

Housing/ Property Management apprenticeship: Level 2: Housing Assistant



Introduction to Housing Apprenticeships

All apprenticeships are now based around a set of industry standards. These standards are concerned with the knowledge skills and behaviours that you will need to demonstrate you have achieved by the end of the apprenticeship program.

These standards have been agreed by the housing sector as appropriate standards required to undertake a range of housing assistant roles.

To demonstrate the standards, you will need to undertake and complete a **CIH qualification**, a portfolio of evidence, and a **Case Study** which is of relevance to your job role and of value to your organisation. You will also need to demonstrate you have achieved level 1 **Functional skills** at Maths and English and have attempted L2 Functional Skills.

Who is the L2 Housing apprenticeship for?

The roles associated with this L2 apprenticeship can vary but includes Resident Involvement Assistant, Housing Assistant, Neighbourhood Assistant, Customer Services Assistant, Lettings Assistant, Repairs Assistant. The housing/property management assistant occupation is an entry level role. It is customer facing and primarily responsible for the administrative work needed to support the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors.

What is the length of the apprenticeship program?

The duration of the level 2 housing apprenticeship program usually takes between 12 -14 months to complete.

You will be undertaking learning and development for the first 10-12 months of the program and the last two months will be preparation for your **End Point Assessment (EPA)**

The last six months of the program you will be undertaking a Case Study.



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Program Delivery

We deliver this program using a variety of support and delivery mechanisms and will include:

- 12 Workshops - classroom-based training
- Tutorials and one-to-one mentoring
- Regular meetings with your mentor to discuss progress and your development
- E portfolio and e-learning.
- Additional learning and training arranged by your employer: this may include job shadowing/ in house training courses relevant to the standards.

CIH L2 Certificate in Housing Practice:

The workshops will include delivery of the Units for your CIH qualification. These include:

- Housing provision and housing organisations
- Customer service for housing
- Professional development in housing
- Assets, repairs and maintenance

Journey to Success: Going through Gateway to End Point Assessment

To pass through Gateway, you will need to:

- Completed your CIH L2 qualification
- Achieved L1 Functional Skills Maths and English
- Satisfy your mentor and organisation that the quality of your portfolio of evidence is of a satisfactory standard.
- Satisfy your mentor and organisation that your completed Case Study and Portfolio meets the necessary apprenticeship standards

If you meet these requirements we will apply to the Endpoint Assessment Organisation (EPAO) for you to progress through Gateway to End Point Assessment (EPA).

End Point Assessment: this is where your Apprenticeship work will be assessed and Graded by the EPAO. This will involve:

- Your work Based Case Study will be assessed by the EPAO
- Your Portfolio will be assessed by the EPAO
- You will undertake a 45-minute professional discussion with an End Point Assessment Panel about your Portfolio and Case Study and apprenticeship journey. This will be chaired by a representative of the EPAO
- The chair of the Panel will grade your apprenticeship with either a Pass or Distinction



Support with your Apprenticeship

We identify key milestones throughout your learner journey to achieve and will include; submission dates for your CIH assignments, completion dates of reflective logs and other evidence for your portfolio, submission and acceptance of the Case Study topic, and completion of your Case Study and Portfolio.

You will be assigned a Mentor from Dutton Fisher Associates who will support you from commencement of the programme all the way through to End Point Assessment (EPA). They will support you in meeting these milestones and getting to EPA. They will be a qualified trainer and have experience of working in the housing sector.

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