

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

ROGRESS

You will have already submitted your project report and diary which will have been assessed.

Highfield



- 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

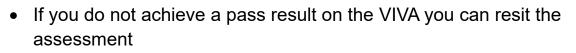


- Forget to bring your ID
- Forget to plan

Next steps

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





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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	

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Evaluin the basis requirements of a	
Explain the basic requirements of a	
contract and the special provisions	
relating to housing/property contracts	
Summarica the opdes of practice and	
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	

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Organisation back	ground information	
Describe the impac	ct of the principles,	
	es of the organisation	
	ervices to customers	
Explain how persor	nal and team	
	ne organisational plan	
	f services that may be	
offered in the socia	ll or private rented	
sectors		

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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)	
(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	

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Explain the diversity of housing service	
Explain the diversity of housing service	
users and their needs	
Explain sources of good practice	
guidance to meet the diverse needs of	
customers	
ous conners	
Explain how organisation's services meet	
the diverse needs of a community	

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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	
10000	
Demonstrate a genuine interest and care	
towards your work	

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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	
O all a h a vative we when t	
Collaborative working	
Achieve joint outcomes through working	
collaboratively with individuals and	
teams	
tourno	

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	

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Raise concerns about workload and	
timescales before crises arise	
Ducklow colving	
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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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	
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	
expectations for quality, service and professionalism	
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	

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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	

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