ST0234 Housing and Property Management

Apprenticeship Assessment

Model A

Assessment methods

- **Professional discussion**
- **Portfolio with professional discussion**

Model B

Assessment methods

- **Professional discussion**
- **Project with professional discussion**

Professional discussion

Assessment organisations must design apprenticeship assessments to include at least one professional discussion.

The professional discussion will last up to a maximum of 60 minutes.

The professional discussion will be conducted and assessed by Highfield.

Rationale

- Mandatory assessment stated in the assessment plan.
- Allows assessors to tailor questioning to individual performance, supports deeper exploration of complex topics and clarifies areas where evidence may be incomplete or ambiguous.
- Professional discussions can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

The following will be assessed in the professional discussion:

AO1: Tenancy and housing law

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K1: Legislation and regulation: Understand the principles, practices and legislation relating to current landlord and tenant law for the letting, maintenance and termination of a variety of tenancy types, including but not limited to: shorthold, assured, secure, long leasehold and shared ownership.	Regulatory and Procedural Awareness	Pass: Applies tenancy, housing, and organisational regulations and procedures with some depth of insight and adaptability.
K3: Legislation and regulation: Understand legislation and regulations as they apply to housing standards	Regulatory and Procedural Awareness	Pass: Applies tenancy, housing, and organisational regulations and procedures with some depth of insight and adaptability.
K7: Context: Understand the current and historical context of social, rented, affordable, private housing and the broader housing market.	Applied Knowledge	Pass: Demonstrates application of housing and property management knowledge, facts, procedures, and ideas across routing and non routine tasks, completing them to an acceptable standard.
K2: Legislation and regulation: Understand the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas	*Regulatory and Procedural Awareness*	*Distinction: Demonstrates refined judgement in interpreting tenancy, housing, and organisational regulations and procedures, confidently navigating nuanced issues in practice.*

AO2: Housing services and property management

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S9*: Tools and Equipment: Effective use of IT equipment and software, through administration and the appropriate use of work equipment	Applied Skills	Pass: Identifies and applies appropriate housing and property management skills, methods, and procedures to complete tasks and address challenges with a reasonable degree of autonomy and effectiveness.

AO3: Customer and stakeholder engagement

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K6: Customers: Understand the diversity of the communities which the business serves	Applied Knowledge	Pass: Demonstrates application of housing and property management knowledge, facts, procedures, and ideas across routing and non routine tasks, completing them to an acceptable standard.

AO4: Organisational practice, policies and professional standards

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K4: Organisation background information: Understand the principles, priorities and values of the organisation they work for, including an awareness of the business plan, the range of services available to clients and customers, , the roles and responsibilities of others and team targets and or Key Performance Indicators.	Applied Knowledge	Pass: Demonstrates application of housing and property management knowledge, facts, procedures, and ideas across routing and non routine tasks, completing them to an acceptable standard.
S3: Collaborative working: Work collaboratively with colleagues and partners to achieve individual, team and business targets.	Communication and Collaboration	Pass: Participates effectively in housing and property management team environments and demonstrates effective communication and customer service skills that support daily operations and engagement with customers and communities.

AO5: Work planning and organisation

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K8*: Range of services: Have an appreciation of the range of applicable housing services for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti- social behaviour, care and supported housing, rents, service charges and portfolio accounts and community involvement.	Applied Knowledge	Pass: Demonstrates application of housing and property management knowledge, facts, procedures, and ideas across routing and non routine tasks, completing them to an acceptable standard.

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

Knowledge and skills statements that offer the opportunity to develop functional skills English and maths are identified with an asterisk (*).

Model A - Portfolio with professional discussion

The professional discussion will last up to a maximum of 30 minutes.

This can be conducted and assessed by the training provider or Highfield.

Rationale

- Listed as optional assessment methods available for this standard. Others include project, interview and written assessment.
- Professional discussion will last up to a maximum of 30 minutes with the assessor asking a minimum of 3 questions.
- This method has been chosen as it allows assessors to tailor questioning to individual performance and supports deeper exploration of complex topics and clarifies areas where evidence within the portfolio may be incomplete or ambiguous.
- Portfolios encourage apprentices to link theory to practice and demonstrate skills in real-world contexts, rather than presenting them in isolation.
- Professional discussions can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Completing a portfolio followed by a professional discussion enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

Model B - Project with professional discussion

The professional discussion will last up to a maximum of 30 minutes.

This can be conducted and assessed by the training provider or Highfield.

Rationale

- Listed as an optional assessment method available for this standard. Others include portfolio, interview and written assessment.
- Projects require apprentices to integrate and apply a wide range of knowledge and skills to produce a substantial piece of work with genuine relevance to their role or sector.
- Projects are particularly effective in supporting synoptic assessment, as they require apprentices to plan, research and deliver outputs that draw upon multiple areas of learning in an integrated manner

- Professional discussions can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Completing a project followed by a professional discussion enables apprentices to demonstrate how different strands of knowledge and skills that have been implemented into their role interconnect in response to structured questioning.

