

# Highfield Level 4 End-Point Assessment for ST0236 Senior Housing and Property Management

## Mock Assessment Materials

### Interview/ VIVA

| Legislation and regulation |                                                                                                                                                                                                                                               |                       |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                        | Assessment Criteria                                                                                                                                                                                                                           | Interview / VIVA Mark |
| LR1                        | Outline key issues -related to the letting of property in the social and private rented sectors (regulation, standards, legal, business issues)                                                                                               |                       |
| LR2                        | 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. |                       |
| LR3                        | Explain the basic requirements of a contract and the special provisions relating to housing/property contracts                                                                                                                                |                       |
| LR4                        | List and explain the different types of tenancy available in the UK                                                                                                                                                                           |                       |
| LR5                        | Summarise the relevant codes of practice and published standards covering the social and private rented sectors                                                                                                                               |                       |
| LR6                        | 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 |                                                                                                                                           |                       |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                                                       | Assessment Criteria                                                                                                                       | Interview / VIVA Mark |
| OB1                                                       | Explain how the business principles, priorities and values of the organisation impact on the nature and delivery of services to customers |                       |
| OB2                                                       | Describe the organisational performance management system/s                                                                               |                       |

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| OB3 | Describe how personal and team objectives relate to the organisational plan and identify any areas for improvement or gaps within the structure |  |
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| Assets |                                                                                                                                                                                                                     |                       |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref    | Assessment Criteria                                                                                                                                                                                                 | Interview / VIVA Mark |
| AS1    | Understand the value of the social and physical contexts of the estates/ neighbourhoods to the organisation                                                                                                         |                       |
| AS2    | 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 |                                                                                                                       |                       |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                        | Assessment Criteria                                                                                                   | Interview / VIVA Mark |
| CS1                        | Operate in a way that builds rapport with customers and demonstrates empathy and understanding when dealing with them |                       |
| CS2                        | Demonstrate consistent accurate and appropriate communication through all relevant media                              |                       |
| CS3                        | Operate in a way that builds rapport with relevant stakeholders to deliver an acceptable level of customer service    |                       |
| CS4                        | Assess the range of services offered by the organisation and how they meet needs                                      |                       |
| CS5                        | Plan customer engagement to identify, address and meet diverse needs.                                                 |                       |

| Context |                                                                                                      |                       |
|---------|------------------------------------------------------------------------------------------------------|-----------------------|
| Ref     | Assessment Criteria                                                                                  | Interview / VIVA Mark |
| CT1     | Describe historical and current housing market trends relevant to the area of work                   |                       |
| CT2     | Evaluate the impact of external and internal policy decisions on housing markets in the area of work |                       |

| Organisational policies |                                                                                                                                   |                       |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                     | Assessment Criteria                                                                                                               | Interview / VIVA Mark |
| OP1                     | Explain the core policies and practices of the organisation and explain how they relate to service areas and business objectives. |                       |

| Customer Service |                                                                                                                                                  |                       |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref              | Assessment Criteria                                                                                                                              | Interview / VIVA Mark |
| CSS1             | Exercise customer service management responsibility with consideration for the organisation's service offer, customer expectations and resources |                       |
| CSS2             | Demonstrate ethical and non-judgemental decision making                                                                                          |                       |
| CSS3             | Demonstrate leadership role in meeting and delivery in order to exceed customer expectations                                                     |                       |
| CSS4             | Demonstrate the ability to vary customer service delivery depending on the customers' requirements                                               |                       |

| Communication |                                                                                                   |                       |
|---------------|---------------------------------------------------------------------------------------------------|-----------------------|
| Ref           | Assessment Criteria                                                                               | Interview / VIVA Mark |
| CO1           | Demonstrate the appropriate method and style of communication to changing circumstances and needs |                       |
| CO2           | Demonstrate effective communication skills across a range of verbal and written media             |                       |
| CO3           | Demonstrate effective mediation and resolution skills to resolve conflict                         |                       |
| CO4           | Demonstrate effective skills in managing staff                                                    |                       |

| Collaborative working |                                                                                                |                       |
|-----------------------|------------------------------------------------------------------------------------------------|-----------------------|
| Ref                   | Assessment Criteria                                                                            | Interview / VIVA Mark |
| CW1                   | Lead the delivery of joint outcomes through working collaboratively with individuals and teams |                       |
| CW2                   | Analyse the organisations business targets and suggest ways to achieve them                    |                       |
| CW3                   | Lead project members to delivery business targets                                              |                       |

| Respond to Vulnerability |                                                                                                        |                       |
|--------------------------|--------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                      | Assessment Criteria                                                                                    | Interview / VIVA Mark |
| RV1                      | Take a leadership role in ensuring the service meets the needs of vulnerable individuals and groups    |                       |
| RV2                      | Demonstrate understanding of provision required to meet the needs of vulnerable individuals and groups |                       |

| Information collection and sharing |                                                                                                                              |                       |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                                | Assessment Criteria                                                                                                          | Interview / VIVA Mark |
| IS1                                | Understand systems available for data analysis                                                                               |                       |
| IS2                                | Be capable of interrogating data and present strategic / management information                                              |                       |
| IS3                                | Prepare data reports including suggestions and conclusions on how the information collection could be improved and/or shared |                       |

