

# Highfield Level 4 End-Point Assessment for ST0236 Senior Housing and Property Management

## Mock Assessment Materials

### Interview/ VIVA

Legislation and regulation		
Ref	Assessment Criteria	Interview / VIVA Mark
LR1	Outline key issues -related to the letting of property in the social and private rented sectors (regulation, standards, legal, business issues)	
LR2	Evaluate company policies related to governance, court proceedings, contracts, data protection, safeguarding and other relevant legislation (as it applies to housing and property management) against validated good or innovative practice.	
LR3	Explain the basic requirements of a contract and the special provisions relating to housing/property contracts	
LR4	List and explain the different types of tenancy available in the UK	
LR5	Summarise the relevant codes of practice and published standards covering the social and private rented sectors	
LR6	List and interpret the relevant legislation and regulations as they apply to housing standards for rental and sale properties	

Organisation background information and business planning		
Ref	Assessment Criteria	Interview / VIVA Mark
OB1	Explain how the business principles, priorities and values of the organisation impact on the nature and delivery of services to customers	
OB2	Describe the organisational performance management system/s	

OB3	Describe how personal and team objectives relate to the organisational plan and identify any areas for improvement or gaps within the structure	
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Assets		
Ref	Assessment Criteria	Interview / VIVA Mark
AS1	Understand the value of the social and physical contexts of the estates/ neighbourhoods to the organisation	
AS2	Understand 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).	

Customers and Stakeholders		
Ref	Assessment Criteria	Interview / VIVA Mark
CS1	Operate in a way that builds rapport with customers and demonstrates empathy and understanding when dealing with them	
CS2	Demonstrate consistent accurate and appropriate communication through all relevant media	
CS3	Operate in a way that builds rapport with relevant stakeholders to deliver an acceptable level of customer service	
CS4	Assess the range of services offered by the organisation and how they meet needs	
CS5	Plan customer engagement to identify, address and meet diverse needs.	

Context		
Ref	Assessment Criteria	Interview / VIVA Mark
CT1	Describe historical and current housing market trends relevant to the area of work	
CT2	Evaluate the impact of external and internal policy decisions on housing markets in the area of work	

Organisational policies		
Ref	Assessment Criteria	Interview / VIVA Mark
OP1	Explain the core policies and practices of the organisation and explain how they relate to service areas and business objectives.	

Customer Service		
Ref	Assessment Criteria	Interview / VIVA Mark
CSS1	Exercise customer service management responsibility with consideration for the organisation's service offer, customer expectations and resources	
CSS2	Demonstrate ethical and non-judgemental decision making	
CSS3	Demonstrate leadership role in meeting and delivery in order to exceed customer expectations	
CSS4	Demonstrate the ability to vary customer service delivery depending on the customers' requirements	

Communication		
Ref	Assessment Criteria	Interview / VIVA Mark
CO1	Demonstrate the appropriate method and style of communication to changing circumstances and needs	
CO2	Demonstrate effective communication skills across a range of verbal and written media	
CO3	Demonstrate effective mediation and resolution skills to resolve conflict	
CO4	Demonstrate effective skills in managing staff	

Collaborative working		
Ref	Assessment Criteria	Interview / VIVA Mark
CW1	Lead the delivery of joint outcomes through working collaboratively with individuals and teams	
CW2	Analyse the organisations business targets and suggest ways to achieve them	
CW3	Lead project members to delivery business targets	

Respond to Vulnerability		
Ref	Assessment Criteria	Interview / VIVA Mark
RV1	Take a leadership role in ensuring the service meets the needs of vulnerable individuals and groups	
RV2	Demonstrate understanding of provision required to meet the needs of vulnerable individuals and groups	

Information collection and sharing		
Ref	Assessment Criteria	Interview / VIVA Mark
IS1	Understand systems available for data analysis	
IS2	Be capable of interrogating data and present strategic / management information	
IS3	Prepare data reports including suggestions and conclusions on how the information collection could be improved and/or shared	

Influencing and negotiating skills		
Ref	Assessment Criteria	Interview / VIVA Mark
NS1	Lead negotiations with partners and suppliers	
NS2	Achieve outcomes beneficial to the organisation through influence and negotiation	

Financial management		
Ref	Assessment Criteria	Interview / VIVA Mark
FM1	Demonstrate effective management of budgets	
FM2	Demonstrate skills in seeking value for money outcomes	
FM3	Understand and evaluate financial statements	

Performance and project management		
Ref	Assessment Criteria	Interview / VIVA Mark
PPM1	Demonstrate effective project management skills to drive forward projects to achieve timescales and strategic objectives	
PPM2	Develop effective project plans	
PPM3	Present and report on project progress, successes and challenges to senior managers	
PPM4	Lead on projects successfully through to project completion	

People Management		
Ref	Assessment Criteria	Interview / VIVA Mark
PM1	Analyse skills and attributes that make an effective team leader	
PM2	Evaluate own leadership skills and attributes, identifying areas for personal development	
PM3	Apply methods to encourage team building, mutual trust and respect	
PM4	Analyse the effectiveness of line management approaches for teams	
PM5	Apply performance management principles to team or project work	
PM6	Describe the process of managing workplace stress	
PM7	Demonstrate effective formal planning	

Decision making and prioritising		
Ref	Assessment Criteria	Interview / VIVA Mark
DM1	Describe the company objectives and outline how team and own targets meet company objectives	
DM2	Evaluate own working practices against company objectives	

Tools and equipment		
Ref	Assessment Criteria	Interview / VIVA Mark
TE1	Demonstrate effective use of IT systems and software	
TE2	Comply with appropriate regulatory requirements relating to the use of IT equipment	

Trust and dependability		
Ref	Assessment Criteria	Interview / VIVA Mark
TD1	Demonstrate integrity and ethical behaviour in the way they do their job	
TD2	Demonstrate the importance of engaging with people in an honest and up-front manner	
TD3	Show confidence and professionalism when dealing with people	

Adaptability		
Ref	Assessment Criteria	Interview / VIVA Mark
AD1	Respond positively to change and shows willingness to refocus priorities when required	

Self-motivation		
Ref	Assessment Criteria	Interview / VIVA Mark
SM1	Manage own time well, adjusting schedules, tasks and priorities when necessary	

Resilience		
Ref	Assessment Criteria	Interview / VIVA Mark
RE1	Acknowledge own emotional and professional limits and seeks help when necessary	
RE2	Respond calmly and consistently in all situations	

Leadership		
Ref	Assessment Criteria	Interview / VIVA Mark
LE1	Ambassador the company's vision and values	
LE2	Lead by example through behaviour, service delivery, decision making and departmental management	

Personal Development		
Ref	Assessment Criteria	Interview / VIVA Mark
PD1	Reflect on practice in order to identify areas for improvement either for self, the team, the company or the customer	
PD2	Identify gaps or areas of development and plans appropriate learning to meet these needs	
PD3	Take ownership and seek ways in which to develop own knowledge and skill	
PD4	Show genuine determination to learn and develop themselves	