none"> <li>Portals &amp; Database</li> <li>Land Registry</li> <li>Layers of marketing</li> <li>Self-Presentation</li> </ul> </li> <li>Effective use of I.T equipment and software, including specific sales and lettings packages, phone systems, use of mobile phones, measuring devices, dictation machines, damp meters, touch typing, cameras, PCs/laptops/tablets, multi-functional copiers, cloud data systems (and compliance), safety devices.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Measurements</li> <li>Conversions</li> <li>Area</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to research property price comparable using land registry data from online portals such as Rightmove plus and Zoopla Pro.</li> <li>Will be able to produce a professional property description on marketing material</li> <li>Will understand how to calculate the total Sq. Ft. Of a property</li> <li>Will be able to produce a floor plan</li> </ul>	<p>Look at the pie charts from your research into who your competitors are from Rightmove / Zoopla Pro and workout the % difference between you and your nearest competitor</p> <p>Shadow a measure up of a property using tools such as a laser measurer and camera. Gather a witness testimony. Provide evidence of who your competitors are by using online portals back offices such as Rightmove plus and Zoopla Pro</p> <p>Involvement in the process of creating a brochure/window car/ online detail such as Rightmove and social media</p> <p>20+ Hours</p>
<p><b>7</b></p> <p>Defects</p>	<ul style="list-style-type: none"> <li>Knowledge of the most common defects in traditional buildings such as subsidence, damp etc.</li> <li>To have an understanding of active listening, active questioning, empathy, handling difficult people and situations, objection handling, public relations and research. To be inquisitive, respectful, polite and know how to take control of a negotiation conversation.</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to understand a survey report and negotiate accordingly.</li> <li>Will be able to identify and have discussions about the most common property defects.</li> <li>Will be a be able to work out the price reduction based on remedial costs</li> </ul>	<p>Contact a damp and timber company and discuss how they determine what the cause of a problem is and the types of remedies.</p> <p>Shadow a market appraisal that</p>

<p><b>7</b></p> <p>Continued: Defects</p>	<p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Gathering costings for remedial works that maybe required after survey and providing customer with the breakdown.</li> <li>Read survey reports and discuss findings with customers</li> </ul>		<p>requires work or visit a property with damp / structural issues.</p> <p>Research different types of foundations.</p> <p>16-20 Hours</p>
<p><b>8</b></p> <p>Construction</p>	<ul style="list-style-type: none"> <li>Have basic knowledge of traditional and non-traditional building construction terminology.</li> <li>To have an understanding of active listening, active questioning, empathy, handling difficult people and situations, objection handling, public relations and research. To be inquisitive, respectful, polite and know how to take control of a negotiation conversation.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Demonstrate both spoken and written 'business English' and the difference between internal and external communications etiquette (email, letter, telephone)</li> <li>Look at the difficulties of getting finance on a non-standard construction property and have an understanding of the financial risk to the lender.</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to discuss issues with a non-standard construction property such as difficulty with mortgages and insurance.</li> </ul>	<p>Source a non-standard construction property and prepare for a professional discussion with tutor.</p> <p>Discuss with peers about any non-standard construction properties they have been involved in selling. Document findings</p> <p>5-10 Hours</p>
<p><b>9</b></p> <p>Communication Pt]</p>	<ul style="list-style-type: none"> <li>Know how to manage the relationship with the customer</li> <li>Know the importance of written</li> <li>Verbal and non-Verbal communication (including body language)</li> <li>Email</li> <li>Letter</li> <li>Telephone</li> <li>Personal label</li> <li>Appropriate use of social media sites i.e., Facebook, twitter, LinkedIn, and smartphone applications</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>Identify the different situations when the main points are sufficient and when it is important to have specific details</li> <li>Punctuate writing correctly using a range of punctuation markers</li> <li>Enhanced literacy/numeracy</li> <li>Demonstrate both spoken and written 'business English' and the difference between internal and external communications etiquette (email, letter, telephone).</li> </ul>	<ul style="list-style-type: none"> <li>Will be able to converse appropriately with customers, colleagues and professionals</li> <li>Will be able to use correct punctuation when writing reports, letters and emails</li> </ul>	<p>Shadow employer to use internal systems and also diary management systems and data storage and general administration</p> <p>Attend team meetings / responsible for note taking</p> <p>Shadow employer dealing with a complaint / issue. Document your findings</p> <p>16-20 Hours</p>
<p><b>10</b></p> <p>Negotiation</p>	<ul style="list-style-type: none"> <li>Know what makes a successful negotiation.</li> <li>Know the difference between Formal &amp; Informal negotiation</li> <li>To have an understanding of: <ul style="list-style-type: none"> <li>Active listening</li> <li>Active questioning</li> <li>Empathy</li> <li>Handling difficult people and situations</li> <li>Objection handling</li> <li>Public relations and research</li> <li>To be inquisitive</li> <li>Respectful</li> <li>Polite and know how to take control of a negotiation conversation</li> </ul> </li> <li>Selling -</li> <li>To be able to demonstrate presentation skills, viewing and selling properties, cross selling,</li> </ul>	<ul style="list-style-type: none"> <li>Will lead to negotiating offers</li> <li>Will lead to negotiating price reductions /fees</li> <li>Will be able to deal with customers in an empathetic manner when required.</li> <li>Will be able to deal with difficult situations</li> <li>Will be able to take control of a negotiation conversation</li> <li>Will be able to conclude sales</li> </ul>	<p>Research and revise for mock exams.</p> <p>Shadow a colleague dealing with a difficult negotiation conversation and record your findings / thoughts</p> <p>Use ZOPA (The zone of possible agreement)</p> <p>16-20 Hours</p>