| Influencing and negotiating skills |                                                                                   |                       |
|------------------------------------|-----------------------------------------------------------------------------------|-----------------------|
| Ref                                | Assessment Criteria                                                               | Interview / VIVA Mark |
| NS1                                | Lead negotiations with partners and suppliers                                     |                       |
| NS2                                | Achieve outcomes beneficial to the organisation through influence and negotiation |                       |

| Financial management |                                                        |                       |
|----------------------|--------------------------------------------------------|-----------------------|
| Ref                  | Assessment Criteria                                    | Interview / VIVA Mark |
| FM1                  | Demonstrate effective management of budgets            |                       |
| FM2                  | Demonstrate skills in seeking value for money outcomes |                       |
| FM3                  | Understand and evaluate financial statements           |                       |

| Performance and project management |                                                                                                                          |                       |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                                | Assessment Criteria                                                                                                      | Interview / VIVA Mark |
| PPM1                               | Demonstrate effective project management skills to drive forward projects to achieve timescales and strategic objectives |                       |
| PPM2                               | Develop effective project plans                                                                                          |                       |
| PPM3                               | Present and report on project progress, successes and challenges to senior managers                                      |                       |
| PPM4                               | Lead on projects successfully through to project completion                                                              |                       |

| People Management |                                                                                           |                       |
|-------------------|-------------------------------------------------------------------------------------------|-----------------------|
| Ref               | Assessment Criteria                                                                       | Interview / VIVA Mark |
| PM1               | Analyse skills and attributes that make an effective team leader                          |                       |
| PM2               | Evaluate own leadership skills and attributes, identifying areas for personal development |                       |
| PM3               | Apply methods to encourage team building, mutual trust and respect                        |                       |
| PM4               | Analyse the effectiveness of line management approaches for teams                         |                       |
| PM5               | Apply performance management principles to team or project work                           |                       |
| PM6               | Describe the process of managing workplace stress                                         |                       |
| PM7               | Demonstrate effective formal planning                                                     |                       |

| Decision making and prioritising |                                                                                              |                       |
|----------------------------------|----------------------------------------------------------------------------------------------|-----------------------|
| Ref                              | Assessment Criteria                                                                          | Interview / VIVA Mark |
| DM1                              | Describe the company objectives and outline how team and own targets meet company objectives |                       |
| DM2                              | Evaluate own working practices against company objectives                                    |                       |

| Tools and equipment |                                                                                     |                       |
|---------------------|-------------------------------------------------------------------------------------|-----------------------|
| Ref                 | Assessment Criteria                                                                 | Interview / VIVA Mark |
| TE1                 | Demonstrate effective use of IT systems and software                                |                       |
| TE2                 | Comply with appropriate regulatory requirements relating to the use of IT equipment |                       |

| Trust and dependability |                                                                                     |                       |
|-------------------------|-------------------------------------------------------------------------------------|-----------------------|
| Ref                     | Assessment Criteria                                                                 | Interview / VIVA Mark |
| TD1                     | Demonstrate integrity and ethical behaviour in the way they do their job            |                       |
| TD2                     | Demonstrate the importance of engaging with people in an honest and up-front manner |                       |
| TD3                     | Show confidence and professionalism when dealing with people                        |                       |

| Adaptability |                                                                                        |                       |
|--------------|----------------------------------------------------------------------------------------|-----------------------|
| Ref          | Assessment Criteria                                                                    | Interview / VIVA Mark |
| AD1          | Respond positively to change and shows willingness to refocus priorities when required |                       |

| Self-motivation |                                                                                |                       |
|-----------------|--------------------------------------------------------------------------------|-----------------------|
| Ref             | Assessment Criteria                                                            | Interview / VIVA Mark |
| SM1             | Manage own time well, adjusting schedules, tasks and priorities when necessary |                       |

| Resilience |                                                                                 |                       |
|------------|---------------------------------------------------------------------------------|-----------------------|
| Ref        | Assessment Criteria                                                             | Interview / VIVA Mark |
| RE1        | Acknowledge own emotional and professional limits and seeks help when necessary |                       |
| RE2        | Respond calmly and consistently in all situations                               |                       |

| Leadership |                                                                                                  |                       |
|------------|--------------------------------------------------------------------------------------------------|-----------------------|
| Ref        | Assessment Criteria                                                                              | Interview / VIVA Mark |
| LE1        | Ambassador the company's vision and values                                                       |                       |
| LE2        | Lead by example through behaviour, service delivery, decision making and departmental management |                       |



| Personal Development |                                                                                                                       |                       |
|----------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------|
| Ref                  | Assessment Criteria                                                                                                   | Interview / VIVA Mark |
| PD1                  | Reflect on practice in order to identify areas for improvement either for self, the team, the company or the customer |                       |
| PD2                  | Identify gaps or areas of development and plans appropriate learning to meet these needs                              |                       |
| PD3                  | Take ownership and seek ways in which to develop own knowledge and skill                                              |                       |
| PD4                  | Show genuine determination to learn and develop themselves                                                            |                       |