

catch  
22



# HOUSING AND PROPERTY MANAGEMENT ASSISTANT

LEVEL 2

  
Ofsted  
Good  
Provider

# HOUSING AND PROPERTY MANAGEMENT ASSISTANT

## LEVEL 2

This apprenticeship is suitable for new entrants to the property management role. It is a customer facing role, primarily responsible for the administrative work needed to support the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors.

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

- Housing assistant
- Customer services assistant
- Lettings negotiator
- Lettings assistant
- Assistant property manager (without portfolio)
- Revenues assistant
- Housing administrator

The apprenticeship prepares an individual for a range of general housing/property management duties leading to professional/management roles.

**catch  
22**

CATCH-22.ORG.UK



## ENROLMENT TIMELINE



Catch22 Apprenticeships 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, the below steps will be followed to confirm the eligibility of everyone who wishes to enrol upon one of our apprenticeship programmes:



Potential apprentice is emailed a link to complete Initial Assessments for Maths & English. Then a Skill Scan is completed with the potential apprentice and the employer, which can be done either online or in person. These assessments determine the eligibility for the apprenticeship to proceed.



If eligible, all enrollment documentation is completed by the employer and apprentice.



The apprentice is invited to attend an Induction Session, which is delivered by one of the Apprenticeship Training team via Microsoft Teams.



Learning then commences from the date of the apprentice's attendance at the Induction Session.

# YOUR JOURNEY

## HOUSING AND PROPERTY MANAGEMENT ASSISTANT LEVEL 2

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





# HOUSING AND PROPERTY MANAGEMENT ASSISTANT LEVEL 2

Month	Session Title	Session Contents	Self-Learning
1	Welcome to your Apprenticeship & Organisational policies	<ul style="list-style-type: none"> <li>Explanation of Apprenticeship</li> <li>Case Study explanation</li> <li>Functional skills explanation (Initial assessments - BKSB)</li> <li>Cognassist</li> <li>First session of learning –               <ul style="list-style-type: none"> <li>Organisational policies</li> <li>Managing adherence and training with staff members</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Research the organisational policies relating to your role &amp; understand the importance of each one.</li> </ul>
2	Professional Behaviour, SWOT Analysis and Personal Development	<ul style="list-style-type: none"> <li>Professional Conduct</li> <li>Self-management</li> <li>Personal Commitment</li> <li>SWOT Analysis Explanation</li> <li>Self-development (CPD)</li> <li>Personal Organisation Skills</li> </ul>	<ul style="list-style-type: none"> <li>SWOT on your own performance</li> <li>Prepare your own PDP</li> <li>Set yourself short (3 months), medium (6 months) and long term (12 months+) goal</li> </ul>
3	Assets	<ul style="list-style-type: none"> <li>Explaining Effective and efficient management systems for your organisation</li> <li>Understanding legislation and defects</li> </ul>	<ul style="list-style-type: none"> <li>Provide 2 maintenance issues to discuss (potential Section 20)</li> <li>Demonstrate how to use the systems effectively to monitor maintenance issues</li> <li>Witness testimony from a colleague who has observed or helped increase knowledge or area.</li> </ul>
4	Customer and Context of the Housing Market and Equality Legislation	<ul style="list-style-type: none"> <li>Understand legislation relating to Equality.</li> <li>Understand how to establish the diversity of a community</li> <li>Best practices for servicing a diverse community</li> <li>Understand how to manage customers' expectations</li> <li>Understand regional demographics</li> </ul>	<ul style="list-style-type: none"> <li>Research task to complete a case study in connection with two chosen areas of their community to compare and contrast diversity, housing provisions, crime rates/impact of crime &amp; neighbourhood safety.</li> </ul>

5	Introduction of the case study & organisational background & quality research	<ul style="list-style-type: none"> <li>Case Study ideas and completion of the proposal form.</li> <li>Research of the organisational background information and the quality expected by the organisation (KPI's).</li> </ul>	<ul style="list-style-type: none"> <li>Decide on a case study topic and start completing the proposal form in readiness for submission to CIH.</li> <li>Please complete research on your organisational background information, including the quality expected, values, mission statements, organisational structure &amp; roles and responsibility, KPI's.</li> </ul>
---	---	--	--

6	Range of Services	<ul style="list-style-type: none"> <li>To understand the range of services available within the property sector</li> <li>Focus on services primarily offered by your organisation and provide examples</li> </ul>	<ul style="list-style-type: none"> <li>A professional discussion to demonstrate understanding of each range of services explained</li> <li>Provide examples of the services your organisation provides</li> <li>Reflection</li> </ul>
---	-------------------	---	---

