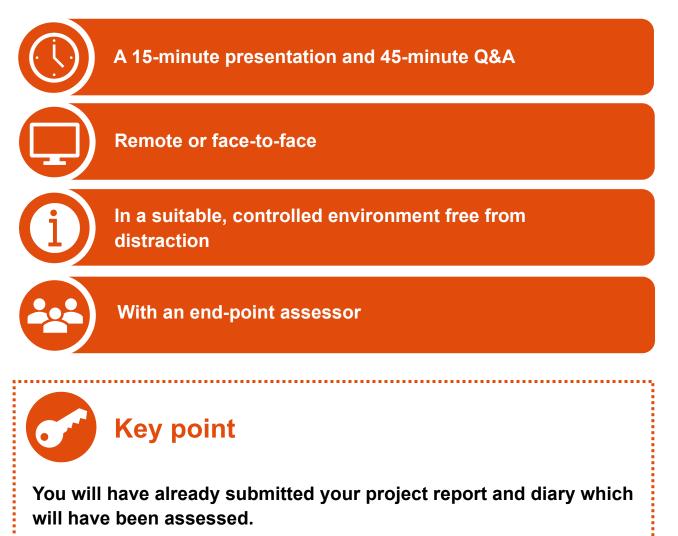


On the day of this assessment you will carry out:



IDEAS DIRECTION OF DEAS EXPERTISE & learning (**UP Highfield**) & **PROGRESS** talent of skills



- Review the criteria associated with the VIVA this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Bring your project report and diary 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
- Bring the necessary presentation materials and check that you have access to the required technology

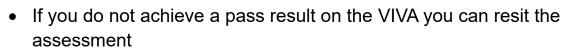


- Forget to bring your ID
- Forget to plan

Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results





DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage **V: PROGRESS** talent poskills & socials.



Assessment criteria	Key points to remember
Legislation and regulation	
Summarise the issues relating to the letting of property in the social and private rented sectors	
Explain the main provisions of data protection, safeguarding and other relevant legislation as it applies to housing and property management	

DEAS DIRECTION WIDEAS DUES EXPERTISE & learning (Inspire Orengage) WROGRESS talent poskills (Orengas)

Explain the basic requirements of a	
contract and the special provisions	
relating to housing/property contracts	
Summarise the codes of practice and	
published standards covering the social	
and private rented sectors	
Explain the legislation and regulations as	
they apply to housing standards	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (Inspire O engage) No PROGRESS talent poskills O contaise

Describe the impact of the principles,	
priorities and values of the organisation	
on the delivery of services to customers	
Explain how personal and team objectives fit into the organisational plan	
Explain the range of services that may be offered in the social or private rented	
sectors	

ODEAS DIRECTION OF IDEAS DUES EXPERTISE of learning (inspire O engage) Note PROGRESS talent of skills (Second Second Sec

Assets	
Explain how design and layout of	
neighbourhoods can impact upon	
community safety	
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)	
Explain the process for delivering an	
economic, efficient and effective	
responsive repairs service	

Diagnose common	
housing/building/property defects	
Describe the requirements of health and	
safety acts and policies, for housing management and maintenance including	
utilities, fire, chemical and biological hazards etc.	
Customers	
Describe how national equality and	
diversity legislation applies to housing services provision	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage) No PROCRESS talent poskills & call.

Γ	Eveloin the diversity of housing compiles	
	Explain the diversity of housing service	
	users and their needs	
	Explain sources of good practice	
	guidance to meet the diverse needs of	
	customers	
	Explain how organisation's services meet	
	the diverse needs of a community	
	the average here of a community	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (Inspire Dengage No PROGRESS talent poskills Description

Context	
Explain the origins of the housing sector	
to include local authority social housing,	
the housing association movement and	
the private rented housing sector	
Summarise the impact of the wider	
housing market on the development of	
the local authority, housing association	
and private rented housing sectors	
and private refited fieldsing sectors	
Range of services	
Summarise the core services that	
housing or property management	
organisations deliver to their customers	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (Inspire O engage) No PROGRESS talent poskills O contaise

Organisational policies	
Explain how organisational principles and policies impact on the delivery of	
services	
Describe key organisational policies and	
how they relate to the way services are	
delivered	
Customer care	
Build rapport with customers and	
demonstrates empathy and understanding when dealing with them	

DEAS DIRECTION X IDEAS EXPERTISE & learning (inspire Sengage X PROGRESS talent pskills ().

