



End Point Assessment

Frequently Asked Questions Housing/Property Management Apprenticeships

Q. What is end point assessment?

A. End point assessment is an assessment to confirm that apprentices have achieved the knowledge, skills and behaviours listed in the apprenticeship standard and they can apply these to their job role. It is essentially an assessment of the apprentice's competence and to ensure they're job ready.

The end point assessment process itself will comprise a final assessment of the apprentice's portfolio (where appropriate) and case study or project. It involves a panel interview (also referred to as a professional conversation). CIH is an approved apprentice assessment organisation (AAO) to deliver end point assessment services.

Q. Who is the independent chair on the interview panel? Is it the same for the housing and property management apprentices?

A. For apprentices within a housing setting, the independent chair will be a chartered member of the CIH with current work experience and who is up to date with their CPD. For property management apprentices the independent chair will have property management experience. In both instances the independent chair will have had no prior involvement with the apprentice or the delivery of the apprentice's apprenticeship programme.

Q. Who will make the final decision on the apprentice's achievement?

A. The independent chair ultimately has the final say on the learner's achievement (or not) and the associated grading.



Q. Can an apprentice re-sit the end point assessment?

A. Yes, the apprentice can resit either the interview or the case study/project and the interview. There will be an associated resit fee.

Q. What is the purpose of the portfolio or learning log?

A. A portfolio is a learning log which shows the journey that the apprentice has taken when achieving the requirements of the standard. It will be a collection of evidence that shows how the learner has achieved the various knowledge / skills / behaviours requirements within the apprenticeship standard.

Q. What format should the case study / project take?

A. The training provider and employer will agree the format of the project, prior to submission to CIH for approval. There is no set format and the case study and/or the project can be presented in a number of different formats, including (but not limited to) presentations (PowerPoint etc.), a written report, records of observations, video, social media, blogs etc.

Q. How much does the end point assessment cost and when is this payable?

A. The fees for the three different end point assessments are shown below.

Housing / Property Management Assistant (Level 2)	£600
Housing / Property Management Officer (Level 3)	£1000
Senior Housing / Property Management Officer (Level 4)	£1200

There is a payment schedule associated with each of the apprenticeship standards and this is available upon contracting with CIH. There is also the opportunity to negotiate with CIH on these fees if a training provider has a large cohort of apprentices with one employer; this can be discussed on application.



Q. Who quality assures the apprenticeship?

A. CIH, as the apprentice assessment organisation for end point assessment services, is responsible for internally quality assuring the delivery of the end point assessment, as detailed in the apprenticeship assessment plan. The external quality assurance will be conducted by the Institute for Apprenticeships.

Q. Can an employer's levy be spent on an apprentice's salary?

A. No – there are clear funding guidelines, currently issued by the ESFA as to what can and can not be funded using the employer's apprenticeship levy. For more information please see "Apprenticeship funding: rules and guidance for employers: March 2017-March 2018", available to download from www.gov.uk.

Q. Does the apprentice's case study/project brief get defined at the beginning of an apprenticeship?

A. The case study/project brief needs to be set based on the apprentice's local circumstances and should be specific to their job role. We therefore recommend that enough time, usually at least two months, is allocated to identifying the individual apprentice's requirements and setting a project brief that is applicable to the individual apprentice.

The case study/project must be completed before passing through the gateway and training providers/employers must ensure enough time is given to allow the apprentice to complete the case study/project.

Q. What is the "gateway"?

A. This is the 'gateway' that apprentices must pass through in order to progress to the end point assessment. In order to pass through the gateway, the employer and the apprenticeship training provider need to make sure the apprentices have achieved each of the 4 components listed under the heading 'Formative assessment' in Table 1. It is down to the employer and apprenticeship training provider to reach a judgement that the apprentice has achieved a breadth of skills and behaviours (evidenced via the portfolio and project), has met all the knowledge requirements, has gathered together all the relevant documentation for the professional conversation and is ready to proceed through the gateway.



Q. Are there any mandatory qualifications within the housing / property management apprenticeships?

A. No. There are several CIH knowledge-based qualifications which may be used to support the delivery of the criteria within the standards, especially the knowledge criteria. However, it is not mandatory for apprentices to complete a CIH qualification as part of their apprenticeship. The assessment plan associated with these apprenticeship standards allows for “alternative arrangements for assessing knowledge of housing principles” which must be “...robust assessment methods that are capable of producing reliable assessment outcomes.” If you require further information on this subject please do contact CIH.

Q. Is there a signposting document for knowledge qualifications that may be used to cover the knowledge requirements of the apprenticeship, to show which standards they can be used to cover?

A. There are a range of CIH qualifications which can contribute to the achievement of the knowledge areas within the apprenticeship standards for housing / property management. Within the individual qualification specifications for these qualifications you will find a signposting document which provides an indication of how the units within the qualification may contribute to the Apprenticeship Standard: Housing and Property Management England.

The employer and training provider responsible for the delivery of the apprenticeship standard are required to ensure that their course content covers the apprenticeship standard and prepares learners for the end point assessment.

Q. Do we need to be a CIH AO approved centre in order to be an approved provider with CIH for the end point assessment services?

A. No. CIH AO is separate to CIH and you do not need to be an approved centre with CIH AO in order to access the end point assessment services. You will, however, need to contract with CIH for the end point assessment services. For more information please contact epao@cih.org.



Q. Do apprentices receive CIH membership?

A. Yes – CIH will provide membership free of charge for any apprentices who are completing their end point assessment with CIH. This membership is available throughout their apprenticeship, from the point at which they are registered with CIH Education. It is in the apprentice’s interest to register them with CIH as early in their programme as possible so that they can make the most of useful membership benefits, such as the knowledge hub, access to events and networking opportunities etc.

Q. Does the CIH have any resources that providers can purchase in order to support delivery of the apprenticeship?

A. CIH, as an apprentice assessment organisation provide organisations who contract with CIH for the provision of end point assessment services, guidance documents to support effective preparation for the end point assessment. All the support documents are hosted on a dedicated area of our online Moodle platform. In addition to this all members of CIH (which will include all apprentices / learners engaged on a CIH qualification or end point assessment) are able to access a wealth of resources as part of their membership with the professional body, including an online Knowledge Hub, webinars, events and policy documents. Tutors are also able to access these resources through paying to be a CIH member.

For further information about the end point assessment services offered by CIH please contact epao@cih.org or telephone 02476 851700.