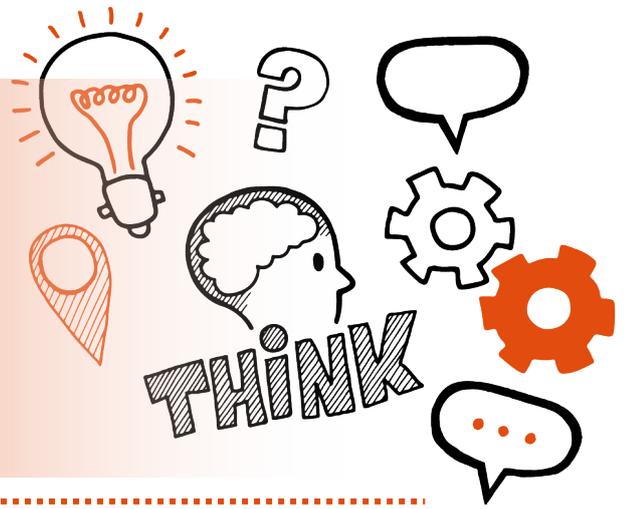


Think about

Interview/VIVA

Level 2 ST0235 Housing and Property  
Management Assistant v1.4



On the day of this assessment you will carry out:



A 15-minute presentation and 45-minute Q&A



Remote or face-to-face



In a suitable, controlled environment free from  
distraction



With an end-point assessor



**Key point**

You will have already submitted your portfolio and case study which will have been assessed. The Viva – presentation and Q&A will be used to confirm this assessment outcome.



## Do

- Review the criteria associated with the interview/VIVA - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Bring the necessary presentation materials and check that you have access to the required technology
- Bring your portfolio and case study to the assessment along with any other resources or on-programme evidence. This additional evidence will not be assessed, but you can use it to refer to during your presentation or Q&A



## Don't

- Forget to bring your ID
- Forget to plan



## Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



## Resits

- If you do not achieve a pass result on the interview/VIVA, you can resit the assessment





## Use the table below to plan and prepare for the interview/VIVA

Assessment criteria	Key points to remember
<b>Legislation and regulation</b>	
Describe the main provisions of data protection, safeguarding and other relevant legislation as it applies to housing and property management	
Describe the basic requirements of a contract and the special provisions relating to housing/property contracts	



List the relevant codes of practice and published standards covering the social and private rented sectors

Describe the legislation and regulations as they apply to housing standards

**Organisation background information**

Describe the impact of the principles, priorities and values of the organisation on the delivery of services to customers



Describe how personal and team objectives fit into the organisational plan

Describe the range of services that may be offered in the social or private rented sectors

**Assets**

Describe the basic principles of good neighbourhood management



Describe how to report repairs and defects

Describe the relevant requirements of health and safety acts and policies, for housing management and maintenance

**Customers**

Describe how organisation's services meet the diverse needs of a community



## Context

Describe the basic background and context of the social and private rented housing sectors

## Range of services

Summarise the core services that housing or property management organisations deliver to their customers

## Quality standards

Summarise the quality standards for departments you work and how they are measured



## Organisation policies

Describe how organisational principles and policies impact on the delivery of services

List key organisational policies and how they relate to the way services are delivered

## Customer service

Build rapport with customers and demonstrates empathy and understanding when dealing with them



Respond to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and company policies

**Respond to vulnerability**

Build rapport with vulnerable customers to assess individual or group needs

Respond appropriately to the needs of vulnerable customers, both individuals and groups, including those with complex needs



## Communication

Adapt and use the appropriate method and style of communication to changing circumstances and needs

Signpost customers to appropriate services and support

## Administration

Demonstrate effective administration skills which support housing and property related services



Adapt and use appropriate administration skills to suit the task in hand to ensure the task is completed effectively

**Information collection and sharing**

Collect, record and store information that is accurate, sufficient, relevant and in line with the organisation's policies

Use a variety of methods to collect and present information effectively



## Teamwork

Achieve individual, team and business outcomes through working collaboratively with colleagues, teams and external partners

Demonstrate the ability to work with colleagues to resolve problems

Is an enthusiastic and positive team member



Demonstrate an open and honest communication style

Take responsibility for your work and understand how this supports the team

**Time-management**

Demonstrate the ability to organise, prioritise and plan your workload to meet deadlines



Seek clarification from your manager if the deadlines are unclear

Raise concerns about meeting deadlines before the deadline passes

**Tools and equipment**

Demonstrate proficient use of digital equipment and software to perform housing/property related tasks



Demonstrate the appropriate use of work equipment

Comply with appropriate organisational and regulatory requirements relating to the use of digital equipment and software

**Decision making**

Demonstrate effective decision making to ensure work tasks are completed on time



Demonstrate the ability to follow instructions and meet deadlines

Ask for advice when making decisions and following instructions if unclear or the deadline is not going to be achieved

**Responsive**

Deliver a timely performance with energy and take responsibility and accountability for quality outcomes



### Trust and integrity

Demonstrate integrity and ethical behaviour in the way you do your job

### Adaptability

Respond positively to change and show willingness to refocus priorities when required

### Dependability

Consistently meet personal commitments and customer expectations for quality, service and professionalism



**Personal commitment**

Take ownership and seek ways in which to develop own knowledge and skills within the role

Show a genuine determination to learn and develop yourself

Display confidence and professionalism when dealing with people and representing the organisation



## Customer care

Demonstrate a genuine interest and care towards your work

Show consideration and flexibility to people

V3.0

