



APPRENTICESHIP

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 YOUR STAFF THROUGH KNOWLEDGE, SKILLS AND BEHAVIOURS AND GROW YOUR OWN TALENT.

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



CIH offers the following three apprenticeships based on the new standards:

- Housing Property Management Assistant
- Housing/Property Management
- Senior Housing/Property Management

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

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 and 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 for the specific apprenticeship which identify the skills, knowledge and behaviours required for the individual to be competent in their role. Apprentices must demonstrate they 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 goes through to the end point assessment which is conducted by an Apprenticeship Assessment Organisation (AOO).

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

BY OFFERING APPRENTICESHIPS TO YOUR EMPLOYEES YOU ARE SHOWING A COMMITMENT TO YOUR STAFF, AS A SKILLS DEVELOPMENT PROGRAMME, EMPLOYEES WILL GAIN THE TECHNICAL KNOWLEDGE, PRACTICAL EXPERIENCE AND WIDER SKILLS NEEDED TO DEVELOP NEW SKILLS AND A HIGHER LEVEL OF PROFESSIONALISM FOR THEIR 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 individual's career progression/opportunities within your business without them needing to look elsewhere for development opportunities.

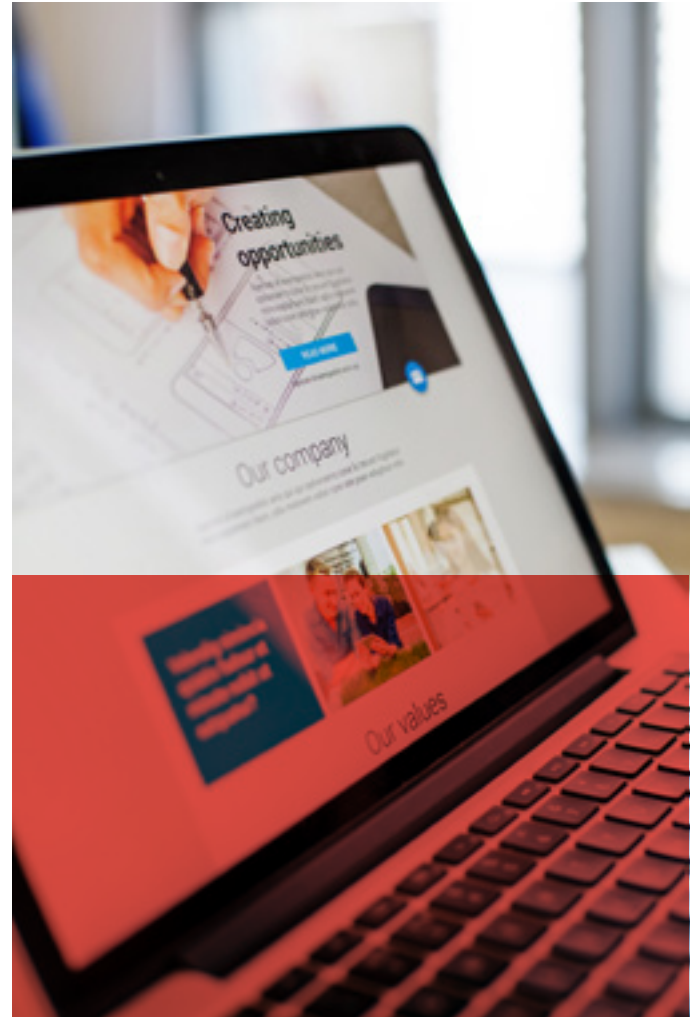


What is involved in the programme?

THROUGH THE CIH APPRENTICESHIP PROGRAMME, AN APPRENTICE GAINS A WIDE MIX OF LEARNING IN THE WORKPLACE.

This includes formal off the job training, the opportunity to gain a CIH qualification at the relevant level and the chance to practice new skills in a real work environment. All evidence collected to support the apprentice's learning will be uploaded into an e-portfolio.

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.



What is a portfolio?

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

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



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 **Leadership and Management Training Modules**?

AS PART OF THE PROGRAMME OFFERED BY CIH, APPRENTICES ALSO ATTEND LEADERSHIP AND MANAGEMENT TRAINING MODULES.

The training modules are based on challenges faced in the current working environment but are also designed to upskill apprentices for the next level in their career, and are mapped to the apprenticeship standards. The modules could include:

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

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

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

What is off the job training?

OFF THE JOB TRAINING IS A REQUIREMENT OF THE APPRENTICESHIP PROGRAMME FOR EMPLOYERS TO ALLOW APPRENTICES TO DEDICATE 20 PER CENT OF THEIR WORKING HOURS.

The 20 per cent off the job training requirement (as a rough guide this is the equivalent of 7 hours per week), must relate to the apprenticeship, not just to enable them to do the role they currently do, but to help build on and develop knowledge, skills and behaviours as required by the standards. Off the job training is not to take place out of normal working hours.