<h1 style="margin: 0;">10</h1> <p style="margin: 0;">Continued: Negotiation</p>	<ul style="list-style-type: none"> <li>• Lettings and referrals. Standard methods of concluding sales; understanding needs</li> <li>• Fee Earning</li> <li>• To demonstrate an understanding of the competitive marketplace and commerciality of Estate Agency, Innovation, recognising opportunities and referrals.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>• Make relevant and constructive contributions to move discussion forward</li> <li>• Adapt contributions to discussions to suit audience, purpose, medium</li> <li>• Interject &amp; redirect discussion using appropriate language &amp; register</li> </ul>		
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<h1 style="margin: 0;">11</h1> <p style="margin: 0;">Valuation</p>	<ul style="list-style-type: none"> <li>• Be aware of the basic principles of rebuilding costs, selling, marketing (including use of social media) and marketing advice</li> <li>• Local market information</li> <li>• Different methods of sale and a basic understanding of lettings and investments</li> <li>• RICS property measurement standard</li> <li>• Market valuation</li> <li>• Rudiments of different types of valuation i.e., Lending, insurance and market, researching property values, lettings, observational challenges/powers, yields and investment values</li> <li>• Administration - Be able to apply a range of administrative skills in order to support the range of estate agency activities and related services. An understanding of the importance and use of digital and hardcopy records, including appropriate software packages.</li> <li>• Negotiation- To have an understanding of active listening, active questioning, empathy, handling difficult people and situations, objection handling, public relations and research. To be inquisitive, respectful, polite and know how to take control of a negotiation conversation.</li> <li>• Selling - To be able to demonstrate presentation skills, viewing and selling properties, cross selling, lettings and referrals. Standard methods of concluding sales; understanding needs</li> <li>• Fee Earning</li> <li>• To demonstrate an understanding of the competitive marketplace and commerciality of Estate Agency, Innovation, recognising opportunities and referrals.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>• Communicate information, ideas and opinions clearly, coherently and effectively</li> <li>• Write text of an appropriate level of detail and of appropriate length to meet the needs of purpose and audience</li> <li>• Organise writing for different purposes using appropriate format and structure</li> </ul>	<ul style="list-style-type: none"> <li>• Will be able to understand the different types of Valuations such as: <ul style="list-style-type: none"> <li>• Probate</li> <li>• Matrimonial</li> <li>• Mortgage</li> <li>• Insurance</li> <li>• Re-mortgage</li> </ul> </li> <li>• Will be able to work out Yields and Stamp Duty calculations.</li> </ul>	<p>Research the different types of valuations &amp; who can carry them out</p> <p>Research the difference between a Valuation and a Market Appraisal and which can be carried out by an estate agent, and which needs to be carried out by a RICS Chartered surveyor.</p>
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<h1 style="margin: 0;">12</h1> <p style="margin: 0;">Planning</p>	<ul style="list-style-type: none"> <li>• Awareness of the basic principles of planning, including the Role of national and local government</li> <li>• Building regulations and planning</li> <li>• Outline and detailed planning consent</li> <li>• Highways</li> <li>• Building control (including conversions and extensions) Permitted development</li> <li>• Listing</li> </ul>	<ul style="list-style-type: none"> <li>• Will be able to explain what falls under permitted development and why.</li> <li>• Will be able to ask the right questions about relevant permissions.</li> </ul>	<p>Research the different listings and what they mean.</p> <p>Employer support to research of a new development and where</p>
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<h1 style="margin: 0;">12</h1> <p style="margin: 0;">Continued: Planning</p>	<ul style="list-style-type: none"> <li>• Change of use and use class order and conservation areas</li> <li>• Be able to apply a range of administrative skills in order to support the range of estate agency activities and related services. An understanding of the importance and use of digital and hardcopy records, including appropriate software packages. Diary management, filing, making and receiving telephone calls.</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>• Analyse texts, of different levels of complexity, recognising their use of vocabulary and identifying levels of formality and bias</li> <li>• Follow an argument, identifying different points of view and distinguishing facts from opinions.</li> <li>• Identify different styles of writing and writer's voice</li> <li>• Convey clear meaning and establish cohesion using organisational markers effectively</li> <li>• Use different language &amp; register persuasive techniques, supporting evidence, specialist words, suited to audience and purpose.</li> <li>• Construct complex sentences consistently and accurately, using paragraphs where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Will know why a property as a listed status and will be able to explain what it means along with some of the restrictions associated.</li> </ul>	<p>Highways would be involved.</p> <p>Carry out research to find a property for sale / sold that would have either required planning permission, building regulation approval or fall under permitted development rights and give your reasoning. From stock would be ideal.</p> <p>Research the planning portals for your local council and find out about planning permissions within your area</p> <p>Revision for EP</p>
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<h1 style="margin: 0;">13</h1> <p style="margin: 0;">Communication Pt2</p>	<ul style="list-style-type: none"> <li>• Interpersonal skills</li> <li>• Body language</li> <li>• Articulation</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>• Convey clear meaning and establish cohesion using organisational markers effectively</li> <li>• Use different language &amp; register persuasive techniques, supporting evidence, specialist words, suited to audience and purpose.</li> <li>• Construct complex sentences consistently and accurately, using paragraphs where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Able to convey information accurately</li> <li>• An assess to the organisation</li> <li>• To have a competent and qualified team member</li> </ul>	<p>Review revision materials</p> <p>Familiarise self with showcase evidence</p> <p>16-20 Hours</p>
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## GATEWAY & EPA

