



SENIOR HOUSING MANAGEMENT Level 4

🕒 19 Months

The senior housing and property management occupation in both social and private housing sectors are responsible for managing and delivering housing and property-related services within their business and service area(s). The role involves the management of resources with delegated authority to deliver the business objectives. Your work must comply with contractual, statutory, and legal regulations.

You will manage a specific function and associated team(s) whilst working with the broader organisation, team, communities, and external partners. You will also be proactive in finding solutions to problems and identifying areas for improvement. You will take individual responsibility for the overall quality and cost-effectiveness of your business and service area(s) and the needs of stakeholders.

FUTURE OPPORTUNITIES

- Neighbourhood Housing Manager
- Neighbourhood Investment Manager
- Property Manager
- Voids and Lettings Manager
- Assets Manager
- Incomes Manager
- Resident Involvement Manager
- Supported Housing Manager
- Leasehold Manager

OUR PARTNERS

Paragon Asra

PA Housing



find a way forward help with housing, learning and living

PROGRAMME OF STUDY

- In-House Knowledge Assessment
- Portfolio of Evidence
- Synoptic Project Report and Presentation
- Level 2 English Qualification
- Level 2 Maths Qualification



KNOWLEDGE

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

SKILLS

- Customer Service
- Communication
- Collaborative Working
- Respond to Vulnerability
- Information Collection and Sharing
- Influencing and Negotiating
- Financial Management
- Performance and Project Management
- People Management
- Decision Making and Prioritising
- Tools and Equipment

BEHAVIOUR

- Responsive
- Trust and Dependability
- Adaptability
- Self-Motivation
- Resilience
- Leadership
- Customer Care
- Teamwork
- Personal Development



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

MANDATED PROJECT – REFLECTIVE DIARY AND REPORT

- 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 endpoint assessment organisation, covering relevant KSBs of the standard
- The project will consist of a practical activity directly relevant to 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
- It will also be necessary for apprentices to undertake the management of staff and resources
- 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, mandated project, report and reflective diary will be reviewed by the independent assessor and used to structure the interview
- A short presentation is given by the apprentice detailing their project
- A series of questions follow this to assess the relevant KSBs
- The typical interview duration – with presentation and questions – is 90 minutes

EPA GRADES

- Pass
- Distinction

