

# Highfield Level 3 End-Point Assessment for Housing and Property Management

## Mock Assessment Materials

### VIVA

Legislation and regulation		
Ref	Assessment Criteria	VIVA
LR1	Summarise the issues relating to the letting of property in the social and private rented sectors	
LR2	Explain the main provisions of data protection, safeguarding and other relevant legislation as it applies to housing and property management	
LR3	Explain the basic requirements of a contract and the special provisions relating to housing/property contracts	
LR4	Summarise the codes of practice and published standards covering the social and private rented sectors	
LR5	Explain the legislation and regulations as they apply to housing standards	

Organisation background information		
Ref	Assessment Criteria	VIVA
OB1	Describe the impact of the principles, priorities and values of the organisation on the delivery of services to customers	
OB2	Explain how personal and team objectives fit into the organisational plan	
OB3	Explain the range of services that may be offered in the social or private rented sectors	

Assets		
Ref	Assessment Criteria	VIVA
AS1	Explain how design and layout of neighbourhoods can impact upon community safety.	
AS2	Explain the systems used to deliver economic, efficient and effective asset management programmes e.g. planned and programmed maintenance, improvements, major repairs, cyclical (including annual maintenance)	
AS3	Explain the process for delivering an economic, efficient and effective responsive repairs service	
AS4	Diagnose common housing/building/property defects	
AS5	Describe the requirements of health and safety acts and policies, for housing management and maintenance including utilities, fire, chemical and biological hazards etc.	

Customers		
Ref	Assessment Criteria	VIVA
CS1	Describe how national equality and diversity legislation applies to housing services provision.	
CS2	Explain the diversity of housing service users and their needs	
CS3	Explain sources of good practice guidance to meet the diverse needs of customers	
CS4	Explain how organisation's services meet the diverse needs of a community	

Context		
Ref	Assessment Criteria	VIVA
CT1	Explain the origins of the housing sector to include local authority social housing, the housing association movement and the private rented housing sector	
CT2	Summarise the impact of the wider housing market on the development of the local authority, housing association and private rented housing sectors	

Range of services		
Ref	Assessment Criteria	VIVA
RS1	Summarise the core services that housing or property management organisations deliver to their customers	

Organisational policies		
Ref	Assessment Criteria	VIVA
OP1	Explain how organisational principles and policies impact on the delivery of services	
OP2	Describe key organisational policies and how they relate to the way services are delivered	

Customer care		
Ref	Assessment Criteria	VIVA
CC1	Builds rapport with customers and demonstrates empathy and understanding when dealing with them	
CC2	Responds to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and company policies	
CC3	Recognises and responds to different types of customers including those who are vulnerable, with additional and complex needs	
CC4	Demonstrates a genuine interest and care towards their work	
CC5	Shows consideration and flexibility to people	
CC6	Consistently offers guidance and support to others	

<b>Communication</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
CO1	Adapts and uses the appropriate method and style of communication to changing circumstances and needs	
CO2	Asks questions and challenges others positively	
CO3	Signposts customers to appropriate services and support	

<b>Collaborative working</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
CW1	Achieves joint outcomes through working collaboratively with individuals and teams	

<b>Information collection and sharing</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
IS1	Collects, records and stores information that is accurate, sufficient, relevant and in line with the organisation's policies	
IS2	Presents and shares information using a variety of methods	
IS3	Adopts the most appropriate way to communicate relevant information to stakeholders	

<b>Influencing and negotiating skills</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
NS1	Secures mutually beneficial outcomes through assertive negotiation with customers, partners and suppliers	
NS2	Consistently seeks value for money in procurement to ensure efficiency and quality	

Self-management		
Ref	Assessment Criteria	VIVA
SM1	Plans time and priorities to meet business needs and to complete work on time	
SM2	Raises concerns about workload and timescales before crises arise	

Problem solving		
Ref	Assessment Criteria	VIVA
PS1	Takes ownership for the investigation and analysis of problems to achieve solutions in line with customer standards	
PS2	Escalates problems to relevant managers that cannot be solved and follows through to ensure action has been taken	
PS3	Reviews the outcomes of investigations to determine lessons learnt and identify best practice	

Tools and equipment		
Ref	Assessment Criteria	VIVA
TE1	Demonstrates proficient use of IT systems to perform housing/property related tasks	
TE2	Complies with appropriate regulatory requirements relating to the use of IT equipment	

Decision making		
Ref	Assessment Criteria	VIVA
DM1	Makes effective decisions in the context of the company's objectives and priorities	

<b>Responsive</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
RE1	Delivers a timely performance with energy and takes responsibility and accountability for quality outcomes	

<b>Trust and integrity</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
TI1	Demonstrates integrity and ethical behaviour in the way they do their job	

<b>Adaptability</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
AD1	Responds positively to change and shows willingness to refocus priorities when required	

<b>Independence</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
IN1	Manages own time well, adjusting schedules, tasks and priorities when necessary	

<b>Dependability</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>VIVA</b>
DP1	Consistently meets personal commitments and customer expectations for quality, service and professionalism	

Personal commitment		
Ref	Assessment Criteria	VIVA
PC1	Takes ownership and seeks ways in which to develop own knowledge and skills within the role	
PC2	Shows a genuine determination to learn and develop themselves	

Resilience		
Ref	Assessment Criteria	VIVA
RE1	Acknowledges own emotional and professional limits and seeks help when necessary	
RE2	Responds calmly and consistently in all situations	

Role model		
Ref	Assessment Criteria	VIVA
RM1	Displays confidence and professionalism when dealing with people	
RM2	Demonstrates the importance of dealing with people in an honest and up-front manner	

Teamwork		
Ref	Assessment Criteria	VIVA
TW1	Is an enthusiastic and positive team member	
TW2	Shares knowledge, ideas and experiences with wider team to assist with continuous improvement	
TW3	Demonstrates an open and honest communication style	