APPRENTICESHIP IN HOUSING:
Level 2 Intermediate and Level 3 Advanced

What is an apprenticeship?

Apprenticeships are nationally recognised qualifications that offer an excellent way of mastering practical skills in the workplace. They give people the opportunity to train as they work and earn money, and are increasingly recognised as the gold standard for work-based training.

Who is it for?

Anyone who is not in full-time education and above 16 years of age can become an apprentice.

Who provides training?

Employers can use external training providers for all aspects of the apprenticeship or can choose to provide some of the training in-house, with verification undertaken by external providers where required.

If you are interested in a joint approach with a training provider please contact our UK Academy for Housing for further details.

How much does the apprenticeship cost?

For apprentices aged 16 -19, all training costs are met by the government. For apprentices aged 19+, the employer will be expected to pay a contribution towards the training costs, although in some cases this can be funded if special conditions are met. The employer is expected to meet the cost of the apprentices' wages.

How long will it take?

It is mandatory for apprentices aged 16-18 to be on program for a minimum of 12 months. For apprentices aged 19 and above, the minimum 12 month duration can be reduced with relevant recorded prior learning.

What is the format?

Apprenticeship frameworks are the gold standard in workplace training and they aim to produce well rounded, effective employees with up to date knowledge as well as technical competence. In order to do this apprenticeships include:

1. The main qualification that assesses competence in work situations

2. A knowledge qualification that demonstrates an appropriate level of understanding about the area of work

3. Functional Skills - which ensure that appropriate standards in English, Maths and Information Technology are met

4. Employment Rights and Responsibilities (ERR) - awareness of the rights and responsibilities that are essential in the workplace

5. Development of Personal, Learning and Thinking Skills (PLTS) - that are essential in all workplaces such as effective participators, self managers, independent enquirers, creative thinkers, reflective learners and team workers.

Apprentices are expected to receive a minimum number of off-the-job and on-the-job guided learning hours.

What are the benefits?

For employees:

- gain a qualification that is valued by employers
- earn while training
- gain practical, job-specific skills
- work alongside experienced members of staff
- enhance prospects for career progression

For employers:

- improve productivity and profitability
- fill skills gaps now and in the future
- become more attractive as an employer
- government funded training
- improve levels of service

Next steps

For more information visit www.assetskills.org or contact us on ukacademy@assetskills.org or 0844 822 2525.

Alternatively, visit www.apprenticeships.org or call the National apprenticeship service on 0800 015 0 600.

asset skills

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Summary of Mandatory Outcomes

Level 2 Intermediate Apprenticeship

Main qualification

Level 2 NVQ Certificate in Housing

Knowledge qualification

Level 2 Certificate in Housing Practice or
Level 2 Certificate in Housing Maintenance

Functional Skills

Level 1 English
Level 1 Maths
Level 1 Information and Communication Technology

Level 3 Advanced Apprenticeship

Main qualification

Level 3 NVQ Certificate in Housing

Knowledge qualification

Level 3 Certificate in Housing Practice or
Level 3 Certificate in Housing Maintenance

Functional Skills

Level 2 English
Level 2 Maths
*Apprentices who have GCSE A-C grades may be exempted

Employment Rights & Responsibilities

Apprentices will be required to take the Employment Rights and Responsibilities unit within the main qualification

Personal, Learning and Thinking Skills

Apprentices will be required to complete the Asset Skills Workbook

LEVEL 2 NATIONAL VOCATIONAL QUALIFICATION (NVQ) CERTIFICATE IN HOUSING (QCF)

A minimum of 18 credits must be selected - includes 12 mandatory and six optional.

Three mandatory units are required:

Develop and maintain relationships with stakeholders in a housing context	4
Maintain professional behaviour and working relationships in a housing context	4
Maintain the health, safety and security of self and others	2
Employment Rights and Responsibilities in the property sector	2
Total	12

A minimum of six credits from at least three units are required from the optional units below:

Process documents relating to housing activities	2
Undertake promotional activity within the housing sector	4
Advertise and market properties	2
Use organisational ICT systems in a housing context	2
Give customers a positive impression of yourself and your organisation (ICS import)	5
Recognise and deal with customer service queries, requests and problems (ICS import)	5
Support clients to make use of the housing advice and guidance service	3
Support customer service improvements (ICS import)	5
Match the needs of individuals with available accommodation	3
Assess housing need	4
Respond to customer requests for repairs	2
Organise the maintenance and repair of property	2
Check and record the condition of property	3
Enable housing clients to access referral opportunities	4
Provide and maintain information materials for use in the housing organisation	2
Help to develop individuals to contribute to decision making	4
Help to develop individuals' involvement in the local community	3
Support the rights of individuals in the community	4
Support individuals through the process of signing occupancy agreements	4

LEVEL 2 CERTIFICATE IN HOUSING PRACTICE (QCF)

A minimum of 13 credits must be achieved.

