



# APPRENTICESHIP

A guide for apprentices

**THE HOME  
FOR HOUSING  
KNOWLEDGE  
AND SKILLS**

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Supporting housing  
professionals to create a  
future in which everyone  
has a place to call home



**Chartered  
Institute of  
Housing**  
Approved centre

# What is an apprenticeship?

## **APPRENTICESHIPS ARE AN OPPORTUNITY TO DEVELOP KNOWLEDGE, SKILLS AND BEHAVIOURS FOR YOU TO PROGRESS IN YOUR CAREER.**

The apprenticeship standards are tailored and specific to the housing sector and are focused on learning within the workplace rather than being assessed within the workplace.

For apprentices this provides an opportunity to work through a development programme, enabling you to gain the technical knowledge, practical experience and wider skills needed for you to progress in your role and your future career.

To achieve an apprenticeship, evidence of knowledge, skills and behaviours are recorded throughout the programme, to build a portfolio which will be assessed at the end of the apprenticeship.



# Is an apprenticeship for me?

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## **AN APPRENTICESHIP ENABLES YOU TO DEVELOP YOUR EXPERIENCE IN THE WORKING ENVIRONMENT AND SHOW EMPLOYERS THAT YOU CAN 'HIT THE GROUND RUNNING'.**

They are designed to help you gain the knowledge, skills and behaviours that you need to thrive in your chosen industry and develop more confidence in the work place. If a college environment is not for you then an apprenticeship is a great option.

Apprentices are required to meet the standards for the specific apprenticeship. CIH offers three standards linked to typical roles, for example:

### **Apprenticeship level 2 - housing/property management assistant**

Typical roles: Resident Involvement Assistant, Customer Services Assistant, Assistant Property Manager (without portfolio), Lettings Negotiator, Housing Assistant, Housing Administrator, Revenues Assistant, Neighbourhood Assistant, Lettings Assistant, Repairs Assistant

Duration: 12-18 months

### **Apprenticeship level 3 - housing/property management officer**

Typical roles: Generic or Specialist Housing Officer or Neighbourhood Officer, Neighbourhood Co-ordinator/Advisor, Lettings Officer/Allocations Officer/Tenancy Officer/Income Management Officer, Leasehold Management Officer/Private Sector Housing Officer/Strategic Housing Officer/Property Manager, Negotiator/Senior Negotiator

Duration: 18-24 months

### **Apprenticeship level 4 - senior housing/property officer**

Typical roles: Neighbourhood Housing Manager, Neighbourhood Investment Manager, Property Manager, Voids/Lettings Manager, Assets Manager, Incomes Manager, Resident Involvement Manager, Supported Housing Manager, Leasehold Manager

Duration: 18-24 months

### **To become an apprentice, you must:**

- be employed in the housing sector and have an employment contract that lasts for the minimum time of the apprenticeship
- work towards achieving an approved apprenticeship standard
- commit to an apprenticeship programme of at least 12 months for level 2 or 18 months for levels 3 and 4
- spend at least 20 per cent of your working week on off the job training
- have GCSE Grade C or above (or equivalent) in Maths and English by the time you complete your apprenticeship. If apprentices do not have the relevant grades, then additional functional skills will be required.

# How do I apply?

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**IF YOU ARE INTERESTED IN BECOMING AN APPRENTICE, FIRSTLY YOU SHOULD APPROACH YOUR EMPLOYER TO SEE IF THEY WOULD SUPPORT YOU.**

If so, we will need confirmation that you have their support, then an application form will be sent to you.

Once we receive a completed application form, we will send a contract to your employer and prepare a schedule of learning for you.





# Who will support me?

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## THERE ARE A RANGE OF PEOPLE AND ROLES THAT CAN SUPPORT YOU THROUGH THE APPRENTICESHIP PROGRAMME.

**Your line manager** will provide a supportive and motivational work environment for you to learn about and develop the relevant knowledge, skills and behaviours associated with your role. They will set up regular meetings to provide feedback, review progress, maintain momentum and improve performance. The line manager will ensure that you are allowed time to complete the off the job training requirements and will support completion of relevant case studies, projects and portfolios.

**An associate** provides pastoral care along with information, advice and guidance on the assessment process. Key aspects include assessing evidence and supporting you with your case study/project. The associate will regularly visit you at your place of work to monitor progress, view some of your daily activities, and discuss your progress with your employer/supervisor/mentor. CIH will assign an associate to you and they will be the first point of contact for issues or concerns arising from the apprenticeship programme.

