

Build the skills and confidence to become a trusted housing management professional.



LEVEL 4
SENIOR HOUSING & PROPERTY MANAGEMENT APPRENTICESHIP
WITH LEVEL 4 CIH CERTIFICATE



INTRODUCING CROSBY

Welcome to the Level 4 Senior Housing and Property Management Apprenticeship with Crosby Management Training.

Designed for experienced housing and property professionals, the programme develops the knowledge, skills and confidence needed to manage services, lead teams and deliver positive outcomes for residents, communities and organisations.

At Crosby, apprentices benefit from experienced trainers, personalised support, practical work-based learning and a programme designed to help them apply their development directly within their role.

PROFESSIONAL QUALIFICATION INCLUDED:

As an enrichment to our apprenticeship programme, we are including, at no additional charge, either the:

- CIH Level 4 Certificate in Housing
- CIH Level 4 Certificate in Managing Housing Maintenance Services

Both the CIH qualifications and the apprenticeship programme are designed to support senior housing managers in meeting the qualification requirements of the **Competence and Conduct Standard***.

***The Competence and Conduct Standard** introduces a mandatory sector-wide, outcome-based framework for those working in social housing in England. The standard requires senior professionals, who deliver social housing services, to gain or work towards a housing management qualification.

Who is the programme for?

The Level 4 Senior Housing and Property Management Apprenticeship is designed for experienced professionals working in housing and property services who have responsibility for a service area, team or function.

It is particularly relevant to housing associations, local authorities and other social housing providers looking to develop capable, confident managers who can respond to the changing demands of the sector.

Typical roles may include:

- Neighbourhoods Manager
- Housing Services Manager
- Customer Services Manager
- Asset Manager
- Income Manager
- Housing Operations Manager
- Head of Housing Property Services
- Customer Experience & Engagement Manager
- Customer Service Contact Centre Manager
- Repairs & Maintenance Manager
- Planned Maintenance Manager
- Cyclical Maintenance Manager

If you are leading a team, providing housing services for residents and communities, the apprenticeship helps you build the professional knowledge and leadership capability needed to succeed.

FEATURES

Work-based Learning

Apply your learning directly to real housing challenges within your organisation. Along with access to learning resources and apprenticeship support through Crosby's online learning platform.

Dedicated Support

Receive tailored support from your Crosby Lead Trainer throughout the apprenticeship, helping you stay on track and translate your development into your day-to-day role.

Leadership & Management Development

Strengthen your ability to lead people, manage performance, make effective decisions and deliver high-quality housing services.

Enrichment Programme

In addition to the core curriculum, you'll have access to Crosby's exclusive Enrichment Programme, designed to further develop your professional growth. Including workshops on essential skills.

CIH Certificate

As an enrichment to the apprenticeship, learners will complete either the CIH Level 4 Certificate in Housing or CIH Level 4 Certificate in Managing Housing Maintenance Services, at no additional charge. The qualification is delivered by specialists in housing learning and development.

THE PROGRAMME

LEVEL 4 SENIOR HOUSING AND PROPERTY MANAGEMENT

Duration 18 months, followed by apprenticeship assessment

Delivery Work-based learning supported by live online learning, development activities and regular trainer support

Certification CIH Level 4 qualification included

Accessibility 24/7 Online Learning Platform Access

End Point Assessment

Towards the end of the programme, apprentices will demonstrate how they have applied their knowledge, skills and behaviours within a senior housing or property management role.

Assessment includes practical, work-based evidence and professional discussion, enabling apprentices to demonstrate their capability within real housing management situations.

LEARNING WITH US INCLUDES:

- Comprehensive apprenticeship induction, live learning and development sessions
- Regular progress reviews and personalised trainer support
- Practical workplace activities to enhance development against the apprenticeship Knowledge, Skills and Behaviours
- Support with building evidence of workplace competence
- Preparation for apprenticeship assessment
- Access to Crosby's wider Enrichment Programme
- A CIH Level 4 qualification at no additional charge

YOU'LL BE...

Applying your learning:

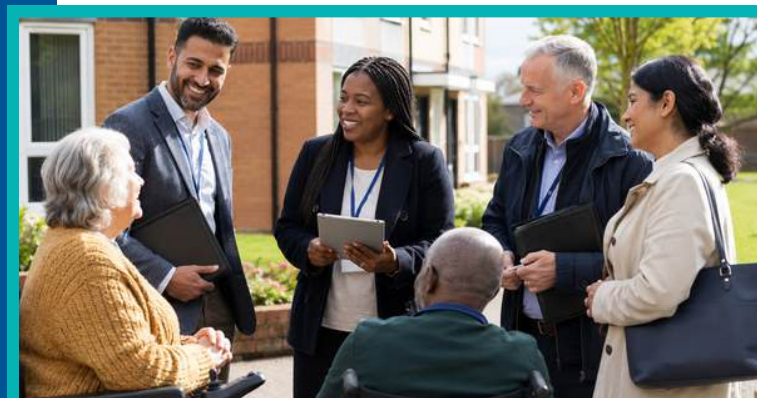
- Connecting housing theory, regulation and best practice to your own organisation
- Applying learning to live workplace challenges
- Reflecting on how your decisions affect residents, colleagues and service outcomes
- Identifying opportunities to improve services and ways of working

Developing as a manager:

- Leading and supporting colleagues
- Managing competing priorities
- Using evidence and information to make informed decisions
- Working collaboratively with internal and external stakeholders
- Building confidence in challenging and complex situations

Building your evidence:

- Capturing examples from your role and workplace
- Demonstrating your development against the apprenticeship standard
- Reviewing progress regularly with your Lead Trainer
- Preparing confidently for your final apprenticeship assessment



APPRENTICESHIP PROGRAMME OVERVIEW:

Business, Finance & Performance

Understand how your service area contributes to wider organisational objectives. Develop your knowledge of business planning, financial management, risk, performance and achieving value for money.

