

Housing/Property Management Assistant

LEVEL 2



12 month programme + EPA

This apprenticeship will guide those new to the property sector to gain the skills and experiences needed to support their colleagues and others within the tenancies housing industry.

Introduction to the course

The Housing/Property Management Assistant Level 2 apprenticeship is aimed at equipping those new to the property sector in supporting the creation and sustainment of tenancies and leaseholds in the private housing sector. Learners will develop their knowledge in core areas within a host of administrative functions, legislation and regulation requirements as well as inspections and check out procedures. Apprentices will also develop key skills in negotiation and customer care to deliver a high-quality service experience for a wide range of clients.

Learner outcomes

The learner will be taught about the different tools and equipment available for those in the industry, the local property market, negotiation techniques, handling telephone calls and researching new initiatives under the instruction of a supervisor.

Additionally, the individual will learn about the importance of quality and accuracy within their role, exploring solutions to problems and creating and implementing improvements to ways of working. The learner will also develop data and general administrative skills in managing databases, undertaking research on properties, and carrying out tasks to market properties effectively.

Apprentices will be encouraged to develop a wider awareness of the organisation and understand how their role aligns with the company's values, business plan, and KPIs.

Assessment

The learner's progress will be assessed through on-programme learning, followed by an End-Point Assessment at the end of the apprenticeship. Apprentices will need to complete Level 2 English and Mathematics before the End-Point Assessment.

A good fit for

This apprenticeship is best suited to those looking to start a career within the housing and property management sector.

What's next?

After completing this apprenticeship, they can move onto the Housing/Property Management apprenticeship incorporating a Propertymark Level 3 qualification which will qualify them for membership with ARLA Propertymark, the professional body of lettings agents.

On completion of the apprenticeship, apprentices will be able to apply to the following for membership:

Chartered Institute of Housing (CIH) at Member level.

Association of Residential Letting Agents (ARLA) at Associate Grade or Member Grade (depending on length of service within the sector and within the organisation).

Institute of Residential Property Management (IRPM) at Foundation Level or Associate Level (depending on length of service within the sector and within the organisation).

Course overview



Start Date
Flexible



Level
2



Duration
12 months + 3-month EPA



Delivery
Blended



Assessment
On-Programme and End-Point Assessment



Qualification
Housing/Property Management Assistant Level 2



Entry Requirements
None, however your employer may set some minimum requirements.

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LEVEL 2

unlocking potential
delivering personalisation
enhancing performance

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Blended Delivery Model

