

Retirement Housing Management

Level 2

Syllabus (Learning outcomes and assessment criteria)

This course is aimed at Retirement Housing on-site managers who may have some supervisory duties towards on-site staff. In this unit we will use the title On-Site Manager to encompass the many and varied roles and job titles of potential students.

Unit 1: An Introduction to Leasehold Management for On-site managers and on-site staff

Unit Summary: This unit enables On-site managers to explain how building management can be provided in line with the agreed requirements for the resident and landlord.

Unit 2: An Introduction to the Leasehold Legal Framework for Retirement Housing Management

Unit Summary: This unit enables On-site managers and on-site staff to know the link between legal requirements and the services provided in the management agreement.

Unit 3: An Introduction to Health and Safety in Property Management

Unit Summary: This unit enables On-site managers and on-site staff to explain safety and risk management in property management.

Unit 4: An Introduction to the Customer & Consumer in Property Management

Unit Summary: This unit enables On-site managers and on-site staff to explain the importance of customer service, behaviours and attitude. This unit also explores the how to build up a rapport with the customers and the skills required.

Unit 5: An Introduction to Ethics and Behaviours in Property Management

Unit Summary: This unit enables On-site managers and on-site staff to explain the knowledge and understanding required to enable managing agents to give consideration towards ethics and behaviours in property management based on the International Ethics Standards (IES).

Unit 6: An introduction to Mental Health and Wellbeing in Retirement Housing Management

Unit Summary: This unit enables On-site managers and on-site staff to explain the importance of recognising and understanding mental health and wellbeing issues affecting students, best practise to deal with them and the extent of their duty to the students.

Unit 1: An Introduction to Retirement Housing Management for On-site managers and on-site staff

Unit Summary: This unit enables On-site managers and on-site staff to explain how building management can be provided in line with the agreed requirements for the resident and landlord.

Learning outcomes The learner will	Assessment criteria The learner can:
1 Know about the Retirement Housing sector	1.1 Know how and why this sector of the market emerged, its development over time and what purpose it currently serves
	1.2 Know about the ARHM Code of Practice
	1.3 Know the annual cycle of a typical Retirement Housing year
2 Know how to manage buildings	2.1 Know how repair, maintenance and service needs for specific buildings are managed
	2.2 Know the importance of ensuring the safety of: <ul style="list-style-type: none"> • Residents • Visitors • Staff • Contractors
3 Know about the client's financial drivers and objectives	3.1 Know the importance of income
	3.2 Debtor Control
	3.3 Other Revenue Streams
4 Know about operational budgets	4.1 Know how to control operational budgets
5 Know about financial aspects specific to retirement housing	5.1 Know why various types of insurance are needed in property management

6 Know how to provide services and manage service providers	6.1 Know how service level agreements monitor contractor performance
7 Know the site staff employment process	7.1 Know the responsibilities for the administration and supervision of staff on site
	7.2 List the selection criteria for contractors
8 Know why it is important to respond to residents' needs	8.1 Know how to deal with disputes between residents including anti-social behaviour

Unit 2: An Introduction to the Legal Framework in Retirement Housing Management

Unit Summary: This unit enables On-site managers to know the link between legal requirements and the services provided in the management agreement.

Learning outcomes The learner will	Assessment criteria The learner can:
1. Know about the management agreement	1.1 Know what is included in the management agreement
2. Know about the Lease	2.1 Know how the lease is structured.
	2.2 Know how the Lease works as a contract.
	2.3 Explain how the wording of a Lease influences the work of the property manager.
	2.4 Know how covenants can control the service requirements for a residential block.
	2.5 Know the restrictions imposed by a lease on the parties (e.g. Leaseholder, Freeholder, Residents Management Company etc).
	2.6 List situations where a Landlord's consent is required.
	2.7 Know how failing to comply with the covenants of a lease can affect both the landlord and the leaseholder.
3. Know residents' rights and responsibilities	3.1 Know the legislative framework and Acts of Parliament protecting residents
	3.2 Know residents' rights to information from the landlord
4. Know about complaints procedures and dispute resolution	4.1 Know the options available for dispute resolution following complaint policies and how to use dispute resolution services
5. Know about industry codes of practice in Retirement Housing	5.1 Know the industry relevant codes of practice and guidance advice

Unit 3: An Introduction to Health and Safety in Property Management

Unit Summary: This unit enables managing agents to explain safety and risk management in property management.

Learning outcomes The learner will	Assessment criteria The learner can:
1. Know about basic health and safety (H&S) legal requirements in property management	1.1 Outline the meaning of the term 'responsible person'
	1.2 Know the legal basis for obligations on the landlord
	1.3 Describe the health and safety assets that are found in common areas
	1.4 List the reasons for gaining admission to demised areas
2. Understand how health and safety risks are managed in property management	2.1 Define the terms 'hazard' and 'risk'
	2.2 Outline the process for carrying out risk assessments
	2.3 Explain how risk assessment contributes to health and safety in property management
3. Understand the Housing health and safety rating system (HHSRS) guidance on health and safety for residential managers	3.1 Explain asset management in terms of the statutory obligations in place to ensure the safety and safe operation of a buildings plant and equipment
	3.2 Explain when a permit to work is required
	3.3 Outline the legal requirements when working at height
	3.4 Know the importance of water hygiene management
4. Know about Fire Safety, Gas Safety and Electrical Safety in property management	4.1 Know the basic principles of fire risk management in life safety and protection of life

