

Housing & Property Management

Level 3

Duration:
18 Months

Example job
roles:

Lettings
Negotiator
Property Manager
Lettings Officer

SME
Contribution:
£350

Occupational Role Profile

The housing and property management occupation is customer facing and 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.

Housing and property management professionals are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the quality and accuracy of their work and its administration. At Level 3 some housing and property professionals may also have supervisory responsibility for other people.

The apprenticeship prepares an individual for a range of general housing and property management duties leading to operational or specialist roles.

Delivery

The training is delivered using a blended approach with a mix of on site training and online sessions. Individuals work at their own pace with support from their trainer. Progress reviews are carried on a regular basis to ensure sufficient transparent progress is being made.

Core Knowledge & Skills:

Legislation & Regulation
Assets
Customers
Context of Housing
Range of Services
Collaborative Working
Influencing & Negotiating
Problem Solving
Decision Making

Core Behaviours:

Responsive
Adaptability
Trust & Integrity
Independence
Dependability
Resilience
Role Model
Customer Care

End Point Assessment

Upon successful completion of the training, the apprentice completes an independent assessment process carried out by a third party.

Benefits of the Programme

On completion of the apprenticeship, apprentices will be able to apply to the following for membership:

Chartered Institute of Housing (CIH) at Member level.
Association of Residential Letting Agents (ARLA) at Associate Level.