



Housing & Property Management Assistant Level 2

Helping housing providers and property organisations develop skilled entry-level staff.





Housing & Property Management Assistant Level 2

This apprenticeship supports housing and property organisations in developing entry-level staff who can contribute to tenancy management, housing administration, and resident services.

Employees undertaking this apprenticeship typically work in roles such as:

- Housing assistant
- Customer services assistant
- Lettings negotiator
- Lettings assistant
- Assistant property manager (without portfolio)
- Revenues assistant
- Housing administrator

The programme equips your employees with the practical knowledge, skills and behaviours required to support housing operations and progress into professional property management roles.

PROGRAMME DELIVERY MODEL

WEBINARS



- Delivered via Microsoft Teams
- Apprentices take part through chat and discussions with the programme tutor
- Includes tasks that support apprenticeship learning
- Sessions can last up to 2 hours
- Can be individual sessions or group study
- Count towards off-the-job training

1:1 SESSIONS



- Held either face-to-face or online via Microsoft Teams
- Dedicated time with programme tutors to talk about the apprentices development
- Programme tutors will give feedback, and offer support & guidance for thier next steps



PROGRESS REVIEWS

- Held either face-to-face or online via Microsoft Teams
- Take place every 12 weeks and includes the apprentice and thier line manager
- Designed to give an update on progress, check the apprenticeship is meeting the employer's needs, and ensure the right skills, knowledge, and behaviours are developing



ONLINE LEARNING COURSES

- Designed to provide extra learning & challenges throughout the apprenticeship
- Count towards off-the-job training
- Strengthen and deepen employee knowledge
- Expand the employees understanding of the industry

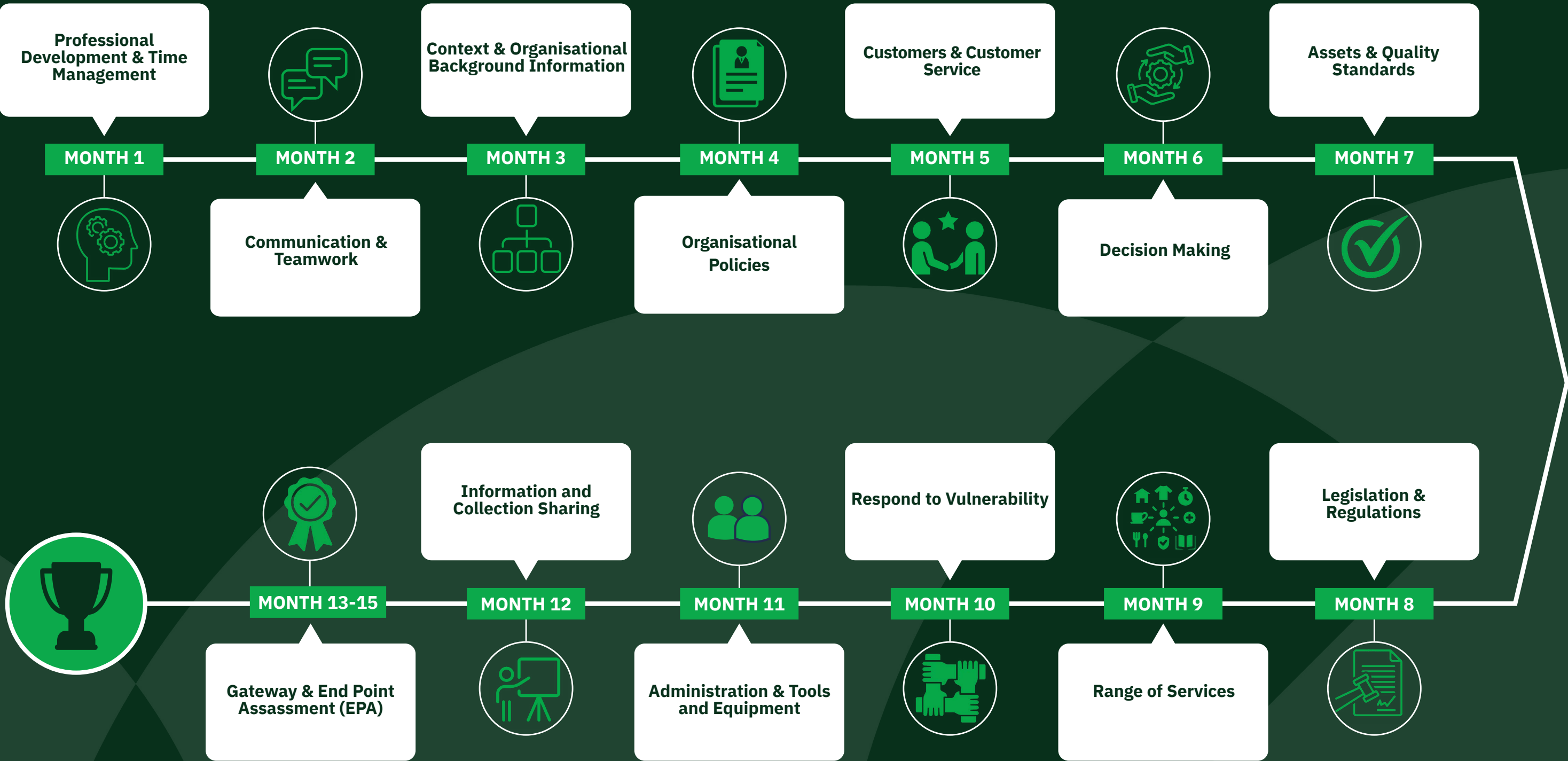
Please note that any webinars, 1:1 meetings and progress reviews may be recorded, and securely saved and stored on the employees Laser Learning account, where only they, thier manager and AKG Learning staff involved in thier training have access. These will not be shared outside of Laser Learning without the employees permission. Group webinars may also be recorded.

