

HOUSING AND PROPERTY MANAGEMENT ASSISTANT

Level 2 - Duration of the programme - 12 months

This apprenticeship prepares you for the start of your career in the housing and property sector. It will give you an insight into how property management companies operate and a good introduction to housing and property principles. You'll learn about customer service, the housing market and the laws that affect landlords and tenants. The qualification also covers the different types of housing services, including repairs and maintenance, lettings, rents and fees, and energy efficiency and waste management.

**GET QUALIFIED IN TIME FOR GOVERNMENT REGULATION -
UP TO 95% FUNDING AVAILABLE TOWARDS PROGRAMME COSTS**

Technical training and affiliation with:

- IRPM
- AIRPM/MIPRM membership for property managers
- ARLA membership for sales and lettings agents
- CIH membership for social landlords
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The programme in brief

- Health and Safety, Security and General Law
- Customer Service in the Property Sector
- Introduction to Residential Property Letting Practice
- Introduction to Residential Property Management Practice

Call: **01388 777 129**

Email: training@learningcurvegroup.co.uk

Visit: www.learningcurvegroup.co.uk

The learner journey

1. 12 months on-programme – This is when you will gain the skills, knowledge and behaviours which will then support you in the End-Point Assessment. You can 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 must also partake in 20% off-job training.

2. Gateway – After 12 months teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when you will need to demonstrate you have learnt the required knowledge, skills and behaviours, through a knowledge based VIVA professional discussion and submission, review and technical questions.

What benefits does this mean for the employer?

- Opportunity to build a team qualified to upcoming ROPA recommended standards
- Completion of a high level project that benefits the company
- Free apprentice recruitment service
- Workforce training planning
- Cost effective training
- Increase productivity and revitalise your company
- Skilled workforce - improve your service
- Reduce staff turnover
- Raise staff morale
- No day release - we come to you!

What your employees will learn

Knowledge:

- Legislation and regulation
- Organisation background information
- Assets
- Range of services
- Quality standards
- Organisational policies

Skills:

- Responding to vulnerability
- Communication
- Administration
- Information collection and sharing
- Time management
- Tools and equipment
- Decision-making

Behaviours:

- Trust and integrity
- Adaptability
- Personal commitment
- Customer care
- Teamwork

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