



Advanced Apprenticeship in Housing

Information pack for Housing organisations and Local Authorities.

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General Information about apprentices

Traditionally apprentices have been aged 16 – 25, but the age rules have been relaxed so that adults can now become apprentices. Apprentices must have employed status. Apprentices under nineteen can be paid £95.00 a week; above that age, the minimum wage applies. In many cases apprentices are treated exactly the same, in terms of conditions of employment, as other employed staff. The government is in the process of legally defining the role of the apprentice. There are two types of apprenticeships. An apprenticeship at level 2 is equivalent to 4 GCSEs A-C Grade. An Advanced Apprenticeship at level 3 is equivalent to A levels. Asset Skills are developing apprenticeships at both level 2 & 3. The Advanced apprenticeship will be available from September 09 and we hope the level 2 will be too.

The information contained in this booklet is for the Advanced Apprenticeship, but the lower level will look and feel the same.

What constitutes an apprenticeship programme?

The apprenticeship consists of four elements which are:

1. The NVQ this is the competence based element, where apprentices are assessed doing the job
2. The Technical Certificate. This is the knowledge element of the apprenticeship. In this case this is the CIH Level 3 housing certificate
3. Key Skills. This is Application of Number and Communications, in other words English and Maths. There is the possibility of doing IT if organisations wish to do so.
4. Employee Rights & Responsibilities. This is a booklet which has to be completed by the apprentice and links very closely to an induction programme.

This next page shows the qualification structure of the NVQ. The ERR booklet can be found on the Asset Skills website and the CIH award on their website.

Candidates must do three mandatory units and choose five optional units

Mandatory

Theme: housing foundations

- H3 01 Promote safe, ethical and sustainable practice in your area of responsibility
- H3 02 Manage your own resources and professional development
- H3 03 Develop relationships with others to improve customer service

Optional

Theme: managing housing and assets

- H3 04 Respond to customer requests for repairs
- H3 05 Inspect the condition of property
- H3 06 Organise the maintenance and repair of property
- H3 07 Allocate accommodation to meet customers' needs
- H3 08 Set up and manage agreements
- H3 09 Respond to possible breaches of agreements
- H3 10 Sell property to customers
- H3 11 Provide housing advice and guidance to customers
- H3 12 Manage empty properties
- H3 13 Provide a housing rent service
- H3 14 Manage temporary accommodation
- H3 15 Deal with customers by telephone

Theme: developing and involving individuals and communities

- H3 16 Help customers to identify and access development opportunities
- H3 17 Arrange and conduct meetings with customers and others
- H3 18 Work with customers and groups to develop the community
- H3 19 Develop and sustain partnership working arrangements
- H3 20 Develop and promote customer involvement in the organisation

Theme: housing support services

- H3 21 Develop, implement and review support plans with individuals
- H3 22 Support social and personal development needs of individuals
- H3 23 Help customers to move and settle into new living environments
- H3 24 Contribute to assessing and act upon risk of danger, harm and abuse (equivalent to HSC395)
- H3 25 Work within appropriate boundaries with customers
- H3 26 Enable individuals to maintain contacts in potentially isolating situations
- H3 27 Provide support to customers to reduce the risk of homelessness

Funding

The government provides funding for training. For 16–19 year olds the government will pay 100% of the costs, for those aged 19+ the government will only pay 50% of the costs, leaving the employer to fund 50%. The funding for training is given to the training provider, not the employer. The training provider will complete the necessary paperwork to claim the funding. The current level 3 housing apprenticeship currently attracts funding of £7670.86 for 16–18 year olds and for 19+, £4794.29. These figures are for illustration purposes only, as funding rules and rates change frequently.

Who does the training?

In most cases a private training provider or college, will provide the training. However, some employers deliver their own training if they are an accredited centre for an awarding body, and will claim the training costs direct from the Learning Skills Council (LSC). In some cases the training and funding are shared by an employer and training provider. Training can be day release, or scheduled workshops. The mode of delivery will be negotiated between the training provider and employer.

Potential Housing apprentices.

Organisations can recruit externally or internally. The likely job titles for an apprentice would be:

Housing Officer, Housing Adviser, Rent officer, Allocations Officer, Lettings Officer, Housing Needs Officer, Customer Services Officer, Customer Care Officer, Neighbourhood Officer, Tenancy Support Officer, Housing Management Officer, Community Involvement Officer

Amount of time for training

This will need to be negotiated with the training provider, as some apprentices will need more training than others, depending on their prior experience and training. Any company training can be accredited as prior learning. Each apprentice will have an individual learning plan, and regular reviews and mentoring support will need to be in place. The level 2 apprenticeship would normally take between 12–18 months and the Advanced Apprenticeship 12–24 months.



Key Skills

Key Skills, Communications and Application of Number, are at level 2 for the Advanced Apprenticeship and level 1 for the Apprenticeship.

If apprentices have an A-C grade in English or Mathematics, and the exam was completed within five years of registering on the apprenticeship programme, then they will be exempt from Key Skills. However, photocopied documentary evidence must be supplied to the training provider.

Further information

If you require further information on the Apprenticeship and Advanced Apprenticeship then please contact:

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