



APPRENTICESHIPS

A guide for employers

**THE HOME
FOR HOUSING
KNOWLEDGE
AND SKILLS**

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 THE KNOWLEDGE, SKILLS AND BEHAVIOURS OF STAFF AND GROW YOUR OWN TALENT.

The apprenticeship standards, written by employers for employers, are written as job descriptions tailored to the housing sector and focus on learning within the workplace rather than being assessed within the workplace.



CIH offers three apprenticeship levels

APPRENTICESHIP LEVEL 2 - HOUSING/ PROPERTY MANAGEMENT ASSISTANT

Typical roles include: Resident Involvement Assistant, Customer Services Assistant, 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 include: 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 include: 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

The main rules governing apprenticeships are:

- the apprentice may be an existing employee working to develop into new roles, or they may be a new hire
- the apprentice must work towards achieving an approved apprenticeship standard
- the apprenticeship training must last at least 12 months for level 2 or 18 months for levels 3 and 4
- the apprentice must spend at least 20 per cent of their time on off-the-job training - this training must be directly relevant to the apprenticeship standard.

To complete an apprenticeship, apprentices are required to meet the standards which identify the knowledge, skills and behaviours required for the individual to be competent in their role. To demonstrate that they have met each of the standards, apprentices must develop a portfolio of evidence, and complete a case study (level 2) or project (levels 3 and 4). Once completed, the apprentice is ready to be put forward for their end point assessment, conducted by the End Point Assessment Organisation (EPAO).

FUNCTIONAL SKILLS

It is a requirement of the apprenticeship programme, as set out by the EFSA, that all apprentices should have a GCSE (or equivalent), grade E or above for level 2 apprentices and grade C or above for levels 3 and 4 apprentices. If apprentices do not have these grades, or cannot evidence they have them, they will need to complete a functional skills course. Apprentices should be allowed additional time to complete their functional skills if required. CIH can register apprentices for functional skills, alternatively the employer can make their own arrangements for their apprentices.

What are the **benefits** for us as an employer?

BY OFFERING APPRENTICESHIPS TO NEW AND CURRENT EMPLOYEES YOU ARE SHOWING A COMMITMENT TO YOUR STAFF. APPRENTICESHIPS FOCUS ON DEVELOPING KNOWLEDGE, SKILLS AND BEHAVIOURS, THEREFORE THROUGH THE PROGRAMME, EMPLOYEES WILL GAIN THE TECHNICAL KNOWLEDGE, PRACTICAL EXPERIENCE AND WIDER SKILLS NEEDED TO DEVELOP A HIGHER LEVEL OF PROFESSIONALISM FOR THEIR OWN GROWTH AND FUTURE CAREER, AND IN TURN FOR YOU.

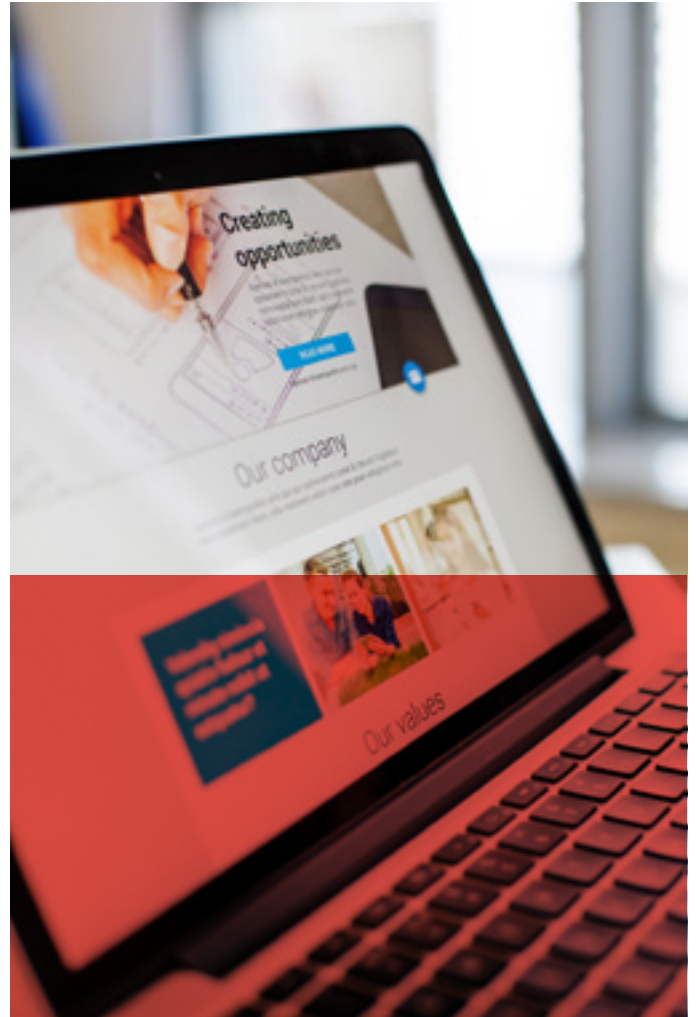
By investing in the development of your staff, you are showing current and new employees that you are an 'employer of choice'. Apprenticeships create an opportunity to 'grow your own' talent, according to the requirements of your organisation. They are an ideal tool for succession planning as well as supporting an individual's career progression/opportunities within your business without them needing to look elsewhere for development opportunities.



