

catch
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JUNIOR ESTATE AGENT

▶ LEVEL 2


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Good
Provider

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



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

JUNIOR ESTATE AGENT 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.



JUNIOR ESTATE AGENT LEVEL 2

Month	Session Title	Session Contents	Self-Learning
1	Welcome to your Apprenticeship Organisational Awareness	<ul style="list-style-type: none"> Explanation of Apprenticeship & Delivery Types Functional skills explanation (Initial assessments - BKSB) Cognassist Equality & Diversity and Inclusion Online Safety First session of learning – <ul style="list-style-type: none"> Research on crucial organisational policies, requirements and responsibilities 	<ul style="list-style-type: none"> Complete OneFile courses: <ul style="list-style-type: none"> Learner Induction Course Online Safety Course Time Management Course Onefile induction course Workbook for completion <ul style="list-style-type: none"> Personal commitment Organisational awareness Organisational profile Job roles Services Policies
2	SWOT Analysis and PDP	<ul style="list-style-type: none"> Personal SWOT analysis Personal development plan to set goals and evaluate personal strengths and weaknesses 	<ul style="list-style-type: none"> Self-Assessment - SWOT Analysis Personal development plan Workshop delivery
3	Marketing Advice	<ul style="list-style-type: none"> How to undertake basic research, including portals, and databases such as Rightmove and Zoopla. Knowledge of Land Registry Layers of marketing and self-presentation. <p>Progress Review</p>	<ul style="list-style-type: none"> Workshop delivery Workbook to complete. <ul style="list-style-type: none"> Portals/database Presentation Social media Land registry Legislation CPR
4	Methods of Sale	<ul style="list-style-type: none"> Private treaty Public and private auctions Informal and formal tender and the relevant legal requirements. 	<ul style="list-style-type: none"> Workshop delivery Workbook to complete <ul style="list-style-type: none"> Different types of sales Tender and offer types

5	Negotiating	<ul style="list-style-type: none"> Negotiating skills to effectively negotiate offers between customers and vendors to obtain value for money 	<ul style="list-style-type: none"> Workshop delivery Personal statement/case study of negotiation <ul style="list-style-type: none"> Skills Behaviours Customer service Legislation AML GDPR Witness testimony from manager
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6	Legal and legislation	<ul style="list-style-type: none"> Be aware of legislation/ compliance and Code of Practice, and how it affects your daily role Implications of being in breach of legislation/Codes of Practice. 	<ul style="list-style-type: none"> Workshop delivery Workbook to complete <ul style="list-style-type: none"> Legal/compliance. Estate Agents Act (1979), Consumer Protection from unfair trading regulations (2008), Consumer rights Act (2015), Business Protection from Misleading Marketing Regulations (2008), Business Protection Regulations (2008), Stamp duty and Land tax, Trades Description Act (1972), Proceeds of Crime Act (2002), Landlord and Tenant Act (1954), Auctioneers Act (1845), Primary Authority Responsibility, Principles of tenure, service charges, ground rent, shared ownership, accounting procedures and client's money, illegal practises and the role of Trading Standards, Redress Act (2007), TPO COP. NAEA and RICS COP.
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7	Planning	<ul style="list-style-type: none"> Awareness of the basic principles of planning, including the role of national and local government. Building regulations and planning Outline and detailed planning consent, highways, building control (including conversions and extensions) Permitted development, listing, change of use and use class order and conservation areas. 	<ul style="list-style-type: none"> Workshop delivery Workbook to complete <ul style="list-style-type: none"> Planning permission Permitted development Planning portals Listed buildings Building control.
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Month	Session Title	Session Contents	Self-Learning
8	Construction and defects	<ul style="list-style-type: none"> Basic knowledge of traditional and non-traditional building construction terminology Knowledge of the most common defects in traditional buildings such as subsidence, damp etc 	<ul style="list-style-type: none"> Workshop delivery Workbook to complete <ul style="list-style-type: none"> Basic foundations Roofing Damp Subsidence
9	Valuation	<ul style="list-style-type: none"> Awareness of the basic principles of rebuilding costs Selling, marketing (including use of social media) and marketing advice, Local market information Different methods of sale and a basic understanding of lettings and investments RICS property measurement <p>Progress Review</p>	<ul style="list-style-type: none"> Workshop delivery Workbook to complete <ul style="list-style-type: none"> Property Values Supply and demand Location, Accessibility and Aspect Property types Code of practice Ownership Market knowledge/ research Case study accompany manager on a valuation Required for showcase
10	Showcase preparation	<ul style="list-style-type: none"> Showcase evidence for EPA 	<ul style="list-style-type: none"> Creation of evidence to apply previous knowledge, skills and behaviours to be applied into working practices. Examples could be: <ul style="list-style-type: none"> Valuations Marketing particulars Offer negotiations. Planning checks
11	Showcase preparation	<ul style="list-style-type: none"> Showcase evidence for EPA 	<ul style="list-style-type: none"> Creation of evidence to apply previous knowledge, skills and behaviours to be applied into working practices. Examples could be: <ul style="list-style-type: none"> Valuations Marketing particulars Offer negotiations. Planning checks

12	Gateway and EPA Prep	<ul style="list-style-type: none"> Roles and Responsibilities Support & EPA Health-checks The pre-Gateway review <p>The Gateway, including:</p> <ul style="list-style-type: none"> The CMI EPA Portal (Skillsure) Information needed, including Employer & Apprentice contact details and uploading documents into Skillsure Timelines and roles post-Gateway 	<ul style="list-style-type: none"> Gateway meeting with Employer/Apprentice, Mock Test Scenarios Revision Guidance and resources Mind maps and revision techniques
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13 - 15	Gateway Submission	<ul style="list-style-type: none"> Mock EPA Professional Discussion Review of EPA Presentation compilation Check in on how Apprentice is feeling on EPA Completion of Exit Survey Meeting with manager to confirm Gateway and evidence Review session 	<ul style="list-style-type: none"> Mock Test Scenarios Revision Guidance and resources Mind maps and revision techniques
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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 – Junior Estate Agent Level 2

Scenario-based Task	60-minute realistic work-based activity/task.
Professional Discussion	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 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...

Professional Body and Progression:

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
apprenticeship@catch-22.org.uk



catch-22.org.uk

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