Apprenticeship Journey

HOUSING & PROPERTY MANAGEMENT ASSISTANT (LEVEL 2)

These modules are delivered through structured tutor-led sessions designed to develop practical knowledge that employees can apply directly within their role.

They will be via the Microsoft Teams platform and will normally be a maximum of two hours.



END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for the minimum required duration (normally 8 months) and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place.

Note: Gateway can only be achieved once the following has been met:

English and Maths at Level 1 to be achieved and Level 2 to be attempted
Completion of knowledge, skills and behaviours
Minimum off the job training recorded
Gateway declaration signed by apprentice, line manager and apprenticeship trainer

English and maths are mandatory for apprentices aged 16–18 unless an approved exemption applies. Apprentices aged 19+ may opt out at enrolment with employer agreement.



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, once they have achieved gateway requirements. EPA takes place to ensure the apprentice is occupationally competent and able to perform effectively within their role.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be Fail, Pass, Merit or Distinction.

Assessments which form EPA activities:

Assessment 1	5,000 word case study and portfolio of evidence.
Assessment 2	60-minute interview (15 minute presentation +45-minute Q&A session).

On completion of the apprenticeship, employees will be able to apply to the following for memberships to help support continued professional development within the housing sector:

- Chartered Institute of Housing (CIH) at standard level
- Association of Residential Letting Agents (ARLA) at Associate Grade.



Enrolment Timeline

AKG Learning believes in “right learner, right course”. For employers, this means ensuring that every apprentice is carefully matched to a programme that aligns with their job role, existing knowledge, and ability to successfully complete the apprenticeship. This structured approach helps maximise the value of your apprenticeship investment while supporting workforce development and long-term business performance.

To confirm eligibility and suitability, prospective apprentices first have a conversation with a member of our Client Engagement Team. During this discussion, we review apprenticeship funding eligibility, explore the individual’s current role and career aspirations, and—working alongside the employer—recommend an apprenticeship programme that best fits both the role and the organisation’s development goals.

Once the programme has been agreed, we arrange a 45-minute Information, Advice & Guidance (IAG) session with our Learner Engagement Team. Prior to the session, the apprentice will complete a short Suitability Questionnaire and initial Maths and English assessments via our NCFE Skills Builder platform. The session confirms programme suitability, identifies any support requirements, and provides a clear overview of the apprenticeship, including Functional Skills, Off-The-Job Training, and the End Point Assessment.

Following the IAG session, the apprentice receives a summary of the discussion and the next steps to complete enrolment. Once confirmed, we arrange a 60-minute First Day of Teaching & Learning (FDTL) session. Ahead of this, a personalised training plan is shared with both the apprentice and employer, outlining programme dates, learning modules, expected training hours, costs, and the selected End Point Assessment Organisation (EPAO).

From the agreed start date, the apprentice begins their learning journey supported by one of our experienced tutors, with ongoing guidance to ensure progress and successful completion of the programme.

ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL tutor

At AKG Learning we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

SYSTEMS

Laser Learning is the e-portfolio for apprentices. This is where they will store their evidence, log their off-the-job-training, and track their progress towards achievement. Gone are the days of ring binders and plastic wallets, this is their one stop shop for Apprenticeship programmes.



NCFE Skills Builder is a comprehensive initial assessment and diagnostic solution. It enables apprentices to develop their English & Maths skills with industry-leading assessments and access to the highest quality curriculum, while collecting the data and evidence needed to demonstrate compliance and learner progression.



NEXT STEPS

Following successful completion of the apprenticeship, apprentices may be able to progress to the following:

Level 3 Housing & Property Manager Apprenticeship

Housing and property management professionals are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the quality and accuracy of their work and its administration.

The apprenticeship prepares an individual for a range of general housing and property management duties leading to operational or specialist roles



WRAPAROUND SUPPORT SERVICE

We provide a range of additional support services to help employers maximise the success of their apprentices.

ESOL (English for Speakers of Other Languages)

Tailored resources for employees whose first language is not English.

Employer Benefit: Enhances communication and reduces misunderstandings, leading to a more cohesive and productive workforce.

Mental Health & Wellbeing resources

Tools and initiatives that promote resilience and a healthy work-life balance.

Employer Benefit: Boosts employee productivity and minimises time off by supporting mental health and promoting work-life balance.

Additional Learning Support

Tailored support for learners with specific needs or disabilities.

Employer Benefit: Encourages an inclusive work environment and enhances job performance for employees with specific needs or disabilities.

English & Maths Development

Focused support to improve core skills, benefiting both learners and workplace performance.

Employer Benefit: Improves core skills, increasing employee productivity, reducing errors, and enabling them to take on more complex tasks.

Enriched & Extended Curriculum

We elevate the learning experience by integrating supplementary activities and training beyond the standard curriculum. These include sector-specific workshops, professional networking events, and targeted skill-building sessions. This approach equips learners with a diverse and comprehensive skill set, enabling them to adapt to and excel in the dynamic demands of your sector.

Employer Benefit: Equips employees with a broader skill set, increases engagement, and helps them adapt to industry changes and challenges.



TESTIMONIALS

"I was diagnosed with dyscalculia and really struggled to understand how to work out math problems and fractions. However with numerous sessions by various Tutors, who patiently guided me and supported me. I was able to slowly progress to the point where I have been able to pass my math exams."

"It is a totally judgement free environment, and I actually look forward to attending sessions because the conversations are always positive and beneficial to me."

"The lessons were engaging, well-structured, and tailored to my needs."

INTERESTED?

If you're looking to develop the skills of your team through apprenticeships,
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