**A mentor** provides you with the opportunity to talk to an experienced person about work or career issues, they will help you with your development and can act as a sounding board. Mentoring provides the opportunity for you and your mentor to learn from each other through the sharing of knowledge and experiences. The mentor could be a line manager or someone in another team who has experience of mentoring, learning and development.

**A tutor** advises and supports you through your housing qualification/knowledge activities. They will offer advice on assignment requirements and give feedback on your submitted assignments. CIH will assign a tutor to you and they will be the first point of contact for issues or concerns arising from the housing qualification.

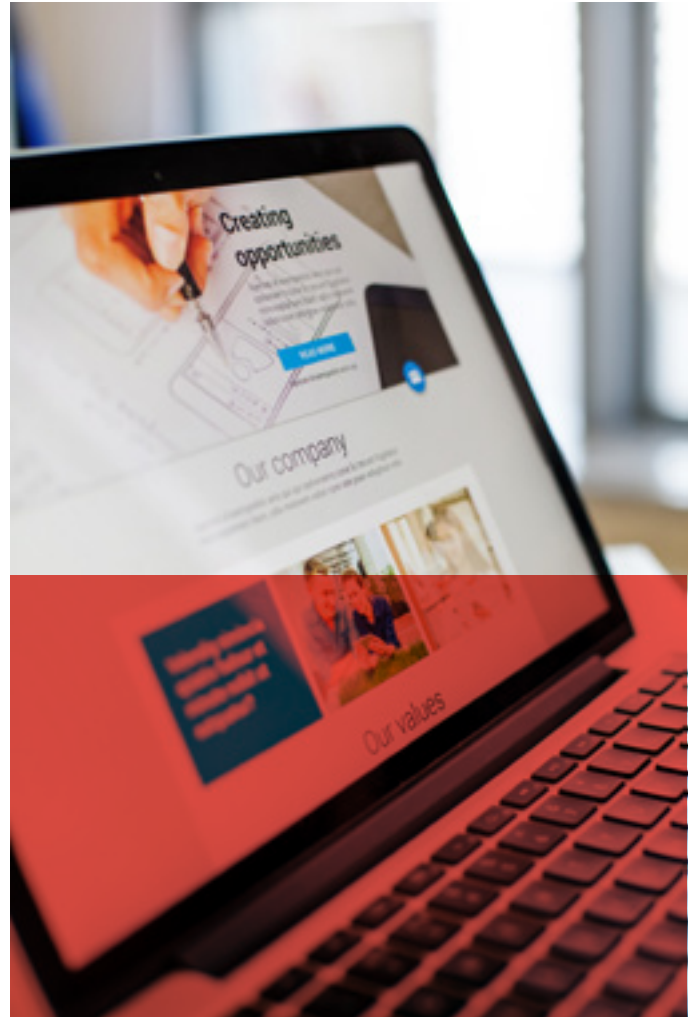
CIH uses a range of learning platforms in support of the apprenticeship programme. All of your materials will be available through the Virtual Learning Environment 'Moodle' and evidence of knowledge, skills and behaviours, gathered throughout the programme to build your portfolio, will be uploaded to an e-portfolio.

Apprentices also receive CIH membership as part of the apprenticeship programme. The CIH membership package includes exclusive access to the latest information and advice on policy issues and best practice, plus access to the Knowledge Hub and webinars. Members can also attend our national and regional events, and boost their skills with regional training events and CPD tools. CIH members also gain recognition across the sector for their commitment to professionalism and for playing a part in creating a housing system that works for everyone.

# What is involved in the programme?

**THE PROGRAMME WILL TAKE A MINIMUM OF 12 MONTHS FOR A LEVEL 2 APPRENTICESHIP AND A MINIMUM OF 18 MONTHS FOR LEVELS 3 AND 4.**

To complete an apprenticeship, you must be able to demonstrate you have met each area of the standard. This is done through a portfolio of evidence and the completion of a case study (level 2) or project (levels 3 and 4). Once ready, the apprentice will go forward to the end point assessment which is conducted by the Apprenticeship Assessment Organisation (AAO).



# What is a portfolio?

**A PORTFOLIO IS A LEARNING LOG WHICH SHOWS THE JOURNEY YOU, AS AN APPRENTICE, HAVE TAKEN TOWARDS ACHIEVING THE REQUIREMENTS OF THE STANDARD.**

It is a collection of evidence showing how you have achieved the various knowledge, skills and behaviour requirements to achieve the apprenticeship standard.