Communities, Assets & Stakeholders

Consider the strategic importance of homes, estates and neighbourhoods and develop your ability to work collaboratively with residents, communities, partners, suppliers and other stakeholders.

Decision-Making & Service Improvement

Develop the confidence to analyse information, solve complex problems, manage projects and make effective operational and strategic decisions that improve services and outcomes.

Leadership & People Management

Strengthen your ability to lead, motivate and develop individuals and teams. Build confidence in managing performance, supporting colleagues, coaching others and maintaining high standards of service delivery.

Housing Services & Customers

Explore the range of services provided within housing, including areas such as allocations, lettings, tenancy sustainment, repairs, rents, service charges and community involvement. Develop approaches that respond effectively to the diverse needs of residents and stakeholders.

Housing Law, Regulation & Professional Practice

Develop your understanding of the legal and regulatory environment surrounding housing services. Consider how legislation, governance, safeguarding and professional standards influence effective decision-making.

CERTIFICATE OVERVIEW:

CIH Certificate

As an enrichment to the apprenticeship programme, learners will undertake a relevant Chartered Institute of Housing Level 4 qualification.

Depending on the learner's role, this will be either:
CIH Level 4 Certificate in Housing or CIH Level 4 Certificate in Managing Housing Maintenance Services

The Certificate in Housing includes six units:

- Housing Law and Regulation
- Housing Policy
- Customer Focus in Housing
- Managing People, Teams and Change
- Resident Involvement in Housing
- Professionalism in Housing

The qualification is delivered through live webinars, group tutorials, individual tutor support, learning resources and assignments.



FREQUENTLY ASKED QUESTIONS:

What is an apprenticeship?

An apprenticeship is a structured work-based training programme that combines practical on-the-job experience with academic learning. Apprentices gain industry-relevant skills while earning a wage and working towards a nationally recognised qualification.

Who can do an apprenticeship?

Apprenticeships are open to anyone over the age of 16, whether you're starting your career, looking to upskill, or making a career change. Employers may have their own specific entry requirements.

How is an apprenticeship different from a traditional qualification?

Unlike traditional qualifications, an apprenticeship is a paid role where learners apply their knowledge in real work situations. It blends hands-on experience with structured learning and results in a recognised qualification.

Do I get paid during my apprenticeship?

Yes, apprentices are paid a salary by their employer while they train and gain their qualification.

How long does an apprenticeship take?

The length varies depending on the level and sector. Level 4 apprenticeships typically last around 18-24 months, with an additional 3 months for End Point Assessment (EPA).

What support is available during an apprenticeship?

Support includes a dedicated trainer, access to online learning resources, peer networks, and structured feedback to help apprentices succeed.

How does the funding work?

For large employers paying the Apprenticeship Levy, the cost is covered through their levy contributions. For smaller businesses, up to 95% of the cost is funded by the government, with the employer covering the remaining 5%.

How much does the Level 4 Senior Housing & Property Management apprenticeship cost?

The programme is funded at £9,000, which is typically covered by the Apprenticeship Levy. If an employer does not pay into the levy, they will contribute 5% (£450), with the remaining 95% funded by the government.

What is the Apprenticeship Levy?

The Apprenticeship Levy is a government initiative that requires large employers (with a payroll of over £3 million) to contribute 0.5% of their wage bill into a fund for apprenticeship training. These funds can be used to pay for apprenticeship training programmes. Smaller employers who do not pay the levy can still access funding, with the government covering 95% of the training costs.

What is the Level 4 Senior Housing and Property Management Apprenticeship?

A work-based development programme for professionals managing housing or property-related services. It develops the knowledge, skills and behaviours needed to lead teams, manage services and take responsibility for performance and outcomes within a business area.

Who is the apprenticeship for?

It is aimed at people already working in a relevant housing or property management role, particularly those with responsibility for a team, service or function. This could include neighbourhood, property, asset, income, lettings, resident involvement, supported housing and leasehold managers.

Is it suitable for social housing organisations?

Yes. The programme is particularly relevant to employees within housing associations and local authorities, as well as other organisations delivering housing and property services.

Is a CIH qualification included?

Yes, as an enrichment to our apprenticeship programme, we include, at no additional charge, either the CIH Level 4 Certificate in Housing or the CIH Level 4 Certificate in Managing Housing Maintenance Services, depending on the learner's role.

The qualification is delivered by Upkeep Training.

What additional support does Crosby provide?

We provide 24/7 access to our online learning platform, personalised mentoring, and opportunities for professional networking and development.

How do I apply for an apprenticeship with Crosby?

We are currently welcoming enquiries for our October intake. Contact Crosby Management Training to discuss eligibility, organisational requirements and enrolment.

Crosby Management Training Ltd
Technology Centre,
Coxwell Ave,
Wolverhampton
WV10 9RU

INSPIRING PEOPLE TO DEVELOP THEIR POTENTIAL AND GO BEYOND.

Effective housing management is about more than managing properties. It is about people, communities, leadership and delivering services residents can trust.

At Crosby, we are committed to helping housing professionals build the skills, confidence and capability to lead high-quality services and make a meaningful difference within their organisations and communities.

