

# SENIOR HOUSING AND PROPERTY MANAGEMENT

This training programme has been designed for those working in the housing and property sector. Individuals work in both social and private housing sectors and are responsible for the management and delivery of housing and property related services. They typically are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the overall quality and cost effectiveness of their business and service areas and the needs of stakeholders.

## 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. Employees undertaking this qualification must have management exposure.

## The programme in brief

- Level 4
- Duration - 18 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



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## The learner journey

**1. 18 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for 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.

**2. Gateway** – After the 18 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 EPA.

**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 portfolio of evidence, a project report and presentation and a professional interview.

## 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 will have access to a series of webinars which will give them the knowledge needed for their qualification.

All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified at Level 4.

We will facilitate the delivery of the learners EPA through an approved EPA 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 4 Certificate in Housing or The Property Institute Level 4 Course in Leasehold Property Management for Apprentices.



Chartered  
Institute of  
Housing

The Property Institute



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

## What your employees will learn

### Knowledge:

Understand and interpret the principles, practices and legislation relating to current landlord and tenant law; codes of practice and legal framework; interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas; housing standards; business planning process; range of services available to customers; performance management; strategic value of social and physical context of estates and neighbourhoods; diversity of customers, clients and stakeholders; historical context and current trends in housing and property markets; advice and guidance on housing services; policies and practices related to service area; housing and property management skills.

### Skills:

Provide leadership in relation to the delivery of customer service; communication skills; work collaboratively with colleagues; ensure services meet the needs of vulnerable individuals and groups; data analysis; influence and negotiate with partners and suppliers; manage budgets and report on financial performance; performance management; project management; develop individuals and teams; coach, mentor and ensure the wellbeing of staff; operational and strategic thinking; flexible and innovative approach to problem solving; undertake forward planning; use of IT equipment and software.

### Behaviours:

Take timely, flexible and responsive action to address complex issues; gain and maintain trust and respect by working in a confidential, ethical and empathetic manner with a professional attitude; embrace changing priorities and work patterns; work independently and effectively without close supervision; high level of resilience, tenacity and calmness; ambassador and role model; responsive and empathetic to client and customer needs; effective team leader and player; responsible for their continual development; reflective practitioner.

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