

Highfield Level 2 End-Point Assessment for ST0235 Housing and Property Management Assistant

Mock Assessment Materials

Portfolio of Evidence and VIVA

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

Organisation background information			
Ref	Assessment Criteria	Achieved	Not achieved
OB1	Describe the impact of the principles, priorities and values of the organisation on the delivery of services to customers		
OB2	Describe how personal and team objectives fit into the organisational plan		
OB3	Describe the range of services that may be offered in the social or private rented sectors		

Assets

Ref	Assessment Criteria	Achieved	Not achieved
AS1	Describe the basic principles of good neighbourhood management		
AS2	Describe how to report repairs and defects		
AS3	Describe the relevant requirements of health and safety acts and policies, for housing management and maintenance		

Context

Ref	Assessment Criteria	Achieved	Not achieved
CT1	Describe the basic background and context of the social and private rented housing sectors.		

Range of services

Ref	Assessment Criteria	Achieved	Not achieved
RS1	Summarise the core services that housing or property management organisations deliver to their customers		

Organisation policies

Ref	Assessment Criteria	Achieved	Not achieved
OP1	Describe how organisational principles and policies impact on the delivery of services		
OP2	List key organisational policies and how they relate to the way services are delivered		

Customer service			
Ref	Assessment Criteria	Achieved	Not achieved
CSS1	Builds rapport with customers and demonstrates empathy and understanding when dealing with them.		
CSS2	Responds to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and company policies		

Respond to vulnerability			
Ref	Assessment Criteria	Achieved	Not achieved
RV1	Builds rapport with vulnerable customers to assess individual or group needs		
RV2	Responds appropriately to the needs of vulnerable customers, both individuals and groups, including those with complex needs		

Communication			
Ref	Assessment Criteria	Achieved	Not achieved
CO1	Adapts and uses the appropriate method and style of communication to changing circumstances and needs		
CO2	Signposts customers to appropriate services and support		

Administration			
Ref	Assessment Criteria	Achieved	Not achieved
AD1	Demonstrates effective administration skills which support housing and property related services		
AD2	Adapts and uses appropriate administration skills to suit the task in hand to ensure the task is completed effectively		

Information collection and sharing

Ref	Assessment Criteria	Achieved	Not achieved
IS1	Collects, records and stores information that is accurate, sufficient, relevant and in line with the organisation's policies		
IS2	Uses a variety of methods to collect and present information effectively		

Teamwork (Skill)

Ref	Assessment Criteria	Achieved	Not achieved
TW1	Achieves individual, team and business outcomes through working collaboratively with colleagues, teams and external partners.		
TW2	Demonstrates the ability to work with colleagues to resolve problems		

Time-management

Ref	Assessment Criteria	Achieved	Not achieved
TM1	Demonstrates the ability to organise, prioritise and plan their workload to meet deadlines		
TM2	Seeks clarification from their manager if the deadlines are unclear		
TM3	Raises concerns about meeting deadlines before the deadline passes		

Tools and equipment			
Ref	Assessment Criteria	Achieved	Not achieved
TE1	Demonstrates proficient use of digital equipment and software to perform housing/property related tasks		
TE2	Demonstrates the appropriate use of work equipment		
TE3	Complies with appropriate organisational and regulatory requirements relating to the use of digital equipment and software.		

Decision making			
Ref	Assessment Criteria	Achieved	Not achieved
DM1	Demonstrates effective decision making to ensure work tasks are completed on time		
DM2	Demonstrates the ability to follow instructions and meet deadlines		
DM3	Asks for advice when making decisions and following instructions if unclear or the deadline is not going to be achieved		

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

Adaptability			
Ref	Assessment Criteria	Achieved	Not achieved
AP1	Responds positively to change and shows willingness to refocus priorities when required		

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

Personal commitment			
Ref	Assessment Criteria	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		
PC3	Displays confidence and professionalism when dealing with people and representing the organisation		