



Think about
Viva- presentation and Q&A session
Level 2 Housing and Property
Management Assistant AP01

On the day of assessment, you will carry out:



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



Remote or face-to-face in a suitable assessment environment



Under controlled conditions



With the 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 presentation and Q&A - this can be found in the EPA-kit
- Focus your presentation on the main outcomes of your portfolio and case study
- Review relevant legislation and regulations and organisational policies and procedures
- 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
- Be prepared to answer questions that clarify points from the portfolio, case study and presentation or any other part of your role or apprenticeship
- Bring the necessary presentation materials and check that you have access to the required technology



Don't



Forget to plan



Forget to reflect on your on-programme experiences and learning



Forget to bring your ID



Next steps

- Results can take up to 12 working days to be confirmed.
- Your manager/training provider will inform you of the results.



Resits

- If you do not achieve a pass result on the presentation and questioning you can resit the assessment.



Use the table below to plan and prepare for the Viva- presentation and Q&A (make sure you review the criteria to help you write some key points)

Standard area	Key points to remember
Legislation and regulation	
Organisation background information	
Assets	
Customers	
Context	

Range of services

Quality standards

Organisational policies

Customer service

Respond to vulnerability

Communication

Administration

**Information
collection/
sharing**

Teamwork

**Time
management**

**Tools and
equipment**

Decision making

Responsive

Trust and integrity

Adaptability

Dependability

Personal commitment

Customer care

Teamwork