# What is a **case study** or **project**?

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**A CASE STUDY (LEVEL 2) OR A PROJECT (LEVELS 3 OR 4) IS A PRACTICAL WORK-BASED ASSIGNMENT WHICH GIVES YOU THE OPPORTUNITY TO SHOW THE KNOWLEDGE, SKILLS AND BEHAVIOURS YOU HAVE DEVELOPED THROUGH THE APPRENTICESHIP PROGRAMME.**

The focus of the case study/project will be agreed with both your line manager and training provider (CIH) and will be based on a real-life work scenario that your line manager would expect you to either be involved with or take responsibility for. Your employer may already have some topics lined up for you to consider.

A case study/project is normally started in the last six to nine months of your apprenticeship. There is no set format for the case study/project therefore it can be presented in a number of different ways, for example:

- o a power point presentation
- o a written report
- o records of observations
- o video, social media, blogs

# What are the **Leadership and Management Training Modules**?

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As part of the programme, apprentices must also attend Leadership and Management training modules. The modules are based on challenges you face in your current role and are designed to upskill you for the next level in your career. You can choose from:

- Confidence in self and others
- Creating resilient teams
- Leading leaders
- Next level customer care
- Operational and strategic leadership
- Promoting partnership working
- Strategic decision makers

The number of modules you have to attend depends on the apprenticeship you are on, for example:

- o level 2 you choose 4 options
- o level 3 you choose 4 options
- o level 4 you choose 6 options

# What is off the job training?

Off the job training is training received by you as an apprentice to help build on and develop your knowledge, skills and behaviours. It is a requirement of the apprenticeship programme for employers to allow apprentices to dedicate 20 per cent of their working hours to training related to their apprenticeship. It is not training delivered for the sole purpose of enabling you to perform the work for which you have been employed. Off the job training is not to take place out of your normal working hours. As a rough guide this is the equivalent of 7 hours per week.

Some activities that could be considered as off the job training include:

- o Qualification study and study days
- o Attendance at CIH Apprenticeship Leadership and Management modules
- o Receiving or delivering mentoring
- o E-learning
- o Internal employer training (upskilling)
- o Meeting other apprentices for sharing, networking ideas and active learning
- o Visiting other departments
- o Attending meetings/workshops outside of the norm of their day job i.e. problem solving, review or analysis of policy etc.
- o Shadowing
- o Reviewing case studies





# Will I get a qualification from my apprenticeship?

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An apprenticeship is not a traditional qualification as it focusses on learning within the workplace. To fulfil the knowledge requirement needed to achieve the apprenticeship you are encouraged to study a housing qualification, which is beneficial for your development, but not a requirement. CIH Housing Practice certificates levels 2, 3 and 4, along with the Leadership and Management training modules have been mapped to the apprenticeship standards and have been written to develop knowledge through a range of housing related areas that will give you a broad and detailed understanding of the housing sector but also how to apply this knowledge to your role and the wider organisation.



# How is an apprenticeship assessed?

**YOUR APPRENTICESHIP WILL BE ASSESSED VIA A PORTFOLIO, THIS SHOWS THE ASSESSORS THE JOURNEY THAT YOU HAVE TAKEN WHEN ACHIEVING THE REQUIREMENTS OF THE STANDARD.**

Your portfolio is a collection, of evidence that shows how you have achieved the knowledge, skills and behaviours required to complete your apprenticeship. Your case study/project will also be assessed as part of the end point assessment.

## WHAT IS THE END POINT ASSESSMENT?

For the end point assessment you will be invited to take part in a professional conversation, it is an opportunity for you to show how you have achieved the knowledge, skills and behaviours listed in the apprenticeship standard and can apply these to your role.

The end point assessment is then reviewed and once assessed you will be notified of the outcome of your apprenticeship programme.

## WHAT IS A PROFESSIONAL CONVERSATION?

The professional conversation is conducted by a panel including a representative from your employer (normally your line manager), the training provider (CIH) and an independent assessor. The purpose of the professional conversation is to provide a platform for you to demonstrate your capability in a housing/property management role.

If you are completing a level 2 apprenticeship you will not be required to give a presentation during your professional conversation. If you are completing a level 3 or 4 apprenticeship a presentation is a requirement of your professional conversation.

## CERTIFICATION

If you have demonstrated your ability in your job role and successfully completed the apprenticeship then CIH, as the chosen end point assessment organisation, will request the final apprenticeship certificate from the issuing authority.



# Why should I do an apprenticeship?

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An apprenticeship is an opportunity to develop knowledge, skills and behaviours in the workplace that support you in your chosen career. The programme is designed for you and gives you the opportunity to train whilst working, explore new areas and challenges and challenge yourself to do more. It is a recognition by existing and future employers that you can do the job and more.





For more information on our housing qualifications, training and apprenticeships please call **024 7685 1789** or email **housing.academy@cih.org**

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