4.2 Explain how fire doors are an integral part of the wider fire compartmentation

4.3 Outline why furniture and furnishings must be fire resistant compliant

4.4 Explain the requirements and limitations for personal emergency evacuation plans (PEEPs) in fire risk management

4.5 Outline the legal requirements for smoke and carbon monoxide detection for landlords

4.6 Outline the legal requirements for gas safety for landlords

4.7 Outline the legal requirements for electrical safety for landlords

Unit 4: An Introduction to the Customer & Consumer in Property Management

Unit Summary: This unit enables managing agents to explain the importance of customer service, behaviours and attitude. This unit also explores the how to build up a rapport with the customers and the skills required.

Learning Outcomes The Learner will:	Assessment Criteria
1 Know the right attitude for customer service	1.1 Know how to recognise how customers are feeling and establish a rapport with them 1.2 Know the importance of showing customers that you are willing and enthusiastic at all times 1.3 Identify the differences between an internal customer and an external customer 1.4 Know the importance of showing customers and colleagues respect at all times and under any circumstances 1.5 Know the importance of showing customers and colleagues that you can be relied on 1.6 Different types of customers (Post grad/ Undergrad/ domestic / overseas/under-18s)
2 Know how to show appropriate and positive behaviours to customers	2.1 Know how to recognise and respond when a customer wants or needs attention 2.2 Know how to greet customers politely and positively 2.3 Know how to react appropriately to situations that are important enough to interrupt their work with a customer 2.4 Know the importance of thanking customers for the information they have given or for doing business with your organisation 2.5 Know signs that a customer gives when seeking attention

3 Know how to maintain a positive and customer friendly attitude	3.1 Know how to Identify positive and negative body language and facial expressions
	3.2 State the importance of Protected characteristics

Unit 5: An Introduction to the Ethics and Behaviours in Property Management

Unit Summary: This unit enables managing agents to explain the knowledge and understanding required to enable managing agents to give consideration towards ethics and behaviours in property management based on the International Ethics Standards (IES).

Learning outcomes The learner will	Assessment criteria The learner can:
1. Understand the basic principles of Ethics and behaviours in property management	1.1 Explain the meaning of the term 'ethics'
	1.2 List the ethical areas applicable to leasehold property management
	1.3 Outline the consequences of breaching ethical standards in property management
2. Know how common ethical principles relate to property management	2.1 Give examples of integrity as it relates to property management
	2.2 Outline issues of honesty in property management
	2.3 Know the meaning of respect as it relates to property management
	2.4 Know the meaning of accountability as it relates to property management
	2.5 Explain confidentiality as it relates to property management
	2.6 Outline what is meant by competence in property management
	2.7 Identify common conflicts of interests in property management

3 Know the importance of giving due attention to social and environmental considerations.	3.1 List the social and environmental considerations that are important in property management
	3.2 Explain how property management companies may choose to be more environmentally ethical in their operations
4 Know how to behave when faced with ethical issues in property management	4.1 Identify common legal requirements in property management
	4.2 Outline the steps to be taken when you identify a legal breach
	4.3 Outline the steps to be taken when faced with an ethical issue or dilemma in the workplace
5 Understand the benefits of reflection in improving ethics and behaviours	5.1 Explain the meaning of the term 'reflection' as it relates to the workplace
	5.2 Give examples of how reflection can benefit people and organisations in practice

Unit 6: An introduction to Mental Health and Wellbeing in Retirement Housing Management

Unit Summary: This unit enables On-site managers and on-site staff to explain the importance of knowing and understanding mental health and wellbeing issues that affect students, how to deal with them and the extent of their duty to the students.

Learning outcomes The learner will	Assessment criteria The learner can:
1. Understand legislation governing mental health and equality	1.1 Identify rights under Mental Health Act 2007 & Equality Act 2010
2. Know the role that onsite staff have in supporting the mental health of residents.	2.1 Identify the role and support mechanisms that onsite staff use to support the mental health of residents
	2.2 Identify duty of care/professional boundaries
	2.3 Identify support needed for victim of abuse and those accused of abuse
	2.4 Identify how to build supportive and positive experiences between staff and residents through community building activities
3 Understand the common issues that affect mental health and wellbeing	3.1 Know and understand factors leading to stress
	3.2 Know and understand biggest contributors to mental frailty
	3.3 Know and understand common safeguarding issues
4 Know how to deal with resident mental health issues	4.1 Understand what mental health training is suitable for your role.
	4.2 Know how to recognise the signs of mental health issues
	4.3 Know the process for dealing with urgent or emergency situations.
	4.4 Understand the importance of signposting and knowing contact details for external support organisations.

	4.5 Understand the importance of incident escalation policies
5 Know how to communicate with other parties on resident's mental health	4.6 Know the importance of crisis reporting, have clear post-incident procedures and staff debriefing guidelines. Understand what actions need to be taken post incident report. Understand what support is required to staff post incident. 5.1 Know the data protection rights of residents when speaking to: <ul style="list-style-type: none"> • Emergency services • Family members • Friends • Other institutions
6 Know the additional support networks for residents	6.1 Know support pathways available to resident 6.2 Know external organisations that support mental health and wellbeing