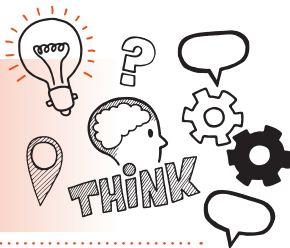


Think about
Viva - presentation
and Q&A session
Level 3 Housing and Property
Management AP01



On the day of assessment, you will carry out:



A 15-minute presentation and 45-minute Q&A



Remote or face-to-face in a suitable
assessment environment



Under exam conditions



With a panel including the end-point assessor,
line manager and a representative from the
training provider



Key point

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



Do

- Review the criteria associated with the presentation and Q&A - this can be found in the EPA-kit
- Focus your presentation on the main purpose and outcomes of your project report and areas of the standard not covered in your project report
- Review relevant legislation and regulations and organisational policies and procedures
- 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
- Be prepared to answer questions that clarify points from the project report and presentation or any other part of your role or apprenticeship
- Bring the necessary presentation materials and check that you have access to the required technology



Don't

- Forget to plan
- Forget to reflect on your on-programme experiences and learning
- Forget to bring your ID



Next steps

- Results can take up to 12 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the presentation and questioning you can resit the assessment



Use the table below to plan and prepare for the Viva - presentation and Q&A (make sure you review the criteria to help you write some key points)

Standard area	Key points to remember
Legislation and regulation	
Organisation background information	
Assets	
Customers	
Context	

Range of services

Organisational policies

Customer care

Communication

Collaborative working

Information collection and sharing

Influencing and negotiating skills

Self-management

Problem solving

Tools and equipment

Decision making

Responsive

Trust and integrity

Adaptability

Independence

Dependability

Personal commitment

Resilience



Role model

Teamwork