

catch
22

SENIOR HOUSING AND PROPERTY MANAGER

LEVEL 4


Ofsted
Good
Provider

SENIOR HOUSING AND PROPERTY MANAGER

LEVEL 4

This apprenticeship is suitable for housing/property managers with a specific function and associated teams whilst working with the wider organisation/team, communities and partners.

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

- Neighbourhood housing manager
- Neighbourhood investment manager
- Property manager
- Leasehold manager
- Supported housing manager
- Leasehold manager

The role of the apprentice will vary dependant on your organisation, but will be suitable for somebody who is required to manage resources with delegated authority to deliver business objectives. The work must comply with contractual, statutory and legal requirements.



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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

SENIOR HOUSING AND PROPERTY MANAGER LEVEL 4

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.



SENIOR HOUSING AND PROPERTY MANAGER LEVEL 4

Month	Session Title	Session Contents	Self-Learning
1	Welcome to your Apprenticeship & Organisational External & Internal policy decisions/ social media	<ul style="list-style-type: none"> Explanation of Apprenticeship Project explanation Functional skills explanation (Initial assessments - BKSB) Cognassist First session of learning – <ul style="list-style-type: none"> Organisational policies Managing adherence and training with staff members Understanding policies for organisation & industry Social media advantages & disadvantages 	<ul style="list-style-type: none"> Research the organisational policies relating to your role & understand the importance of each one. Complete 2 risk assessments
2	Personal development, self-awareness, emotional intelligence, & behavioural style	<ul style="list-style-type: none"> Onefile course Personal Development Plan/ SWOT Analysis 	<ul style="list-style-type: none"> SWOT on your own performance Prepare your own PDP Set yourself short (3 months), medium (6 months) and long term (12 months+) goal Onefile course for Emotional intelligence
3	Customers, context and stakeholders	<ul style="list-style-type: none"> Demographics Diversity & Equality Legislation Community & Local plans Urban growth Understanding policies for organisation & industry Social media advantages & disadvantages 	<ul style="list-style-type: none"> 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 & neighbourhood safety. Research local plan and explain urban growth Understand impacts on property market in relation to policies, internally & externally

4	Assets	<ul style="list-style-type: none"> Explaining Effective and efficient management systems for your organisation Understanding legislation and defects & Section 20 processes H&S Reporting 	<ul style="list-style-type: none"> Provide 2 maintenance issues to discuss (potential Section 20) Demonstrate how to use the systems effectively to monitor maintenance issues Demonstrate understanding of essential Health & Safety Reports Example of assisting/ training/mentoring of team member on S20 and maintenance issues.
5	Introduction to the project	<ul style="list-style-type: none"> Project ideas and completion of the project proposal form. Research of the organisational background information and business plan (KPI's). 	<ul style="list-style-type: none"> Decide on a project topic and start completing the project proposal form in readiness for submission to CIH.
6	Business planning	<ul style="list-style-type: none"> Strategic frameworks & gap analysis Performance management cycle 	<ul style="list-style-type: none"> Research on your organisational background information, including the business plan, values, mission statements, organisational structure & roles and responsibility, KPI's. PESTEL/Porters 5 forces research for business planning & Strategy Performance management cycle Gap analysis
7	Influencing, negotiating, assertiveness and managing conflict	<ul style="list-style-type: none"> Influencing skills Negotiating skills Assertiveness Managing conflict and using resilience Team review & objective setting Motivating a team Manging conflict in a team 	<ul style="list-style-type: none"> Examples of managing conflict with team members & customers. Understanding essential skills required. Examples of target setting/ objective setting/reviewing team targets Evidence of session when learners have motivated a team (team meeting etc).

Month	Session Title	Session Contents	Self-Learning
8	Project Workshop – starting the project	<ul style="list-style-type: none"> Essential project information to help get started on your approved project Template for report writing 	<ul style="list-style-type: none"> Complete the first 3 sections of your project introduction Introduction to self Introduction to organisation Introduction to area
9	Legislation	<ul style="list-style-type: none"> Leases Industry standards 	<ul style="list-style-type: none"> Research regarding different types of leases available Legislation Terminations Research of industry standards Objective 1 for project
10	Safeguarding & Vulnerability	<ul style="list-style-type: none"> Understanding Safeguarding, prevent, British Values, & vulnerability An understanding of how this links to Property Management Understanding safeguarding for the organisation & government guidelines/processes How to deal with vulnerable customers and training to staff 	<ul style="list-style-type: none"> Professional discussion relating to demonstrating understanding of Safeguarding & Vulnerability Example of training team members or guiding team members through dealing with vulnerability Understanding government guidelines.
11	Legislation – Part 2	<ul style="list-style-type: none"> Governance and Code of Practice training Legal contracts Governance Professional bodies Court Proceedings 	<ul style="list-style-type: none"> To research professional body code of conducts and relevant redress scheme for organisation Explanation of legal contracts and breaches of contracts in law Research on professional bodies and code of conducts Demonstrate understanding of potential situation where court proceedings or tribunals can occur within the role.
12	Coaching & Mentoring	<ul style="list-style-type: none"> Coaching skills & models Coaching plan 	<ul style="list-style-type: none"> Complete a coaching plan with team members Understand the skills required and difference between coaching and training.

13	Project Workshop	<ul style="list-style-type: none"> Session focused on the completion of the project and the report 	
14	Project Workshop	<ul style="list-style-type: none"> Project to be nearing completion Powerpoint presentation for EPA to be started to follow the project 	
15	Project Workshop	<ul style="list-style-type: none"> Completion of project Completion of EPA PowerPoint Presentation File check for any outstanding documents or pieces of work 	
16	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 	

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 2

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 – Senior Housing & Property Manager Level 4

Project	5000-7500 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. They will also qualify for the Professional Diploma route to Chartered Membership.



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;

* Operational/Departmental Manager Level 5 Apprenticeship

* Level 6 Chartered Management Degree 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/senior-housing-and-property-management-v1-0

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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