Highfield Level 3 End-Point Assessment for ST0234 Housing and Property Management

Mock Assessment Materials

Project Report and VIVA

	Legislation and regulation				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
LR1	Summarise the issues relating to the letting of property in the social and private rented sectors				
LR2	Explain the main provisions of data protection, safeguarding and other relevant legislation as it applies to housing and property management				
LR3	Explain the basic requirements of a contract and the special provisions relating to housing/property contracts				
LR4	Summarise the codes of practice and published standards covering the social and private rented sectors				
LR5	Explain the legislation and regulations as they apply to housing standards				

	Organisation background information				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
OB1	Describe the impact of the principles, priorities and values of the organisation on the delivery of services to customers				

| OB2 | Explain how personal and team objectives fit into the organisational plan | | | | |
| OB3 | Explain the range of services that may be offered in the social or private rented sectors | | | | |

Assets					
		Project Report		VIVA	
Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
AS1	Explain how design and layout of neighbourhoods can impact upon community safety				
AS2	Explain the systems used to deliver economic, efficient and effective asset management programmes e.g. planned and programmed maintenance, improvements, major repairs, cyclical (including annual maintenance)				
AS3	Explain the process for delivering an economic, efficient and effective responsive repairs service				
AS4	Diagnose common housing/building/property defects				
AS5	Describe the requirements of health and safety acts and policies, for housing management and maintenance including utilities, fire, chemical and biological hazards etc				

Customers					
		Project Report		VIVA	
Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
CS1	Describe how national equality and diversity legislation applies to housing services provision				
CS2	Explain the diversity of housing service users and their needs				
CS3	Explain sources of good practice guidance to meet the diverse needs of customers				
CS4	Explain how organisation's services meet the diverse needs of a community				

Context					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
CT1	Explain the origins of the housing sector to include local authority social housing, the housing association movement and the private rented housing sector				
CT2	Summarise the impact of the wider housing market on the development of the local authority, housing association and private rented housing sectors				

Range of services					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
RS1	Summarise the core services that housing or property management organisations deliver to their customers				

Organisational policies					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
OP1	Explain how organisational principles and policies impact on the delivery of services				
OP2	Describe key organisational policies and how they relate to the way services are delivered				

Customer care					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
CC1	Builds rapport with customers and demonstrates empathy and understanding when dealing with them				
CC2	Responds to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and company policies				
CC3	Recognises and responds to different types of customers including those who are vulnerable, with additional and complex needs				
CC4	Demonstrates a genuine interest and care towards their work				
CC5	Shows consideration and flexibility to people				
CC6	Consistently offers guidance and support to others				

Communication					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
CO1	Adapts and uses the appropriate method and style of communication to changing circumstances and needs				
CO2	Asks questions and challenges others positively				
CO3	Signposts customers to appropriate services and support				

Highfield

Collaborative working					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
CW1	Achieves joint outcomes through working collaboratively with individuals and teams				

Information collection and sharing					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
IS1	Collects, records and stores information that is accurate, sufficient, relevant and in line with the organisation's policies				
IS2	Presents and shares information using a variety of methods				
IS3	Adopts the most appropriate way to communicate relevant information to stakeholders				

Influencing and negotiating skills					
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
NS1	Secures mutually beneficial outcomes through assertive negotiation with customers, partners and suppliers				
NS2	Consistently seeks value for money in procurement to ensure efficiency and quality				

Highfield

Self-management					
		Project Report		VIVA	
Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
SM1	Plans time and priorities to meet business needs and to complete work on time				
SM2	Raises concerns about workload and timescales before crises arise				

Problem solving					
		Project Report		VIVA	
Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
PS1	Takes ownership for the investigation and analysis of problems to achieve solutions in line with customer standards				
PS2	Escalates problems to relevant managers that cannot be solved and follows through to ensure action has been taken				
PS3	Reviews the outcomes of investigations to determine lessons learnt and identify best practice				

Tools and equipment					
		Project Report		VIVA	
Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
TE1	Demonstrates proficient use of IT systems to perform housing/property related tasks				
TE2	Complies with appropriate regulatory requirements relating to the use of IT equipment				

Highfield

Decision making				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
DM1	Makes effective decisions in the context of the company's objectives and priorities				

Responsive				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
RE1	Delivers a timely performance with energy and takes responsibility and accountability for quality outcomes				

Trust and integrity				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
TI1	Demonstrates integrity and ethical behaviour in the way they do their job				

Adaptability				
		Project Report		**VIVA**	
Ref	**Assessment Criteria**	**Achieved**	**Not achieved**	**Achieved**	**Not achieved**
AD1	Responds positively to change and shows willingness to refocus priorities when required				

Highfield

Independence				
		Project Report		**VIVA**	

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
IN1	Manages own time well, adjusting schedules, tasks and priorities when necessary				

Dependability				
		Project Report		**VIVA**	

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
DP1	Consistently meets personal commitments and customer expectations for quality, service and professionalism				

Personal commitment				
		Project Report		**VIVA**	

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
PC1	Takes ownership and seeks ways in which to develop own knowledge and skills within the role				
PC2	Shows a genuine determination to learn and develop themselves				

Highfield

Resilience				
		Project Report		VIVA	

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
RE1	Acknowledges own emotional and professional limits and seeks help when necessary				
RE2	Responds calmly and consistently in all situations				

Role model				

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
RM1	Displays confidence and professionalism when dealing with people				
RM2	Demonstrates the importance of dealing with people in an honest and up-front manner				

Teamwork				

Ref	Assessment Criteria	Achieved	Not achieved	Achieved	Not achieved
TW1	Is an enthusiastic and positive team member				
TW2	Shares knowledge, ideas and experiences with wider team to assist with continuous improvement				
TW3	Demonstrates an open and honest communication style				

Highfield