



HOUSING AND PROPERTY MANAGEMENT

Level 3

🕒 18 Months

This apprenticeship will provide you with the skills, knowledge, and behaviours to effectively create and sustain tenancies in the private and social rented housing sectors. It will also ensure you comply with contractual, statutory, and legal regulations and codes of practice.

FUTURE OPPORTUNITIES

- Generic or Specialist Housing Officer
- Neighbourhood Officer
- Neighbourhood Co-ordinator
- Neighbourhood Advisor
- Lettings Officer
- Allocations Officer
- Tenancy Officer
- Private Sector Housing Officer
- Income Management Officer
- Leasehold Management Officer

OUR PARTNERS



PROGRAMME OF STUDY

- Synoptic Project Report and Presentation
- Portfolio of Evidence
- In-House Knowledge Assessment
- Off-the-job training
- Level 2 Functional Skills Maths – if required
- Level 2 Functional Skills English – if required

KNOWLEDGE

- Legislation and Regulation
- Organisation Background
- Assets
- Customers
- Context
- Range of Services
- Organisational Policies

SKILLS

- Customer Service
- Communication
- Collaborative Working
- Respond to Vulnerability
- Information Collection and Sharing
- Influencing and Negotiating
- Self-management
- Problem Solving
- Tools and Equipment
- Decision Making

BEHAVIOURS

- Responsive
- Trust and Integrity
- Adaptability
- Independence
- Dependability
- Personal Commitment
- Resilience
- Role Model
- Customer Care
- Teamwork



RESULTS

100%

EPA Pass rate

EXCELLENT

reviews from employers and learners on 'Find an Apprenticeship'

97%

of our learners are satisfied with their overall learning experience



END POINT ASSESSMENT (EPA) REQUIREMENTS

SYNOPSIS PROJECT

Reflective diary and report

This component is completed prior to Gateway

- This component has been developed as a synoptic assessment for apprentices to demonstrate the application of knowledge and skills
- The project is set and completed in the final six months of the apprenticeship
- The project is a practical work-based assignment, specified by the end point assessment organisation, covering relevant KSBs of the standard
- The project will consist of a practical activity with direct relevance to the role of the housing and property management role
- It will be necessary for the apprentice to interact with colleagues and tenants in developing and executing the project activity
- A reflective diary and report of the project activity will require producing and submitting and will form the basis of the final assessment

INTERVIEW

Including presentation and questions

- The portfolio, synoptic project, report and reflective diary will be reviewed by the independent assessor and use this to structure the interview
- A short presentation is given by the apprentice detailing their project
- This is followed by a series of questions to assess the relevant KSBs
- The typical duration of the interview, with a presentation and questions, is 90 minutes