

Housing & Property Management Assistant Standard Route - Level 2

LEARNING JOURNEY

Unit 1 - Organisational background & Range of Services

This unit focuses on:
The values, principles and priorities of the organisation, understanding how your role fits in to meet business needs and the range of services offered to customers by your organisation.



Unit 2 - Organisational Policies & Quality Standards

This unit focuses on:
A range of organisational policies including employee code of conduct, and quality standards within the organisation.

Unit 3 - Legislation & Regulation in Housing Part 1

This unit focuses on:
UK law including civil and criminal law, requirements of a contract, codes of conduct and the provisions of data protection and safeguarding.



Unit 4 - Legislation & Regulation Part 2

This unit focuses on:
Legislation and regulations within the housing sector including occupancy and tenancy laws.

Unit 5 - Customer Service

This unit focuses on:
The importance of customer service and positive communication within the housing sector.



Unit 6 - Assets, Repairs & Maintenance

This unit focuses on:
Repairs and maintenance within the housing sector, client / contractor roles and asset management programmes

Unit 7 - The Context of Housing

This unit focuses on:
The context of housing including: Changing trends in UK housing, the changes to property structure and construction over the years and laws governing these changes



Unit 8 - Professional Development

This unit focuses on:
Professional development opportunities, setting targets and the importance of a personal development plan

Unit 9 - Case Study Planning

This unit focuses on:
Case study planning in preparation for EPA.



Unit 10 - Writing the Case Study

This unit focuses on:
Writing the case study in preparation for EPA.

Unit 11 - EPA Support & Guidance

This unit focuses on:
preparing you for End Point Assessment ensuring the project is complete and progressing through Gateway



Unit 12- Gateway & EPA Preparation

This unit focuses on preparing you for End Point Assessment ensuring the project is complete and progressing through Gateway