Mandatory units required:

Housing provision and housing organisations	4
Customer care in the housing context	3
Careers and opportunities in housing	3
Developing skills for working in housing	3
Total	13

LEVEL 2 CERTIFICATE IN HOUSING MAINTENANCE (QCF)

A minimum of 16 credits must be achieved.

Mandatory units required:

Housing provision and housing organisations	4
Customer care in the housing context	3
House construction	4
Housing maintenance systems	2
Developing skills for working in housing	3
Total	16

LEVEL 3 NATIONAL VOCATIONAL QUALIFICATION (NVQ) CERTIFICATE IN HOUSING (QCF)

A minimum of 29 credits must be selected - includes 15 mandatory and 14 optional credits

A minimum of 15 credits are required from the mandatory units below:

Mandatory units:

Promote safe, ethical and sustainable practice in housing	5
Plan own professional development within housing	3
Develop positive relationships with customers and colleagues in providing a housing service	5
Employment Rights and Responsibilities in the property sector	2
Total	15

A minimum of 14 credits are required from any of the optional units below:

Managing housing and assets. *Optional units from:*

Respond to customers requests for repairs	2
Deal with customers by telephone (Level 2 - imported from customer service)	7
Sell property to customers within a housing organisation setting	3
Provide a housing rent service	3
Match the needs of individuals with available accommodation	3
Inspect the condition of property	4
Set up and manage tenancy, licence and leaseholder agreements	4
Provide housing advice and guidance to customers	3
Manage temporary accommodation	3
Organise the maintenance and repair of property	4
Respond to possible breaches of agreement in the housing sector	4
Manage empty properties	2
Assess housing need	4

Developing and involving individuals and communities. *Optional units from:*

Support the customers engagement with the local community through identification of support networks and development opportunities	3
Develop and sustain partnership working arrangements in a housing environment	2
Arrange and facilitate meetings with housing customers and others	3
Develop and promote customer involvement in a housing organisation	3
Work with customers and groups to develop the community	3

Housing and support services. *Optional units from:*

Contribute to the development, implementation and review of support plans with individuals within a housing environment	4
Contribute to protecting customers from harm, abuse, exploitation and discrimination in a housing environment	6
Provide support to customers to reduce the risk of homelessness	4
Support social and personal development needs of customers within a housing environment	4
Direct work with customers who use a housing service	4
Help customers to move and settle into new living environments	4
Enable housing customers to establish and maintain contacts and interests in isolating situations	4

Managment and Leadership. *Optional units from:*

Plan, allocate and monitor work of a team	5
Set objectives and provide support for team members	5
Address performance problems affecting team members	3
Support learning and development within own area of development	5
Support team members in identifying, developing and implementing new ideas	4

LEVEL 3 CERTIFICATE IN HOUSING PRACTICE

A minimum of 27 credits must be selected

The structure of the qualification is:
~ Three mandatory units

Delivery of affordable housing services	4
Professional practice skills for housing	4
Equality and diversity for housing	4
Total	12

~ One specified pathway from the options below which each consist of three mandatory units:

Managing housing services	12
Resident and services users involvements	9
Managing neighbourhoods	9
Caretaking and concierge services	9
Regeneration, renewal and sustainability	9
Support for independent living	9
Telecare services	9
Housing advice and information	9
Traveller site management	9
The housing context	9
Supporting homeless people	9

~ A further two units consisting of three credits each.

For more information visit **www.cih.org**

It is also possible to achieve a generic pathway which must be approved by the awarding organisation before delivery.

LEVEL 3 CERTIFICATE IN HOUSING MAINTENANCE (QCF)

A minimum of 30 credits must be achieved

Mandatory units required:

Delivery of affordable housing services	4
Equality and diversity for housing	4
Professional practice skills for housing	4
Customer service standards for housing maintenance	3
Health and safety for housing management and maintenance	4
House construction	5
Housing maintenance systems	3
Managing empty properties	3
Total	30