

## Highfield Level 2 End-Point Assessment for ST0235 Housing and Property Management Assistant

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is assessed. Please see EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
Know the principles and practices of relevant landlord and tenant law, applicable Codes of Practice, and relevant legal frameworks. (LR1, LR2, LR3, LR4)		
Know the organisation's business plan, organisation values, the range of services available to customers/clients, team targets/key performance indicators and understand how their role fits into the organisation. (OB1, OB2, OB3)		
Know the social and physical context of estates/neighbourhoods and how to report defects, common problems, health and safety issues and repairs to dwellings. (AS1, AS2, AS3)		
Know the diversity of the communities which the business serves. (CS1)		
Know the current and historical context of the housing market, including social and affordable housing, private rented and owner occupation. (CT1)		
Know the range of housing services. For example, repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, energy efficiency and waste management, tenancy sustainability, anti-social behaviour,		

care and housing support services, rents and fees, service charges and portfolio accounts, and community involvement. (RS1)		
Know the quality standards of the business. Examples include standards of the neighbourhood/property/building and customer service. (QS1)		
Know the principles, policies and practices of the organisation they work for in terms of customer care, complaints handling, employee code of conduct, team working, risk assessments personal safety, data protection, health and safety, equality and diversity, safeguarding and business communications. (OP1, OP2)		
Be able to apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders. (CSS1, CSS2)		
Uses appropriate levels of skill and judgment to understand the needs of vulnerable individuals and groups (including those with complex needs) and respond appropriately. (RV1, RV2)		
Demonstrate effective and appropriate communication skills to enable timely identification and resolution of issues. Be able to signpost customers who need additional support to other colleagues and/or partner agencies. (CO1, CO2)		
Be able to apply a range of administration skills in order to support a range of housing and property related services (AD1, AD2)		
Understand and be able to use a variety of methods to collect and present information such as resident, neighbourhood and property data in an effective manner. Information and data must be collected, recorded and presented accurately. (IS1, IS2)		
Work with internal colleagues and external partners to achieve individual, team and business targets. Work with colleagues to identify solutions to problems (TW1, TW2)		
Be an effective team player, accepts responsibility for their work. (TW3, TW4, TW5)		
Organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales. (TM1, TM2, TM3)		
Effective use of digital equipment and software, including housing and property management software. The appropriate use of work equipment. (TE1, TE2, TE3)		
Effective decision making in order to ensure work tasks are completed in line with instruction and on time. (DM1, DM2, DM3)		
Takes timely and responsive action to instructions given, building towards working independently. (RE1)		

Develops trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude. (TI1)		
Willingness to accept changing priorities and work patterns (AP1)		
Meets personal commitments and expectations of others. (DP1)		
Takes responsibility for their own personal development, safety and training. Act as an ambassador for the organisation. (PC1, PC2, PC3)		
Demonstrates a responsive approach to customer and client needs and has an awareness of the organisation's impact on customers and their lives. (CC1, CC2)		

### Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

### Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date