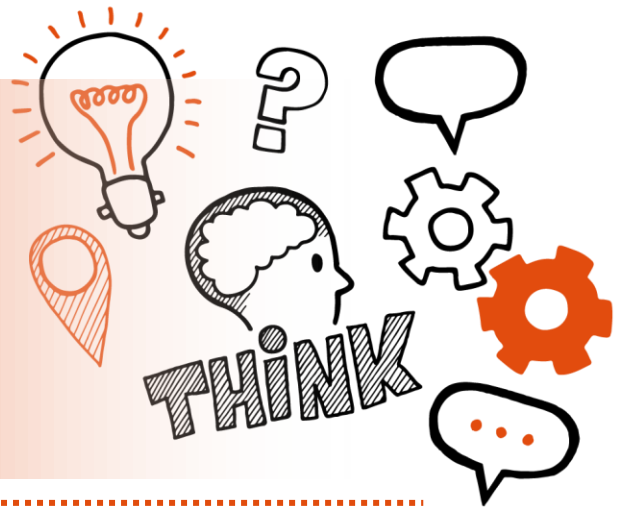


Think about

Interview/Viva presentation and Q&A session

Level 4 ST0236 Senior 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 session



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



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
Legislation and Regulation	
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	
Context	
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	
Respond to Vulnerability	
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	

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Demonstrate understanding of provision required to meet the needs of vulnerable individuals and groups

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	

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Understand and evaluate financial statements	
Performance and Project Management	
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	

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	

Personal Development

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Take ownership and seek ways in which to develop own knowledge and skill	
Show genuine determination to learn and develop themselves	

V2.1