7	Legislation – Leases & Terminations	<ul style="list-style-type: none"> <li>Providing an understanding of various leases within Property</li> <li>Crucial legislation to ensure leases and contracts remain valid</li> <li>Conditions of terminations of leases and other considering factors</li> </ul>	<ul style="list-style-type: none"> <li>Research regarding different types of leases available</li> <li>Legislation</li> <li>Terminations</li> </ul>
---	-------------------------------------	---	---

8	Preparation for the Case Study	<p>How to plan and prepare for case study ensuring the following criteria are met</p> <ul style="list-style-type: none"> <li>Be able to describe the situation and the task</li> <li>Identify the actions they took</li> <li>Reflect on knowledge, skills and behaviours they used to complete the task</li> <li>Involve interaction with colleagues and tenants in developing and executing the case study               <ul style="list-style-type: none"> <li>Include a diary and report of the case study activity which will form the basis of the final assessment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Complete the first 3 sections of your Case study introduction               <ul style="list-style-type: none"> <li>Introduction to self</li> <li>Introduction to organisation</li> <li>Introduction to area</li> </ul> </li> </ul>
---	--------------------------------	---	---

Month	Session Title	Session Contents	Self-Learning
9	Safeguarding & Vulnerability	<ul style="list-style-type: none"> <li>Understanding Safeguarding, prevent, British Values, &amp; vulnerability</li> <li>An understanding of how this links to Property Management</li> </ul>	<ul style="list-style-type: none"> <li>Professional discussion relating to demonstrating understanding of Safeguarding &amp; Vulnerability</li> <li>An example of when dealt with Vulnerability in the job role.</li> <li>Continued work on Case Study</li> </ul>
10	Legislation – Part 2	<ul style="list-style-type: none"> <li>Governance and Code of Practice training</li> <li>Court Proceedings</li> </ul>	<ul style="list-style-type: none"> <li>To research professional body code of conducts and relevant redress scheme for organisation</li> <li>Demonstrate understanding of potential situation where court proceedings or tribunals can occur within the role.</li> </ul>
11	Case Study Workshop	<ul style="list-style-type: none"> <li>Case study progress</li> <li>Diary completion</li> <li>Interview planning</li> </ul>	<ul style="list-style-type: none"> <li>Continue to work towards case study</li> <li>Plan showcase evidence</li> </ul>
12	Case Study Workshop	<ul style="list-style-type: none"> <li>4rd Progress Review - with Line Manager present</li> <li>Session focused on the completion of the case study and the report</li> <li>Check in on how Apprentice is feeling on EPA</li> <li>Completion of Exit Survey</li> <li>Meeting with manager to confirm Gateway and evidence</li> <li>Gateway preparation</li> </ul>	
13	Gateway Submission	<ul style="list-style-type: none"> <li>Mock EPA Professional Discussion</li> <li>Review of EPA Presentation compilation</li> <li>Check in on how Apprentice is feeling on EPA</li> <li>Completion of Exit Survey</li> <li>Meeting with manager to confirm Gateway and evidence</li> <li>Review session</li> </ul>	





# 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 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 3 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.

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

English and Maths at Level 1 (or equivalent) and Level 2 to be attempted

Completion of knowledge, skills and behaviours

Minimum of 20% OTJT recorded

Gateway declaration signed by apprentice, line manager and apprenticeship trainer



## WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, 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. There are 3 available grades for this standard; **fail, pass and distinction**.

### Assessments which form EPA activities – Housing & Property Management Assistant Level 2

Project	5000 words
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.
- Association of Residential Letting Agents (ARLA) at Associate Grade or Member Grade (depending on length of service within the sector and within the organisation).
- Institute of Residential Property Management (IRPM) at Foundation Level or Associate Level (depending on length of service within the sector and within the organisation).



# DELIVERY TYPES:



## WEBINARS

These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.



## 1:1 SESSIONS

These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer 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 trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% 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 their 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, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.



## ONEFILE ONLINE COURSES

These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. 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 Catch22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

## SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% 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.



For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.



BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.



## NEXT STEPS...

Upon successful completion of the Apprenticeship, you will be able to progress to the following;

**Housing & Property Manager Level 3 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 here:**

[www.instituteforapprenticeships.org/apprenticeship-standards/housing-and-property-management-assistant-v1-0](http://www.instituteforapprenticeships.org/apprenticeship-standards/housing-and-property-management-assistant-v1-0)

# INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at  
[apprenticeship@catch-22.org.uk](mailto:apprenticeship@catch-22.org.uk)



**[catch-22.org.uk](https://catch-22.org.uk)**

Catch22 charity limited. Registered charity no. 1124127

Company limited by guarantee. Company no. 6577534

© Catch22 2019