The following will be assessed in both models of the assessment (Portfolio with professional discussion or Project with professional discussion):

AO1: Tenancy and housing law

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S5*: Information collection and sharing: Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner.	Information Use and Decision Making	Pass: Accurately interprets and evaluates relevant housing and property management information from a variety of sources to support problem solving in mostly familiar but sometimes complex work contexts.
S10: Decision making: Effective decision making in order to apply the businesses objectives and priorities.	*Responsibility and Autonomy*	*Distinction: Pre-empts the need for housing and property management tasks to be initiated within set parameters, demonstrating accountability and responsiveness to emerging priorities or risks, and leading others to achieve team outcomes.*

AO2: Housing services and property management

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K5: Assets: Understand the social and physical context of estates, neighbourhoods and how to resolve defects, common problems, health and safety issues and repairs to dwellings.	*Applied Knowledge*	*Distinction: Applies a thorough understanding of housing and property management knowledge, facts, procedures, and ideas to manage and resolve routine and non-routine tasks with discernment and skill.*
S8*: Problem Solving: Use a problem solving and flexible approach in their day to day duties.	*Applied Skills*	*Distinction: Selects and integrates appropriate housing and property management skills, methods and procedures proactively and resourcefully to complete tasks and address challenges effectively and with minimal oversight.*

AO3: Customer and stakeholder engagement

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S1*: Customer Service: Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders	Communication and Collaboration	Pass: Participates effectively in housing and property management team environments and demonstrates effective communication and customer service skills that support daily operations and engagement with customers and communities.
S2*: Communication: Demonstrate appropriate communication skills to enable timely identification and/or resolution of issues for customers and appropriate signposting to other colleagues and/or partner agencies.	Communication and Collaboration	Pass: Participates effectively in housing and property management team environments and demonstrates effective communication and customer service skills that support daily operations and engagement with customers and communities.
S4*: Respond to vulnerability: Use skill and judgment to understand the needs of vulnerable individuals and groups(including those with complex needs) and respond appropriately	*Information Use and Decision Making*	*Distinction: Evaluates diverse and sometimes conflicting housing and property management information sources with critical insight, drawing informed conclusions that improve task outcomes or efficiency in familiar but sometimes complex work contexts.*
S6: Influencing and negotiating skills: Influence and negotiate with customers, partners and suppliers.*	*Communication and Collaboration*	*Distinction: Communicates persuasively and adapts confidently to different audiences, customer needs, and team dynamics, taking initiative in delivering customer, colleague, and community interactions that support service delivery.*

AO4: Organisational practice, policies and professional standards

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K9*: Organisational Policies: Understand the principles, policies and practices of the organisation they work for in terms of customer and client care, employee code of conduct, team working, risk, personal safety, health and safety, equality and diversity, safeguarding and business communications.	Regulatory and Procedural Awareness	Pass: Applies tenancy, housing, and organisational regulations and procedures with some depth of insight and adaptability.

AO5: Work planning and organisation

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S7*: Self Management: Organise and plan their own work to ensure tasks are completed and deadlines met.	Responsibility and Autonomy	Pass: Takes responsibility for initiating and completing housing and property management tasks within set parameters and, where relevant, contributes to guiding or supporting others.

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

Knowledge and skills statements that offer the opportunity to develop functional skills English and maths are identified with an asterisk (*).

Documents required

- Assessment specification
- Assessor guide
- Mock assessment materials
- Assessment feedback report
- Project mapping document (optional)
- Written submission sheet (optional)
- Portfolio matrix (optional)



Resit and retake guidance

- There will be no cap on the grade that apprentices can achieve through a resit or retake
- Apprentices can resit or retake to achieve a higher grade
- There will be no cap on the number of resits or retakes that apprentices can undertake
- The failed assessment method will be resat or retaken in full

Please use the below table to provide feedback on how the **professional discussion** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Tenancy and housing law	**K1**	Regulatory and Procedural Awareness	Pass	
	K3	Regulatory and Procedural Awareness	Pass	
	K7	Applied Knowledge	Pass	
	K2	*Regulatory and Procedural Awareness*	*Distinction*	
AO2: Housing services and property management	S9*	Applied Skills	Pass	
AO3: Customer and stakeholder engagement	K6	Applied Knowledge	Pass	
AO4: Organisational practice, policies and professional standards	K4	Applied Knowledge	Pass	
	S3	Communication and Collaboration	Pass	
AO5: Work planning and organisation	K8*	Applied Knowledge	Pass	

Please use the below table to provide feedback on how the **portfolio with professional discussion** and **project with professional discussion** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Tenancy and housing law	**S5***	Information Use and Decision Making	Pass	
	S10	*Responsibility and Autonomy*	*Distinction*	
AO2: Housing services and property management	***K5***	*Applied Knowledge*	*Distinction*	
	S8*	*Applied Skills*	*Distinction*	
AO3: Customer and stakeholder engagement	**S1***	Communication and Collaboration	Pass	
	S2*	Communication and Collaboration	Pass	
	S4*	*Information Use and Decision Making*	*Distinction*	
	S6*	*Communication and Collaboration*	Distinction	
AO4: Organisational practice, policies and professional standards	**K9***	Regulatory and Procedural Awareness	Pass	
AO5: Work planning and organisation	**S7***	Responsibility and Autonomy	Pass	