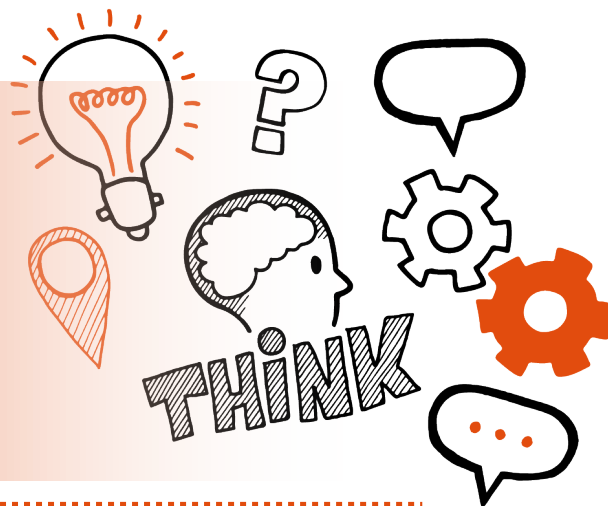


Think about Interview/VIVA

Level 2 ST0235 Housing and Property
Management Assistant v1.0



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 portfolio and case study which will have been assessed. The Viva – presentation and Q&A will be used to confirm this assessment outcome.



Do

- Review the criteria associated with the interview/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 the necessary presentation materials and check that you have access to the required technology
- Bring your portfolio and case study 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



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 interview/VIVA, you can resit the assessment





Use the table below to plan and prepare for the interview/VIVA

Assessment criteria	Key points to remember
Legislation and regulation	
Describe the main provisions of data protection, safeguarding and other relevant legislation as it applies to housing and property management	
Describe the basic requirements of a contract and the special provisions relating to housing/property contracts	



<p>List the relevant codes of practice and published standards covering the social and private rented sectors</p>	
<p>Describe the legislation and regulations as they apply to housing standards</p>	
<p>Organisation background information</p>	
<p>Describe the impact of the principles, priorities and values of the organisation on the delivery of services to customers</p>	



Describe how personal and team objectives fit into the organisational plan	
Describe the range of services that may be offered in the social or private rented sectors	
Assets	
Describe the basic principles of good neighbourhood management	



Describe how to report repairs and defects	
Describe the relevant requirements of health and safety acts and policies, for housing management and maintenance	
Customers	
Describe how organisation's services meet the diverse needs of a community	



Context

Describe the basic background and context of the social and private rented housing sectors

Range of services

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

Quality standards

Summarise the quality standards for departments you work and how they are measured



Organisation policies

Describe how organisational principles and policies impact on the delivery of services

List key organisational policies and how they relate to the way services are delivered

Customer service

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	
Respond to vulnerability	
Build rapport with vulnerable customers to assess individual or group needs	
Respond appropriately to the needs of vulnerable customers, both individuals and groups, including those with complex needs	

Respond to vulnerability

Build rapport with vulnerable customers to assess individual or group needs

Respond appropriately to the needs of vulnerable customers, both individuals and groups, including those with complex needs



Communication

Adapt and use the appropriate method and style of communication to changing circumstances and needs

Signpost customers to appropriate services and support

Administration

Demonstrate effective administration skills which support housing and property related services



Adapt and use appropriate administration skills to suit the task in hand to ensure the task is completed effectively

Information collection and sharing

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

Use a variety of methods to collect and present information effectively



Teamwork

Achieve individual, team and business outcomes through working collaboratively with colleagues, teams and external partners

Demonstrate the ability to work with colleagues to resolve problems

Is an enthusiastic and positive team member



Demonstrate an open and honest communication style

Take responsibility for your work and understand how this supports the team

Time-management

Demonstrate the ability to organise, prioritise and plan your workload to meet deadlines



Seek clarification from your manager if the deadlines are unclear

Raise concerns about meeting deadlines before the deadline passes

Tools and equipment

Demonstrate proficient use of digital equipment and software to perform housing/property related tasks



Demonstrate the appropriate use of work equipment	
Comply with appropriate organisational and regulatory requirements relating to the use of digital equipment and software	
Decision making	
Demonstrate effective decision making to ensure work tasks are completed on time	



Demonstrate the ability to follow instructions and meet deadlines

Ask for advice when making decisions and following instructions if unclear or the deadline is not going to be achieved

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

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

Display confidence and professionalism when dealing with people and representing the organisation



Customer care

Demonstrate a genuine interest and care towards your work

Show consideration and flexibility to people

V2.0

