

Housing/ Property Management apprenticeship:

Level 3: Housing Officer



Introduction to Housing Apprenticeships

The Level 3 Housing/Property Management apprenticeship standard has been agreed by the housing sector as the appropriate standard required to undertake a range of housing officer 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 Project which is of relevance to their job role and of value to the organisation. They will also need to demonstrate they have achieved Level 2 Functional skills at Maths and English.

Who is the Level 3 Housing apprenticeship for?

The roles associated with this apprenticeship can vary but includes Neighbourhood Housing officer, Income Management officer, ASB officer, Housing Officer. Housing and property management professionals at L3 are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the quality and accuracy of their work and its administration.

This apprenticeship is particularly relevant to new apprentices to an organisation, those who recently commenced a housing officer role, 'up skilling' housing officers to work in specialist areas and/or be able to gain comprehensive understanding and skills development in delivering a range of housing services to customers. It's also suitable for housing officers who have witnessed considerable organisational change and restructuring and seek to update their knowledge and skills development.

What is the length of the apprenticeship programme?

This Level 3 housing apprenticeship programme usually takes 20 months to complete. Apprentices will be undertaking learning and development for the first 17 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
- Tutorials and one-to-one mentoring
- Regular meetings with a Kingdom Academy Apprenticeship Training Co-ordinator (ATC) to discuss progress and development
- E portfolio and e-learning.
- Additional learning and training arranged by the employer: this may include job shadowing/in house training courses relevant to the standards



CIH Level 3 Certificate in Housing Practice:

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

These include:

- Professional Practice Skills for Housing
- Delivery of Housing Services
- The Housing System
- Involving Housing Service Users
- The Legal Framework of Housing
- Occupancy Tenure and Lettings
- Dealing with ASB
- Rental Income Management

Journey to Success: Going through Gateway to End Point Assessment

To pass through Gateway, apprentices will need to:

- Successfully complete a CIH Level 3 qualification*
- Achieve Level 2 Functional Skills Maths and English
- Satisfy their Kingdom Academy 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 project 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 project 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 an 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

"I had the best support a student could ask for. My Kingdom Academy ATC was fantastic, she helped me massively as I suffer with dyslexia. I have had 2 job promotions starting off as an apprentice to becoming an officer. None of this would have happened I believe without completing the Level 2 and Level 3 Housing apprenticeships" **Ben Jennings, Together Housing**

"My apprenticeship with Kingdom Academy has enabled me to learn many new things as well as giving me experience on how to approach and deal with challenging housing situations. I was so pleased to achieve a distinction and receive such positive feedback. It made me realise that it is possible to be a mother, manager and develop my career" **Agne Svencionyte, Southwark Council**

"We have worked with Kingdom Academy now for several years now, offering apprenticeships in Housing. It has been a successful partnership and that is due to their approach and commitment to both the individual students and us as an employer. I have worked with a number of providers over time and for me what separates Kingdom Academy from others is the support and guidance offered" **Karen Lopez, OD Officer, Halton Housing**

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