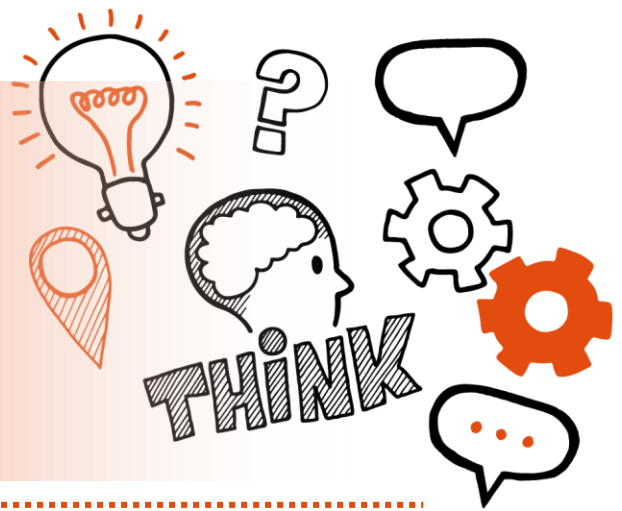


Think about

VIVA

Level 3 ST0234 Housing and  
Property Management v1.3



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



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



**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 project report and diary which will have been assessed.**



## Do

- 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



## Don't

- 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



## Resits

- If you do not achieve a pass result on the VIVA you can resit the assessment





## Use the table below to plan and prepare for the VIVA

Assessment criteria	Key points to remember
<b>Legislation and regulation</b>	
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	



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	



### Organisation background information

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



## 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.	
<b>Customers</b>	
Describe how national equality and diversity legislation applies to housing services provision	



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





## 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

## Range of services

Summarise the core services that housing or property management organisations deliver to their customers



## 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



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	
Demonstrate a genuine interest and care towards your work	



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



Ask questions and challenge others positively

Signpost customers to appropriate services and support

### **Collaborative working**

Achieve joint outcomes through working collaboratively with individuals and teams



### Information collection and sharing

Collect, record and store information that is accurate, sufficient, relevant and in line with the organisation's policies

Present and share information using a variety of methods

Adopt the most appropriate way to communicate relevant information to stakeholders



### 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





Review the outcomes of investigations to determine lessons learnt and identify best practice

### 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



### Decision making

Make effective decisions in the context of the company's objectives and priorities

### 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



### Personal commitment

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 importance of dealing with people in an honest and up-front manner



## Teamwork

Is an enthusiastic and positive team member

Share knowledge, ideas and experiences with wider team to assist with continuous improvement

Demonstrate an open and honest communication style

V2.0

