

# HOUSING AND PROPERTY MANAGEMENT ASSISTANT

This training programme has been designed for those working in the housing and property sector. Individuals work in a customer facing role primarily responsible for the administrative work needed to support the creation and sustenance of successful tenancies and leaseholds in both social and private housing sectors. They typically work under supervision within the wider organisation, team, communities and external partners. The work is varied and includes undertaking housing duties relevant to the team and organisation.

## 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 2
- Duration - 10 months
- Blended approach to delivery which could include webinars, face-to-face, and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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## The learner journey

**1. 10 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them to achieve their End-Point Assessment (EPA). 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.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

**2. Gateway** – After the 10 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time to be submitted into gateway.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through completion of a case study and a professional interview.

## How your employees will learn

Support is available 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 at Level 2.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

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



## What your employees will learn

### Knowledge:

Principles and practices of relevant landlord and tenant law, applicable codes of practice and relevant legal frameworks; organisation's business plan, organisation values, range of services, key performance indicators; social and physical context of estates, neighbourhoods and how to report defects, common problems, health and safety issues and repairs to dwellings; diversity and needs of the communities the business serves; current and historical context of the housing market; range of housing services; quality standards; principles, policies and practices of the organisation.

### Skills:

Able to apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service; understands the needs of vulnerable individuals and groups; effective and appropriate communication skills; signpost customers who need additional support; administrative skills; collect and present information such as resident, neighbourhood and property data; work with colleagues to achieve individual, team and business targets; identify solutions to problems, appreciate the importance of team working; organise and plan work in a flexible manner; effective use of IT equipment; decision making in order to ensure work tasks are completed.

### Behaviours:

Takes timely and responsive action to instructions given; develops trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude; willingness to accept changing priorities and work patterns; meets personal commitments and expectations of others; takes responsibility for their own personal development; acts as an ambassador for the organisation; demonstrates a responsive approach to customer and client needs; effective team player, accepts responsibility for their work.

For more information visit: [Skills England](#)

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