

HOUSING AND PROPERTY MANAGEMENT

This training programme has been designed for those working in the housing and property sector. Individuals are primarily responsible for the creation and sustainment of successful tenancies in the private and social rented housing sectors. This work must comply with contractual, statutory and legal regulations and approved codes of practice. They typically work in varied situations including addressing complex people related matters and property related responsibilities.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 3
- Duration - 15 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



Call: **01388 777 129**

Email: **housing@learningcurvegroup.co.uk**

Visit: **www.learningcurvegroup.co.uk**

The learner journey

1. 15 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

2. Gateway – After the 15 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Industry recognised qualifications

Apprentices have the opportunity to study an industry recognised qualification alongside their apprenticeship. Options include the Chartered Institute of Housing Level 3 Certificate in Housing Practice or The Property Institute Level 3 Course in Leasehold Property Management for Apprentices. During their qualification, apprentices receive student membership, granting access to resources, webinars, and industry events.



Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Understands the principles, practices and legislation relating to current landlord and tenant law for the letting, maintenance and termination of a variety of tenancy types; housing standards legislation and regulations; understands the organisation they work for; social and physical context of estates, neighbourhoods; resolving defects, common problems, health and safety issues and repairs to dwellings; communities the business serves; current and historical context of social, rented, affordable, private housing appreciation of the range of applicable housing services; understand the principles, policies and practices of the organisation they work for.

Skills:

Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental frontline service; demonstrate appropriate communication skills; work collaboratively with colleagues and partners; use skill and judgment to understand the needs of vulnerable individuals and groups; use a variety of methods to identify, collect and communicate technical information in a confident and effective manner; influence and negotiate with customers, partners and suppliers; organise and plan their own work; problem solving and flexible approach; effective use of IT equipment and software; decision making in order to apply businesses objectives and priorities.

Behaviours:

Takes timely and responsive action to address issues; works in a confidential, ethical and empathetic manner; willingness to accept changing priorities and work patterns; work independently; meets personal commitments and expectations; takes responsibility for personal and professional development; high level of resilience, tenacity and calmness; ambassador and role model for employer with customers, clients and partners; responsive approach to customer needs; team work and is an effective team player, accepts responsibility for the work of themselves and others.

For more information visit: [Institute of Apprenticeships](#)



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