

ST0236 Senior Housing and Property Management Assessment Plan Level 4

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the Level 4 senior housing and property management apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts (for example, a different workplace)

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available.

Assessment Outcome	Mapping
AO1: Housing Services Delivery and Customer Engagement Applies housing and property management practices to deliver services that meet the needs of diverse customers, clients and stakeholders. Uses appropriate communication, safeguarding awareness, ethical judgement and customer-focused approaches to resolve issues, support tenancy sustainment and manage complaints.	K6, K7, K9 , K11, K17, S1 , S2 , S5, S11, S14
AO2: Legal, Regulatory and Compliance Management Implements legal, regulatory and organisational requirements relating to landlord and tenant law, governance, health and safety, anti-social behaviour, tribunals and regulatory standards. Applies compliance	K1, K2 , K3, K4, K12, K13 , S4, S6

Assessment Outcome	Mapping
procedures, risk analysis and safeguarding processes to ensure services meet statutory and regulatory obligations.	
<p>AO3: Financial, Resource and Performance Management Uses financial, resource and performance management principles to plan, monitor and report on budgets, rents, arrears and value-for-money outcomes. Applies performance management techniques to support operational delivery and organisational accountability.</p>	K5, S8, S9
<p>AO4: People Leadership and Collaborative Working Applies leadership and people-management strategies to mentor individuals or teams, support wellbeing, and contribute to collaborative working. Uses influencing and negotiation approaches to achieve shared objectives and maintain effective working relationships.</p>	K10, S3
<p>AO5: Data, Digital and Information Management Collects, analyses and shares data using appropriate digital tools, information systems and reporting methods. Uses data insights to support decision-making, service delivery and organisational improvement</p>	K14, S7
<p>AO6: Strategic Planning, Project Delivery and Organisational Improvement Applies strategic and operational thinking, project management techniques and knowledge of neighbourhood context to deliver service improvements. Uses sustainability principles, problem-solving and prioritisation to support long-term organisational goals and responsible resource use.</p>	K8, K15, K16, S10, S12, S13

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include **at least one project** and, if applicable, any relevant constraints.

Any additional assessment(s) must be selected from the following list of methods to ensure the assessment outcomes are met in full:

- **presentation**
- **professional discussion**
- **interview**
- **portfolio**
- **additional project**
- **observation**
- **written assessment**

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Demonstrates sound application of housing and property management knowledge to address well-defined but complex and non-routine problems and reach appropriate, generally effective outcomes, providing coherent rationale for choices within the role's scope.	Applies housing and property management knowledge with confidence and precision, consistently producing high-quality outputs in response to well-defined but complex and non-routine problems. Solutions are not only appropriate but often enhance outcomes or processes.
Applied Skills	Identifies and applies suitable cognitive and practical skills to complete housing and property management work activities, adapting as necessary to meet requirements. Methods chosen are generally	Adapts and applies cognitive and practical skills with a high degree of flexibility and operational fluency in housing and property management, ensuring that methods are both effective and optimised for quality

	appropriate, with results that meet organisational or sector expectations.	and efficiency of service outcomes.
Regulatory and Procedural Awareness	Applies relevant housing and property organisational and regulatory procedures with sound judgement, adapting appropriately to varied and occasionally complex situations. Demonstrates consistent procedural adherence and timely escalation where necessary to maintain service compliance.	Interprets and applies regulatory and procedural requirements with insight and appropriate flexibility in housing and property contexts, identifying implications and making informed decisions in varied and occasionally complex situations to ensure proportionate, compliant service delivery.
Communication and Collaboration	Communicates clearly and collaborates effectively with colleagues and stakeholders in housing and property management, contributing to a responsive service culture and customer-focused delivery. Adjusts approach to manage routine challenges while maintaining professional standards.	Communicates and collaborates with confidence and insight, tailoring approach to meet diverse stakeholder needs in housing and property management, contributing to improved collaboration and service outcomes. Facilitates efficient problem resolution and strengthens trust across interactions.
Information Use and Decision Making	Analyses and interprets relevant information to make informed decisions, showing a clear awareness of the housing and property management context and the broader scope of the role or occupational area. Selects proportionate actions based on available evidence.	Analyses, interprets and evaluates information from a range of sources, providing insightful justification for decisions, and demonstrating a strong awareness of broader implications within the housing and property management occupational area. Balances risks and benefits transparently.

Responsibility and Autonomy	Takes responsibility for actions and decisions within set parameters. Manages own work and, where relevant, oversees others or allocates resources with adequate awareness of risks and priorities in housing and property management settings.	Proactively takes responsibility for actions and decisions within set parameters. Manages own work and the coordination of others in housing and property management. Independently uses sound judgment about risks and priorities to manage resources or actions.
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Professional recognition

This apprenticeship aligns with the professional body recognition detailed in the occupational standard.

Please contact the relevant professional body for further information.