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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
CT1	Describe the basic background and context of the social and private rented housing sectors.	

Range of services		
Ref	**Assessment Criteria**	**PoE and VIVA**
RS1	Summarise the core services that housing or property management organisations deliver to their customers	

Organisation policies		
Ref	**Assessment Criteria**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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**	**PoE and VIVA**
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	

Responsive		
Ref	**Assessment Criteria**	**PoE and VIVA**
RE1	Delivers a timely performance with energy and takes responsibility and accountability for quality outcomes	

Trust and integrity		
Ref	Assessment Criteria	PoE and VIVA
TI1	Demonstrates integrity and ethical behaviour in the way they do their job	

Adaptability		
Ref	Assessment Criteria	PoE and VIVA
AD1	Responds positively to change and shows willingness to refocus priorities when required	

Dependability		
Ref	Assessment Criteria	PoE and VIVA
DP1	Consistently meets personal commitments and customer expectations for quality, service and professionalism	

Personal commitment		
Ref	Assessment Criteria	PoE and VIVA
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	

Highfield
Assessment