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 training modules
- 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 it focusses on learning within the workplace. To fulfil the knowledge requirement needed to achieve the apprenticeship standard, 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 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 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 pastoral care along with information, advice and guidance on the assessment process. An associate will assess evidence and support apprentices with their case study/project, regularly visit them at their case study/project. They regularly visit an apprentice at their place of work to monitor progress, view some of their daily activities, 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 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/knowledge activities. 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' and evidence of knowledge, skills and behaviours, gathered throughout the programme to build a 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 member 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 standards. 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?

For the end point assessment apprentices will be invited to take part in a professional conversation, it is an opportunity for them to show how they have achieved the knowledge, skills and behaviours listed in the apprenticeship standard and can apply these to their role. The case study/project will also be assessed at the end point assessment.

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

WHAT IS A PROFESSIONAL CONVERSATION?

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

If an apprentice has completed a level 2 apprenticeship they will not be required to give a presentation, during the professional conversation. If an apprentice has completed a level 3 or 4 apprenticeship a presentation is a requirement for the professional conversation based on their project.

HOW DO I KNOW THE APPRENTICE WILL BE READY?

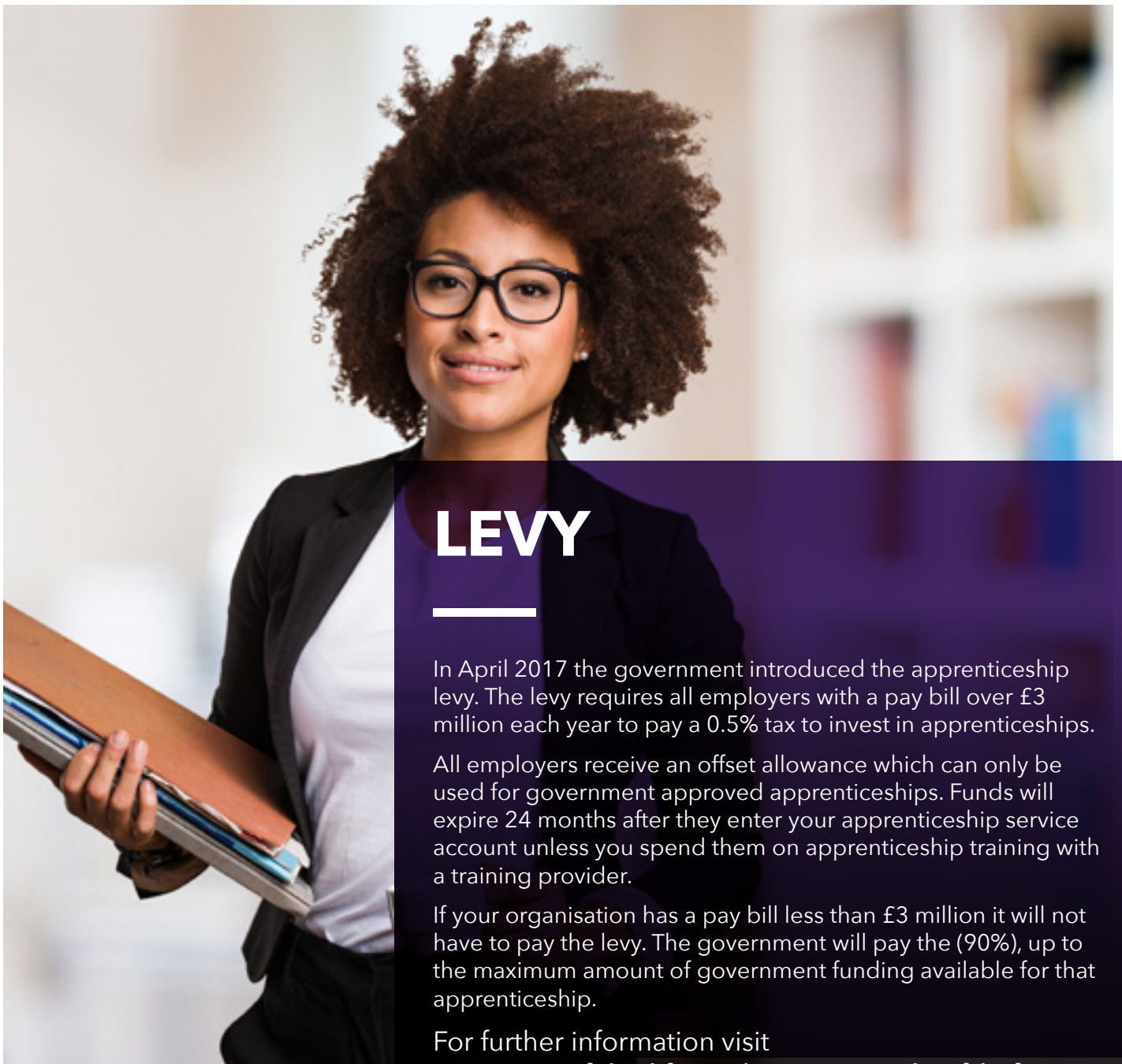
Before starting the process of end point assessment, the employer, training provider and assessor must all agree that the apprentice has achieved all the components of the apprenticeship standard and is ready to progress to end point assessment.

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.

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



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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