



Apprenticeship Guide

Housing and Property Management Assistant

Level:	2
Duration:	12-15 months
Typical Job Roles:	Resident Involvement Assistant, Housing Assistant and Neighbourhood Assistant
Role Profile:	Primarily responsible for the administrative support in the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors. The housing and property management assistant occupation is customer facing and involves, for example, preparing paperwork for service charges, undertaking customer surveys, undertaking neighbourhood and property surveys, conducting supervised viewings and rental negotiations.
Skills, Behaviours and Knowledge:	Housing legislation and regulation Assets, estates and repairs Customer diversity The range of housing services Quality standards.
*Cost	£3,000

Apprenticeship Overview

- An apprenticeship is a real job with an accompanying skills development programme. It is a way to earn and learn, gaining valuable skills, knowledge and behaviours in a specific job role.
- Apprentices must spend at least 20% of their normal working hours on off-the-job training.
- Apprentices must achieve maths and English functional skills at level 1 during the programme (if not already achieved).
- Apprentices and employers will take part in regular reviews (at least every 12 weeks) to discuss progress and plan for achievement.

*Apprenticeships are either funded via the Apprenticeship Levy or via the government for non-levy paying employer (at least 95% of the cost is covered with additional funding and/or financial incentives for small employers).

Our 6 step apprenticeship journey:

Step 1 Onboarding and enrolment	Access deliver Matrix Standard accredited information, advice and guidance to all potential apprentices. We use various initial assessment methods such as a skills analysis, to establish current skills and experience, including maths and English, to develop an individualised learning plan.
Step 2 On programme learning and development	Access work with employers to design the apprenticeship programme incorporating on and off-the-job training. Our qualified Trainer Assessors use a blended approach of teaching, 1-1 sessions, e-learning, workshops and coaching to deliver the necessary skills, knowledge and behaviours including maths and English (where applicable).
Step 3 Gateway	Before moving to End Point Assessment, apprentices must meet the gateway requirements. These include: <ul style="list-style-type: none">• Maths and English functional skills• Evidence portfolio• Knowledge assessment• Case study.
Step 4 End Point Assessment	Apprentices will be assessed via an independent end point assessment organisation (EPAO) to confirm competence. This will be arranged in advance and will consist of: <ul style="list-style-type: none">• Assessment of case study and portfolio• Interview.
Step 5 Completion and certification	Upon successful completion of the End Point Assessment, the apprentice will have fully demonstrated their competence in the subject area and be awarded with their Apprenticeship certificates at either a pass or distinction.
Step 6 Progression opportunities	Discussions will take place with all apprentices to help them plan the next steps on their career path. Completion of the apprenticeship can help progression to higher levels of apprenticeships, further training or promotion and businesses will benefit from high performing staff. Example of progression routes include the following; The apprentice will be able to apply for: <ul style="list-style-type: none">• CIH Member level• ARLA Associate or Member Grade• IRPM Foundation or Associate Level Possible future development: <ul style="list-style-type: none">• Housing and Property Management Apprenticeship• Housing or Neighbourhood Officer• Lettings Officer• Income Management Officer.

For additional information and to discuss your individual requirements, contact our Engagement Team who will be happy to help.