



APPRENTICESHIPS

A guide for apprentices

**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 ESSENTIAL KNOWLEDGE, SKILLS AND BEHAVIOURS TO PROGRESS IN YOUR CAREER.

The apprenticeship standards for housing and property management are tailored to the housing sector, and focus on learning 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 current role and 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?

AN APPRENTICESHIP ENABLES YOU TO DEVELOP YOUR EXPERIENCE IN THE WORKING ENVIRONMENT.

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. Based on these standards CIH offers three levels of apprenticeship, for example:

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

To become an apprentice, you must:

- be employed in the housing sector and have an employment contract that lasts for the duration 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 the minimum of GCSE grade E for the level 2 apprenticeship or grade C for levels 3 and 4 apprenticeships (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?

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 your employer will support you, then an initial assessment form will be sent to you to complete. Once we have received your completed form, we will assess it and then send you an application form.

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



Who will support me?

THERE ARE A RANGE OF PEOPLE AND ROLES THAT CAN SUPPORT YOU THROUGH YOUR 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 advice, information and guidance on the assessment process, this includes assessing evidence and supporting you with your case study/project. The associate will regularly monitor and review your progress, visit you for an observation 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 your apprenticeship programme.

A mentor provides you with the opportunity to talk to an experienced person within your organisation 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 (the knowledge element of your apprenticeship). 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.

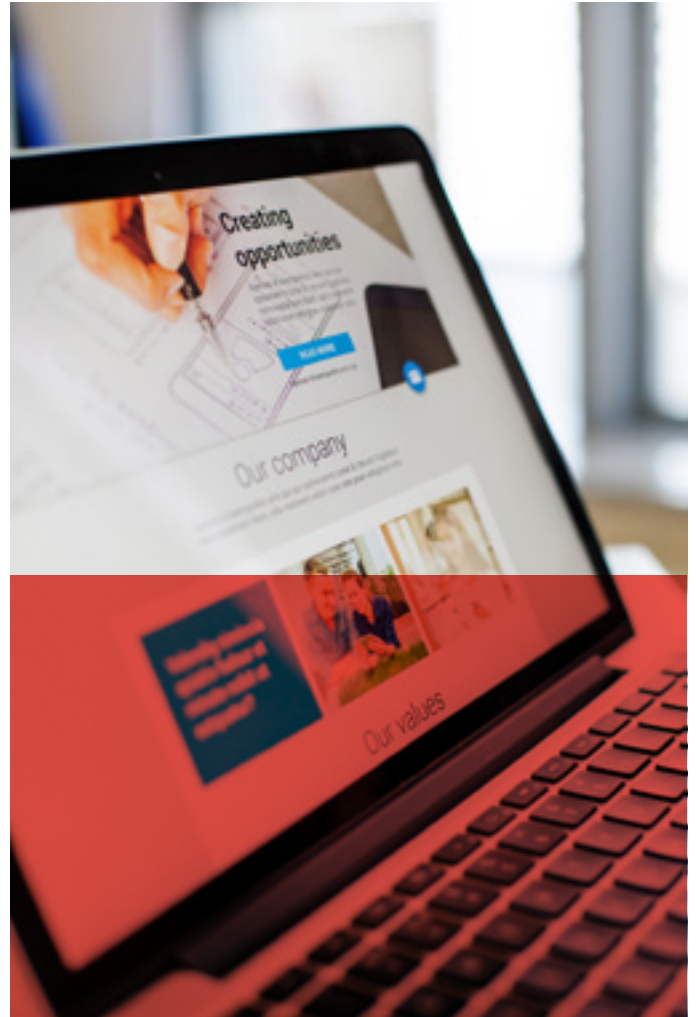
CIH uses a range of learning platforms in support of the apprenticeship programme. All of your materials will be available through the Virtual Learning Environment 'Moodle'. Evidence gathered to show how you have met the standards (knowledge, skills and behaviours) will be uploaded to an e-portfolio 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.

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 standards (knowledge, skills and behaviours). 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, you will go forward to the end point assessment which is conducted by the End Point Assessment Organisation (EPAO).



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 APPRENTICESHIP.

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**?

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.

Your case study or project can be started at any point but it is useful to have some ideas in place as early as possible, as a brief or proposal will need to be submitted and reviewed approximately half way through your apprenticeship journey. 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 **Professional Development Modules**?

Included in your programme are the Professional Development Modules (PDMs). The modules are based on challenges you may face in your role and are designed to provide you with additional evidence to upload to your e-portfolio to show you 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 you will be invited to attend relates to the apprenticeship you are on, for example:

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

What is off the job training?

Off the job training is any training received by you as an apprentice to help build on and develop your knowledge, skills and behaviours. Off the job training must take place during your normal working hours, it is not to take place in your own time. It is a requirement of the apprenticeship programme for employers to allow apprentices to dedicate 20 per cent of their working hours to training directly related to their apprenticeship. For example, if an apprentice is working full time hours, the 'off the job training' time should amount to approximately 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 Professional Development 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?

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 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 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 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, AND ALSO THE COMPLETION OF A CASE STUDY OR PROJECT, THESE WILL SHOW THE END POINT ASSESSOR THE JOURNEY THAT YOU HAVE TAKEN WHEN ACHIEVING THE REQUIREMENTS OF YOUR APPRENTICESHIP.

Your portfolio is a collection of evidence that shows how you have achieved the knowledge, skills and behaviours required to complete your apprenticeship.

WHAT IS THE END POINT ASSESSMENT?

The end point assessment is in the format of a professional conversation, this is the opportunity for you to show how you have achieved the knowledge, skills and behaviours listed in the apprenticeship standards and can apply these to your role. It is the platform for you to demonstrate your capability in a housing/property management role. If you are completing a level 3 or 4 apprenticeship you will be required to include a presentation of your project as part of the professional conversation. The end point assessment is reviewed by the End Point Assessor and the End Point Assessment Organisation will notify you of your overall result.

CERTIFICATION

If you successfully complete your End Point Assessment, demonstrate your ability in your job role and successfully completed the apprenticeship then CIH (the chosen end point assessment organisation), will request the final apprenticeship certificate from the issuing authority.



Why should I do an apprenticeship?

An apprenticeship is an opportunity to develop knowledge, skills and behaviours in the workplace that supports 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 once you have completed an apprenticeship you are an experienced and committed employee.





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

HOUSING ACADEMY
BY THE CHARTERED INSTITUTE OF HOUSING
024 7685 1789
housing.academy@cih.org
@CIHhousing
www.cih.org

