



# A GUIDE TO HOUSING APPRENTICESHIPS



Chartered  
Institute of  
Housing  
Approved centre

ACHIEVE TRAINING...

# YOUR LAUNCHPAD TO LEARNING

We are the leading learning launchpad for quality inspirational training and opportunities. That's because we are an award-winning social enterprise with an enabling environment whose main aim is to build better futures.

The connections and independence gained from being backed by a large community-based group and our experienced staff's expertise make us supportive and agile and form great commercial partnerships.

We are an inspiring place for young people and employers to mutually benefit, with 70% of our learners progressing to full-time employment.



1

## WE ARE ENABLING AND INSPIRING

We're a 'life launchpad' for young people in a supportive, engaging and enjoyable environment.

2

## WE ARE SOLIDLY SAVVY PARTNERS

We are a successful, responsible business, ambitiously innovative since 1982.

3

## WE ARE INNATELY PEOPLE-FOCUSSED

As a profit for purpose business, community and putting people first really do come first with us.

4

## WE ARE PASSIONATE IMPACT-MAKERS

We have a fiery can-do creative tenacity for positive change, and we will find a way to great.

## WHAT YOU'LL LEARN FROM THIS GUIDE...

You will understand the apprenticeship levels and pathways available to launch your career in the housing sector or progress and upskill in your current role. You'll discover what's involved in each apprenticeship, the entry requirements, end-point assessment and durations.

# HOUSING APPRENTICESHIP PATHWAYS

Whether you're looking to launch into a career in housing, or you're an employer ready to upskill new staff, a housing apprenticeship teaches the latest skills and knowledge required by the industry.

Once you have completed your Housing / Property Management Apprenticeship, you will have developed various transferable skills that you can use to develop property careers or you might go on to build a career in a similar field.

Property Management Apprenticeships give you the stepping stone to move onto degree level studies and beyond. These qualifications could be housing and property related where you could specialise in a particular field.

This guide shows you the apprenticeship pathways available.



“

Working with Achieve has been a really positive experience. We created a schedule of training as a development programme to run the apprenticeship pathway. Apprenticeships are great for anybody and provide a good learning experience. We chose Achieve Training because of the learner centric focus, support and progression.”

**Elaine Woodman**  
Learning and Development Manager



“

I went to university but soon realised it wasn't for me. My apprenticeship allowed me to get a position as a Development Assistant with Aspire Housing, and I've never looked back!

**Rachel, 22**





LEVEL 2

# HOUSING/PROPERTY MANAGEMENT ASSISTANT

## APPRENTICESHIP STANDARD

12 - 15 MONTHS DURATION ( including learning and EPA )

### WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is for new entrants or those wanting to progress their career within the Housing sector.

### ENTRY REQUIREMENTS

Anyone from school leavers to career changers can enrol on this apprenticeship. As part of this standard you will need to work towards Level 2 functional skills in Maths and English.

### COSTS

Maximum of £3,000 if you are a Levy payer  
Maximum of £150 if you are a non-Levy company

The following qualification can be added to the apprenticeship at an additional cost:

- Chartered Institute of Housing Level 2 Certificate in Housing Practice

### WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Legislation and regulation
- Business understanding
- Customer needs
- Housing services
- Quality standards
- Professional practice

### END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Work-based Case Study / Project
- Portfolio Assessment
- Professional Panel Discussion

### PROGRESSION OPPORTUNITIES

The skills developed in this apprenticeship could lead to employment as:

- Resident Involvement Assistant
- Housing Assistant
- Neighbourhood Assistant
- Lettings Assistant
- Lettings Negotiator
- Revenues Assistant
- Repairs Assistant

You could also progress on to the Housing/Property Management Apprenticeship Standard Level 3.



LEVEL 3

# CUSTOMER SERVICE SPECIALIST

## APPRENTICESHIP STANDARD

21 MONTHS DURATION ( 18 months learning / 3 months EPA )

### WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to become a 'professional' for direct customer support within all sectors and organisation types.

Developing skills to be an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

### ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

### COSTS

Maximum of £4,000 if you are a Levy payer  
Maximum of £200 if you are a non-Levy company

### END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Practical observation with question & answers
- Work based project supported by an interview
- Professional discussion based on a portfolio of evidence

### WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Exploring organisations current business strategy for customer service and make recommendations for improvement
- Understand a range of leadership styles and apply them successfully in a customer service environment
- Know your internal and external customers and how their behaviour may require different approaches from you
- Understand how customer expectations can differ between cultures, ages and social profiles

### PROGRESSION OPPORTUNITIES

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.



LEVEL 3

# HOUSING/PROPERTY MANAGEMENT

## APPRENTICESHIP STANDARD

18 - 24 MONTHS DURATION ( including learning and EPA )

### WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is for new entrants or those wanting to progress their career within the Housing sector.

### ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in maths and English.

### COSTS

Maximum of £7,000 if you are a Levy payer  
Maximum of £350 if you are a non-Levy company

The following qualification can be added to the Apprenticeship at an additional cost:

- Chartered Institute of Housing Level 3 Certificate in Housing Services

### WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Range of housing services
- Customer care
- Legislation and regulation
- Business understanding
- Context of housing
- Assets
- Housing standards

### END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Work-based Project
- Portfolio Assessment
- Professional Panel Discussion

### PROGRESSION OPPORTUNITIES

The skills developed in this apprenticeship could lead to employment as:

- Generic or specialist Housing Officer or Neighbourhood Officer, Neighbourhood Co-ordinator/Advisor
- Lettings Officer/Allocations
- Officer/Tenancy Officer/Income Management Officer
- Leasehold Management Officer, Private Sector Housing Officer, Strategic Housing Officer, Property Manager
- Negotiator/Senior Negotiator

You could also progress on to the Senior Housing/Property Management Apprenticeship Standard Level 4 or into team leader and supervisor roles where you could progress to the Team Leader/Supervisor Level 3 Apprenticeship Standard.



16-18 year old apprentices fully funded if your business has less than 50 employees.

LEVEL 3

# TEAM LEADER/ SUPERVISOR

## APPRENTICESHIP STANDARD

22 MONTHS DURATION ( 18 months learning / 4 months EPA )

### WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those managing teams and projects for the first time including those currently supporting, developing and managing team members, managing projects, planning and managing workload and resources, and delivering operational plans.

### ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in Maths and English.

### COSTS

Maximum of £4,500 if you are a Levy payer  
Maximum of £225 if you are a non-Levy company

### END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- 20 minute presentation with 30 minutes of questions and answers
- 1 hour professional discussion underpinned by a portfolio of evidence

### PROGRESSION OPPORTUNITIES

You could progress on to a Higher or Degree Level Apprenticeship or qualifications with The Chartered Management Institute and The Institute of Leadership and Management.

### WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions including online learning, workplace visits, on and off the job training and 1 to 1 support. It covers areas such as:

#### 1. Team building and development

Leadership, coaching and change

#### 2. Building a higher performance team

Setting goals – personal and work, feedback, conflict, sharing of good practice, cross team working, active listening

#### 3. Communication

Manner, non verbal and constructive feedback

#### 4. Organisational, culture and strategy

Team plans, culture, strategy and targets

#### 5. Data analysis

#### 6. Project management

Managing a project and using appropriate project tools

#### 7. Organisational governance

Applying governance, budget management, legal requirements and HR

#### 8. Management of self

Bias, personal development, time management, reflection, learning styles

#### 9. Problem solving

Problem solving techniques and application, managing conflict/managing stakeholders

LEVEL 4

# SENIOR HOUSING/ PROPERTY MANAGEMENT

## APPRENTICESHIP STANDARD

18 - 24 MONTHS DURATION ( including learning and EPA )

### WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is for those wanting to learn how to manage and deliver housing/ property related services within their business/service areas.

### ENTRY REQUIREMENTS

As part of this standard you will need to work towards and achieve Level 2 functional skills in Maths and English.

### COSTS

Maximum of £9,000 if you are a Levy payer

Maximum of £450 if you are a non-Levy company

The following qualification/s can be added to the apprenticeship at an additional cost:

- Chartered Institute of Housing Level 4 Certificate in Housing
- Chartered Institute of Housing Level 5 Diploma in Housing

### WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Range of housing services
- Customer care
- Legislation and regulation
- Business understanding
- Context of housing
- Assets
- Housing standards

### END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Work-based Project
- Portfolio Assessment
- Professional Panel Discussion

### PROGRESSION OPPORTUNITIES

The skills developed in this Apprenticeship could lead to employment as:

- Neighbourhood Housing Manager
- Neighbourhood Investment Manager
- Property Manager
- Voids/Lettings Manager
- Assets Manager
- Income Manager
- Resident Involvement Manager
- Supported Housing Manager
- Leasehold Manager

You could also progress on to a Higher or Degree Level Apprenticeship.



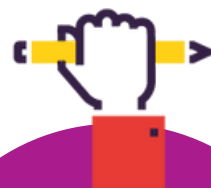
16-18 year old apprentices fully funded if your business has less than 50 employees.



# EXPERT KNOWLEDGE & GUIDANCE

We can help you invest in the right training and development for existing and new staff, creating a highly motivated and well-trained workforce.

Our expertise can help to access funding and support to maximise the return on your investment.



**OUR SERVICE  
PROMISE**

**1**

## **GROW GREAT PEOPLE**

Our team guide you through how to get the training your business needs, providing advice on qualifications, financial support, additional funding, work experience and how to coach and support your apprentices.

**2**

## **TRAINING YOU CAN TRUST**

Our knowledge can support you with getting the most out of your training funding. All of this means you can continue to focus on your core business, knowing that your training management is under control.

By partnering with us, you are working with a provider formally recognised and listed on the RoTAP (Register of Apprenticeship Training Providers) by the Education & Skills Funding Agency.

**3**

## **STRESS-FREE MANAGEMENT**

We pride ourselves on working with young people to give them a life learning launchpad. We have work-ready apprentices that are 'skill matched' to apprenticeship vacancies and businesses, making the recruitment process seamless.

Alongside this, our complimentary advertising and recruitment service ensures that your business is working with new apprentices as quickly as possible.

# READY TO GROW YOUR BUSINESS?

## SPEAK TO A MEMBER OF THE TEAM



Contact us online  
[achievetraining.org.uk/employers](https://achievetraining.org.uk/employers)



Call us on **01782 279121**  
or visit our website to **Live Chat**



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[achievetraining.org.uk](https://achievetraining.org.uk)

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