Respond to customers, colleagues &	
partner organisations in a timely,	
accurate fashion in accordance with	
service standards and company policies	
Recognise and respond to different types	
of customers including those who are	
vulnerable, with additional and complex	
needs	
10000	
Demonstrate a genuine interest and care	
towards your work	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage N PROGRESS talent pskills &

Show consideration and flexibility to	
people	
Consistently offer guidance and support	
to others	
Communication	
Adapt and use the appropriate method	
and style of communication to changing	
circumstances and needs	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage N PROGRESS talent pskills &

Ask questions and challenge others	
positively	
Cignment quete mente angun inte	
Signpost customers to appropriate	
services and support	
Collaborative working	
Collaborative working	
Achieve joint outcomes through working	
collaboratively with individuals and	
teams	
tourns	

OBEAS DIRECTION : IDEAS DUES EXPERTISE & learning (inspire & engage : PROGRESS talent p skills & socials.

Inform	ation collection and sharing	
Collect	, record and store information that	
	rate, sufficient, relevant and in line	
with the	e organisation's policies	
Present	t and share information using a	
variety	of methods	
Adopt t	he most appropriate way to	
	inicate relevant information to	
stakeho		

OBEAS DIRECTION : IDEAS DUES EXPERTISE & learning (Inspire Oengage) : PROGRESS talent pskills Oscials.

Influencing and negotiating skills Secure mutually beneficial outcomes through assertive negotiation with customers, partners and suppliers	
Consistently seek value for money in procurement to ensure efficiency and quality	
Self-management	
Plan time and priorities to meet business	
needs and to complete work on time	

Raise concerns about workload and timescales before crises arise Problem solving Take ownership for the investigation and analysis of problems to achieve solutions in line with customer standards Escalate problems to relevant managers that cannot be solved and follow through to ensure action has been taken		
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in line with customer standards		
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that cannot be solved and follow through	Feedlate problems to relevant managers	
to ensure action has been taken		
	to ensure action has been taken	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage) No PROCRESS talent poskills & call.

Paviou the outcomes of investigations to	
Review the outcomes of investigations to	
determine lessons learnt and identify	
best practice	
Toolo and aquinment	
Tools and equipment	
Demonstrate proficient use of IT systems	
to perform housing/property related tasks	
Comply with appropriate regulatory	
requirements relating to the use of IT	
equipment	

Make effective decisions in the context of the company's objectives and priorities	
the company's objectives and phonties	
Responsive	
Deliver a timely performance with energy	
and take responsibility and	
accountability for quality outcomes	
Trust and integrity	
Demonstrate integrity and ethical behaviour in the way you do your job	

Adaptability	
Respond positively to change and show	
willingness to refocus priorities when	
required	
Independence	
Manage own time well, adjusting	
schedules, tasks and priorities when	
necessary	
Dependability	
Consistently meet personal	
commitments and customer	
expectations for quality, service and	
professionalism	

Take ownership and seek ways in which to develop own knowledge and skills	
within the role	
Show a genuine determination to learn	
and develop yourself	
Resilience	
Acknowledge own emotional and professional limits and seeks help when	
necessary	

Respond calmly and consistently in all	
situations	
Role model	
Display confidence and professionalism	
when dealing with people	
Demonstrate the immentance of dealing	
Demonstrate the importance of dealing with people in an honest and up-front	
manner	

Teamwork	
Is an enthusiastic and positive team	
member	
Chara knowledge, ideas and superiors	
Share knowledge, ideas and experiences	
with wider team to assist with continuous	
improvement	
Demonstrate an open and honest	
communication style	
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