What is involved in the programme?

THE CIH APPRENTICESHIP PROGRAMME INCLUDES A REGULATED QUALIFICATION, 20 PER CENT OFF THE JOB TRAINING AND PROFESSIONAL DEVELOPMENT MODULES.

The programme requires a commitment from employers and apprentices of a minimum of 12 months for a level 2 apprenticeship and a minimum of 18 months for levels 3 and 4. It has been developed for apprentices to gain a wide range of knowledge, skills and behaviours through a regulated qualification, training modules and workplace opportunities. Apprentices are also required to build a portfolio evidencing how they have achieved the apprenticeship standards, and take part in an end point assessment which is in the format of a professional conversation.



What is a portfolio?

A PORTFOLIO IS A LEARNING LOG WHICH SHOWS THE JOURNEY THE APPRENTICE HAS TAKEN TOWARDS ACHIEVING THE REQUIREMENTS OF THE APPRENTICESHIP.

It is a collection of evidence showing how they have gained the knowledge, skills and behaviour requirements to achieve the apprenticeship standards.



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

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

The focus of the case study/project will be based on a real-life work scenario that you would expect the apprentice to either be involved with or take responsibility for that also meets a current business need.

What are the **Professional Development Modules**?

INCLUDED IN THE PROGRAMME ARE A NUMBER OF PROFESSIONAL DEVELOPMENT MODULES (PDMS).

The modules are based on challenges that apprentices may face in their role and are designed to provide additional evidence to upload to their e-portfolio to show how they have met the relevant standards.

Modules include:

- Confidence in self and others
- Customers and Communication
- Operational decision making
- Project management
- Responding to vulnerability

The number of modules apprentices will be invited to attend relates to the apprenticeship level they are on, for example:

- o level 2 - 4 options
- o level 3 - 5 options
- o level 4 - 6 options

What is off the job training?

OFF THE JOB TRAINING IS A REQUIREMENT OF THE APPRENTICESHIP PROGRAMME IT IS 20 PERCENT OF AN APPRENTICE'S NORMAL WORKING HOURS DEDICATED TO DEVELOPING KNOWLEDGE, SKILLS AND BEHAVIOURS.

Off the job training is an ESFA funding requirement of the apprenticeship programme. Employers are required to allow apprentices 20 per cent of their normal working hours to dedicate to building on their knowledge, skills and behaviours. For example, an apprentice working full time would be allowed 7 hours per week to dedicate to off the job training. The training must take place during the apprentice's normal working hours (not in their own time), and relate to the apprenticeship, it should not be training that will enable them to do the role they currently do, but to help build on and develop knowledge, skills and behaviours.

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

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



Will apprentices receive a qualification from their apprenticeship?

