

## Think about Interview/Viva presentation and Q&A session

Level 4 ST0236 Senior Housing and  
Property Management V1.1



**On the day of this assessment you will carry out:**



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



Remote or face-to-face



In a suitable, controlled environment free from distraction



The independent end-point assessor solely assesses and grades the apprentice post gateway. The employer and training provider are not part of, and do not contribute to, assessing or grading any part of the end point assessment



### Key point

**You will have already submitted your work-based project which will have been assessed.**



## Do

- Review the criteria associated with the presentation and Q&A - 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 the necessary presentation materials and check that you have access to the required technology



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your work-based project to the assessment along with any other resources or on-programme evidence



## Next steps

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



## Resits

- If you do not achieve a pass result on the interview/VIVA presentation and Q&A you can resit the assessment





## Use the table below to plan and prepare for the Interview/VIVA – presentation and Q&A

Assessment criteria	Key points to remember
<b>Legislation and Regulation</b>	
Outline key issues related to the letting of property in the social and private rented sectors (regulation, standards, legal, business issues)	
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	



Explain the basic requirements of a contract and the special provisions relating to housing/property contracts	
List and explain the different types of tenancy available in the UK	
Summarise the relevant codes of practice and published standards covering the social and private rented sectors	



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

Explain how the business principles, priorities and values of the organisation impact on the nature and delivery of services to customers

Describe the organisational performance management system/s



Describe how personal and team objectives relate to the organisational plan and identify any areas for improvement or gaps within the structure

### Assets

Understand the value of the social and physical contexts of the estates/ neighbourhoods to the organisation

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

Operate in a way that builds rapport with customers and demonstrates empathy and understanding when dealing with them

Demonstrate consistent accurate and appropriate communication through all relevant media

Operate in a way that builds rapport with relevant stakeholders to deliver an acceptable level of customer service



Assess the range of services offered by the organisation and how they meet needs	
Plan customer engagement to identify, address and meet diverse needs	
<b>Context</b>	
Describe historical and current housing market trends relevant to the area of work	





Evaluate the impact of external and internal policy decisions on housing markets in the area of work

### Organisational Policies

Explain the core policies and practices of the organisation and explain how they relate to service areas and business objectives

### Customer Service

Exercise customer service management responsibility with consideration for the organisation's service offer, customer expectations and resources



Demonstrate ethical and non-judgemental decision making	
Demonstrate leadership role in meeting and delivery in order to exceed customer expectations	
Demonstrate the ability to vary customer service delivery depending on the customers' requirements	



## Communication

Demonstrate the appropriate method and style of communication to changing circumstances and needs

Demonstrate effective communication skills across a range of verbal and written media

Demonstrate effective mediation and resolution skills to resolve conflict



Demonstrate effective skills in managing staff

### **Collaborative Working**

Lead the delivery of joint outcomes through working collaboratively with individuals and teams

Analyse the organisations business targets and suggest ways to achieve them



Lead project members to deliver business targets	
<b>Respond to Vulnerability</b>	
Take a leadership role in ensuring the service meets the needs of vulnerable individuals and groups	
Demonstrate understanding of provision required to meet the needs of vulnerable individuals and groups	

**Respond to Vulnerability**

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## Information Collection and Sharing

Understand systems available for data analysis

Be capable of interrogating data and present strategic/management information

Prepare data reports including suggestions and conclusions on how the information collection could be improved and/or shared



### Influencing and Negotiating

Lead negotiations with partners and suppliers

Achieve outcomes beneficial to the organisation through influence and negotiation

### Financial Management

Demonstrate effective management of budgets



Demonstrate skills in seeking value for money outcomes	
Understand and evaluate financial statements	
<b>Performance and Project Management</b>	
Demonstrate effective project management skills to drive forward projects to achieve timescales and strategic objectives	





Develop effective project plans	
Present and report on project progress, successes and challenges to senior managers	
Lead on projects successfully through to project completion	



## People Management

Analyse skills and attributes that make an effective team leader

Evaluate own leadership skills and attributes, identifying areas for personal development

Apply methods to encourage team building, mutual trust and respect



Analyse the effectiveness of line management approaches for teams	
Apply performance management principles to team or project work	
Describe the process of managing workplace stress	



## People Management

Demonstrate effective formal planning

## Decision Making and Prioritising

Describe the company objectives and outline how team and own targets meet company objectives

Evaluate own working practices against company objectives



### Tools and Equipment

Demonstrate effective use of IT systems and software

Comply with appropriate regulatory requirements relating to the use of IT equipment

### Trust and Dependability

Demonstrate integrity and ethical behaviour in the way they do their job



Demonstrate the importance of engaging with people in an honest and up front manner

Show confidence and professionalism when dealing with people

### **Adaptability**

Respond positively to change and shows willingness to refocus priorities when required



### Self-Motivation

Manage own time well, adjusting schedules, tasks and priorities when necessary

### Resilience

Acknowledge own emotional and professional limits and seeks help when necessary

Respond calmly and consistently in all situations



## Leadership

Ambassador the company's vision and values

Lead by example through behaviour, service delivery, decision making and departmental management

## Personal Development

Reflect on practice in order to identify areas for improvement either for self, the team, the company or the customer





Identify gaps or areas of development and plans appropriate learning to meet these needs	
Take ownership and seek ways in which to develop own knowledge and skill	
Show genuine determination to learn and develop themselves	

V2.1

