

Housing/ Property Management apprenticeship:

Level 2: Housing Assistant



Introduction to Housing Apprenticeships

The Level 2 Housing/Property Management Assistant apprenticeship standard has been agreed by the housing sector as the appropriate standard required to undertake a range of housing assistant roles.

To demonstrate the standards, apprentices will need to undertake and complete a CIH qualification (not mandatory, but recommended), a Portfolio of evidence, and a Case Study which is of relevance to their job role and of value to the organisation. They will also need to demonstrate they have achieved Level 1 Functional skills at Maths and English and have attempted Level 2 Functional Skills.

Who is the Level 2 Housing apprenticeship for?

The roles associated with this apprenticeship can vary but include 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.

This apprenticeship is particularly relevant to new apprentices to an organisation, and those commencing a housing assistant role, up skilling administrative roles to gain wider appreciation of housing and specific skills development

What is the length of the apprenticeship programme?

This Level 2 housing apprenticeship programme usually takes around 15-16 months to complete. Apprentices will be undertaking learning and development for the first 12-13 months of the programme and the last three months will be preparation for their End Point Assessment (EPA).



Programme Delivery

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

- Interactive workshops – Teams based learning. Face to face options potentially available
- E portfolio and e-learning.
- Tutorials and one-to-one mentoring
- Additional learning and training arranged by the employer: this may include job shadowing/in house training courses relevant to the standards
- Regular meetings with a Kingdom Academy mentor to discuss progress and development



CIH Level 2 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, apprentices will need to:

- Successfully complete a CIH Level 2 qualification*
- Achieve Level 1 Functional Skills Maths and English
- Satisfy their Kingdom Apprenticeship Training Co-ordinator (ATC) and organisation that the quality of their portfolio of evidence is of a satisfactory standard
- Satisfy their Kingdom Academy ATC and organisation that their completed Case Study and Portfolio meets the necessary apprenticeship standards

When these requirements are met, we will apply to the End point Assessment Organisation (EPAO) for apprentices to progress through Gateway to End Point Assessment (EPA).

**not mandatory, but recommended*

End Point Assessment: this is where the Apprenticeship work will be assessed and graded by the End Point Assessment Organisation (EPAO). This will involve:

- The work based Case Study will be assessed by the EPAO
- The Portfolio will be assessed by the EPAO
- Apprentices will undertake a 45-minute professional discussion with an End Point Assessment Panel about their Portfolio and Case Study and apprenticeship journey. This will be chaired by a representative of the EPAO
- The chair of the Panel will grade the apprenticeship



Support with your Apprenticeship

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

Apprentices will be assigned a ATC from Kingdom Academy who will support them from commencement of the programme all the way through to End Point Assessment (EPA). They will support apprentices in meeting these milestones and getting to EPA. They will be a qualified trainer and have experience of working in the housing sector.

Customer Feedback

"The Level 2 course broadened my knowledge of the Housing sector. It had been some years since I'd studied for anything, but I really enjoyed this course and had excellent support from our tutor, who went above and beyond with his guidance and encouragement" **Jaime Jinks, Jigsaw Homes Group**

"We have worked with Kingdom Academy for 3 years. In all this time, they have actively involved us with every process, update and any pastoral support that is needed for the development of our apprentices. Our Kingdom Academy tutor is on hand to provide support to our apprentices by listening to their needs and acting upon them in a way that is suitable for us. We have seen great successes: for example, in apprentices securing roles both within the organisation and externally" **Mandira Hughes, Employment Officer, Wythenshawe CHG**

"We've run multiple development programmes with Kingdom Academy Associates and as an employer, we've been involved from the start of each programme. The communication between us, the apprentice and Kingdom Academy has been key to the success of each programme" **Peter McCue, L&D Advisor, Northwards Housing**

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