Session Title / Months	"Intent" (Session Contents)
<h2 style="margin: 0;">14</h2>	<ul style="list-style-type: none"> <li>• All knowledge skills and behaviours to be met in portfolio.</li> <li>• Functional skills level 1 achieved in English and Maths/approved prior learning certificates.</li> <li>• Gateway meeting with learner, manager and tutor</li> <li>• Mock interview</li> <li>• Project diary completion</li> <li>• Tutor to arrange EPAO interview date</li> <li>• Project Report to be started once Gateway has been achieved.</li> <li>• EPAO documentation</li> </ul>
<h2 style="margin: 0;">15</h2>	
<h2 style="margin: 0;">16</h2> <p style="margin: 0;">GATEWAY &amp; EPA</p>	



# 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 1 (or equivalent) must 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 – Junior Estate Agent Level 2

<b>Practical Observation</b>	60-minute observation of apprentice duties.
<b>Professional Discussion</b>	60-minute professional discussion around portfolio.

Apprentices who successfully complete this apprenticeship may be eligible to apply for student membership of the following:

- NAEA PropertyMark (now incorporating the professional bodies formerly known as National Association of Estate Agents, Institute of Commercial and Business Agents and National Association of Valuers and Auctioneers).





# 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

Apprentices who successfully complete this apprenticeship may be eligible to apply for student membership of the following:

NAEA PropertyMark (now incorporating the professional bodies formerly known as National Association of Estate Agents, Institute of Commercial and Business Agents and National Association of Valuers and Auctioneers)

# INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at [sales@learnplusus.co.uk](mailto:sales@learnplusus.co.uk)

## Learn Plus Us

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Instagram, and Facebook



Education & Skills  
Funding Agency



Apprenticeships



Department  
for Education