

SENIOR HOUSING & PROPERTY MANAGEMENT LEVEL 4



PROPERTYMARK EXAMS 3, 4 & 5

EPA

GATEWAY

MONTH 16-18
PROPERTYMARK EXAMS UNITS 1, 2 & 6

MONTH 11-12
ARLA UNIT 2 & 3

RANGE OF SERVICES & ASSETS

MONTH 13-15
PROJECT COMPLETION, MOCK EPA & CPD

MONTH 10
PROJECT INTRODUCTION

MONTH 5
BUSINESS MANAGEMENT & FINANCE

MONTH 6
CUSTOMERS & DIVERSITY

MONTH 7-9
LEGISLATION & REGULATIONS

ARLA UNIT 1 & 4

MONTH 4
BUSINESS PRACTICE & COMMUNICATION

MONTH 3
CONTEXT & HISTORY

MONTH 2
ORGANISATIONAL BACKGROUND & POLICIES

ARLA UNIT 6

MONTH 1
INDUCTION / VQM TRAINING



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OVERVIEW

All the knowledge, skills and behaviour modules are covered during the highlighted monthly visits and must be achieved prior to EPA (End Point Assessment).

The apprentice must be on programme for 18 months before EPA can be booked. During the apprenticeship, the apprentice will have regular 1-1s with their line manager and assessor, via a combination of personal discussion, observations, Q&A and work-based products of evidence to form a portfolio of evidence. The portfolio, along with the work-based improvement project, must be completed before they can attend a Gateway meeting with their assessor and employer. Here, the apprentice will be signed-off as ready to move forward for their final assessment (EPA).

All apprentices, must achieve Level 2 Functional skills in Maths and English, before they can attend Gateway, unless they prove exemption by prior attainment.

EPA

1. Portfolio of Evidence

The portfolio of learning, needed to enter gateway, will contain the knowledge, skills and behaviours highlighted on the 'road map'.

To achieve this, you will need to evidence:

1. target setting, regular scheduled and recorded one to ones and periodic assessments.
2. collection of evidence in undertaking the role relevant to the evidence required to demonstrate competence against the standard and assessment criteria.
3. reflective learning and feedback.
4. observation in key tasks and feedback relevant to the evidence required to demonstrate competence against the standard and assessment criteria.
5. a behaviours log to assess and record the demonstration of the appropriate behaviours.

2. Project

The project, carrying 80% of the total grade, will be completed during the last 6 months of the apprenticeship following the gateway process and provides the opportunity to demonstrate integration of skills, knowledge and behaviours that will be assessed through the final assessment process. Stretch both theoretical understanding and practical application, and in that sense test real acquired skills and knowledge:

1. Has direct relevance to the housing/property management roles.
2. Includes conditions including the timescales to complete.
3. Is supported by guidance and example projects which will illustrate the level of detail and expectations of the project.
4. Demonstrate appropriate capability of managing staff and resources.
5. Involve interaction with colleagues and tenants in developing and executing the project.
6. Include a diary and report of the project activity which will form the basis of the final assessment.
7. Be completed in the final 6 months of the apprenticeship.

INTERVIEW BASED ON THE PROJECT

An interview /Viva, carrying 20% of the total grade and based on the project, will then be convened by the assessment panel with the apprentice which will be used to probe the skills, knowledge and behaviours acquired through the apprenticeship and demonstrated through the project. The interview/viva would commence with a short presentation by the apprentice of their project followed by a series of questions from the assessment panel. The focus of the final assessment is on the apprentice being able to prove their competence in the role of housing/property management, through the work they have completed.

Grading Criteria				
1-REFER	2-REFER	3-PASS	4-DISTINCTION	5-DISTINCTION
Significant gaps in their ability to demonstrate the standard	Minor gaps in their ability to demonstrate the standard	Fully meets the Assessment Criteria	Some examples of exceeding the standard in some areas; meets in all other areas	Consistently exceeds the standard across most of the areas