An apprenticeship is not a traditional qualification as the focus is on learning within the workplace. To fulfil the knowledge requirement needed to achieve the apprenticeship, apprentices are encouraged to study a housing qualification during their apprenticeship, which is beneficial for their development, but not a requirement. CIH Housing Practice certificates levels 2, 3 and 4, along with the Professional Development Modules, have been mapped to the apprenticeship standards and have been written to develop knowledge through a range of housing related areas that will provide a broad and detailed understanding of the housing sector but also how to apply this knowledge to roles and the wider organisation.



What support is offered to apprentices?

THERE ARE A RANGE OF PEOPLE AND ROLES THAT CAN SUPPORT AN APPRENTICE THROUGH THEIR TIME ON THE PROGRAMME.

As an **employer** the apprentice's line manager is essential in providing a supportive and motivational work environment for learning and developing the relevant knowledge, skills and behaviours associated with the role. Managers should set up regular meetings to provide feedback, review progress, maintain momentum and improve performance. They must ensure that apprentices are allowed time to complete off the job training requirements and support completion of relevant case studies, projects and portfolios.

An **associate** provides advice, information and guidance on the assessment process. The associate will assess evidence and support apprentices with their case study/project, regularly monitor and review an apprentice's progress, visit them for an observation, and discuss the apprentice's progress with their employer/supervisor/mentor. CIH will assign an associate to an apprentice and they will be the first point of contact for issues or concerns arising from the apprenticeship programme.

A **mentor** provides apprentices with the opportunity to talk to an experienced person within your organisation about work or career issues, they will help apprentices with their development and can act as a sounding board. Mentoring provides the opportunity for apprentices and their 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 apprentices through their housing qualification (the knowledge element of the apprenticeship). They will offer advice on assignment requirements and give feedback on submitted assignments. CIH will assign a tutor to the apprentice and the tutor 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 the learning materials will be available through the Virtual Learning Environment 'Moodle'. Evidence gathered to show how the apprentice has met the standards (knowledge, skills and behaviours) will be uploaded to an e-portfolio called Ecordia.

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.

How is an apprenticeship assessed?

APPRENTICESHIPS ARE ASSESSED AT AN END POINT ASSESSMENT VIA A PROFESSIONAL CONVERSATION.

This, in addition to a review of the portfolio, shows the end point assessors the journey that apprentices have taken when achieving the requirements of the apprenticeship. The portfolio is a collection of evidence that shows how they have achieved the knowledge, skills and behaviours required to complete the apprenticeship, and the evidence they have to support this.

WHAT IS THE END POINT ASSESSMENT?

The end point assessment is in the format of a professional conversation, this is the opportunity for the apprentice to show how they have achieved the knowledge, skills and behaviours listed in the apprenticeship standards and can apply these to their role. It is the platform for the apprentice to demonstrate their capability in a housing/property management role.

At levels 3 and 4 the apprentice will be required to include a presentation of their project as part of their professional conversation.

The end point assessment is reviewed by the End Point Assessor and the End Point Assessment Organisation will then notify the apprentice of their overall result.

HOW DO I KNOW THE APPRENTICE WILL BE READY?

Before starting the process of end point assessment, the employer, training provider and assessor must all agree that the apprentice has achieved all the components of the apprenticeship and is ready to progress to end point assessment.

CERTIFICATION

If apprentices have demonstrated an ability in their 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. The Housing Apprenticeship is graded at either a refer, pass or a distinction.

Why should we offer apprenticeships?

By offering employees an opportunity to take advantage of the apprenticeship programme, developed and provided by CIH a recognised and well-respected training provider, you are showing a commitment to all your employees and future staff. It is also an opportunity for you to show that as an employer, you recognise the importance of developing highly skilled individuals and have a commitment to professionalism at the core of your decision making.



LEVY

In April 2017 the government introduced the apprenticeship levy. The levy requires all employers with a pay bill over £3 million each year to pay a 0.5% tax to invest in apprenticeships.

All employers receive an offset allowance which can only be used for government approved apprenticeships. Funds will expire 24 months after they enter your apprenticeship service account unless you spend them on apprenticeship training with a training provider.

If your organisation has a pay bill less than £3 million it will not have to pay the levy. The government will pay the (90%), up to the maximum amount of government funding available for that apprenticeship.

For further information visit

www.gov.uk/guidance/pay-apprenticeship-levy



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