

A photograph of two women in a professional setting. The woman on the right, with curly brown hair, is leaning over and looking at a laptop screen. The woman on the left, with long dark hair, is looking at the screen with a focused expression. They appear to be in a collaborative meeting. A green semi-transparent banner is overlaid at the bottom of the image.

The Employer's Guide to Apprenticeships

arla naea nava
propertymark

INTRODUCTION

The property professions are seeking to expand the way new talent is recruited and nurtured. At an exciting time of change for the property industry apprenticeships are an effective way to bring on new starters or develop those new to the sector and create the skilled and professional workforce of the future. While the UK property industry is undergoing a challenging but pivotal time, we need to ensure that the sector has the entry and progression routes needed to develop and retain a professional workforce. It is absolutely essential that the next generation of agents are able to access property careers regardless of background, previous educational achievement or stage of their career.

This guide is aimed at helping agents and their employers understand the often-perceived complex world and language of apprenticeships and give you the information required to support your business and staff development. The guide focuses on the new apprenticeships available in England for the sales, auctioneering and lettings industries, namely those for Junior Estate Agent and Housing and Property Management.

WHAT IS AN APPRENTICESHIP?

An apprenticeship is a real job with training, enabling learners to earn while they learn and to achieve recognition against industry standards on completing the apprenticeship.

Apprenticeships are available to businesses of all sizes and sectors and can last from 12 months to four years, depending on the type or level of the programme.

Apprentices can be either new or current employees or you can employ them to perform a specific job role.

NEW APPRENTICESHIP STANDARDS

Apprenticeships in England have changed. With government reforms the old apprenticeship frameworks and specifications are being phased out with new apprenticeship standards, often called 'Trailblazer Apprenticeships', replacing them in many occupational areas.

These new standards are developed by employers for employers. The apprenticeships are based on occupational requirements identified and designed by employer groups to meet real work requirements. This means employers in the property professions can ensure that apprenticeship training develops the knowledge and understanding, skills and behaviours employees need in their jobs. NAEA Propertymark, ARLA Propertymark and NAVA Propertymark have been active in supporting the groups developing these new apprenticeships to ensure they meet the needs of business now and in the future.

The new apprenticeship standards list the skills, knowledge and behaviours needed for the apprentice

to be competent in their role. These attributes have to be assessed at the end of the apprenticeship and the result graded by an independent assessment organisation.

The new standards give businesses the flexibility and control to choose how best to train their apprentices, meaning employers have the option to integrate their in-house training into the apprenticeship, use programmes of their choice or engage a training provider – or do a mixture of all.

Apprentices will prove they meet the standard through an independent end assessment, meaning outcomes across the board will be more consistent.

An apprenticeship programme must run for a minimum of 12 months and 20% of the training must be delivered off the job (within paid working time).

Government funding for apprenticeships is available and employers may now choose how they deliver the apprenticeship and their training providers.

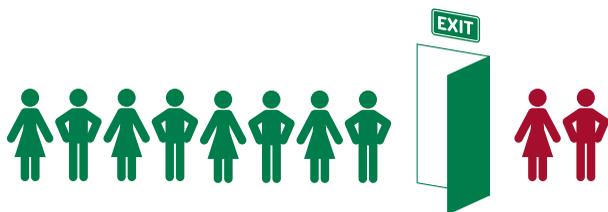
HOW CAN YOUR BUSINESS BENEFIT FROM TAKING ON AN APPRENTICE?

Employing an apprentice within the property sector can be good for your business in a whole host of ways. Apprenticeships not only bring professionally trained and qualified people into your company but can also be a cost-effective way of up-skilling existing staff.

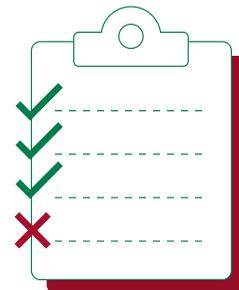
According to data compiled by the National Apprenticeship Service, research amongst employers across a range of industries revealed that:



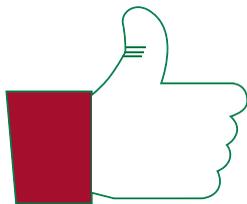
83% count on apprentices as they will be the skilled workers they need for the future



80% of companies who invest in apprentices find their employees stay with them longer



3/4 Over $\frac{3}{4}$ say that apprentices make their business more productive



92% of those employing apprentices feel they now have a more motivated and satisfied workforce



77% believe that apprentices make their business more competitive

WHAT ARE THE BENEFITS FOR AN APPRENTICE?

Apprentices must be an employee on the first day of their apprenticeship and be paid a lawful wage for the time they are in work and in off-the-job training. You can only pay the apprenticeship minimum wage from the start of the apprenticeship programme and not before, although employers may pay their apprentice at above the apprenticeship rate. You can find information on the national minimum wage, the apprenticeship rate, and the definition of an employee on GOV.UK.

INDIVIDUAL APPRENTICES HAVE:

The opportunity to earn a wage and receive other benefits available from their employer

Excellent progression opportunities, whether looking to study further or climb the ranks in the workplace

Training in the skills employers want

Learning at a pace suited to them with the support of a learning provider.

WHAT APPRENTICESHIPS ARE AVAILABLE?

Various levels of apprenticeships are available depending on the individual's current skills and qualifications. The property sector currently has apprentice standards at Level 2 covering residential and commercial sales and auctioneering, and Levels 2, 3 and 4 covering social housing and residential lettings.

THE LEVEL OF THE APPRENTICESHIP IS BROADLY EQUIVALENT TO:

- Level 2 – 5 GCSEs at grades A*-C (9-5)
- Level 3 – 2 A Levels
- Level 4 - equivalent to a higher national diploma.

CURRENTLY AVAILABLE TO AGENTS AND THEIR APPRENTICES ARE:

- Level 2 Junior Estate Agent
- Level 2 Housing/Property Management Assistant
- Level 3 Housing/Property Management
- Level 4 Senior Housing/Property Management

However, there are also apprenticeship standards covering a whole range of business and sector-related occupations. You might wish to recruit an apprentice in Customer Services or Business Administration.

For further details visit:

[institute-for-apprenticeships.org/
apprenticeship-standards](https://institute-for-apprenticeships.org/apprenticeship-standards)

If you are an employer based in Scotland, Wales or Northern Ireland, find out more at:

apprenticeships.scot

[businesswales.gov.wales/skillsgateway/
apprenticeships](https://businesswales.gov.wales/skillsgateway/apprenticeships)

nidirect.gov.uk/articles/apprenticeships-explained

HOW ARE APPRENTICESHIPS ASSESSED?

Assessments must be carried out by a government-approved end-point assessment organisation (EPAO). Assessment must be independent, ensuring that no party (ie employer, manager, training provider) who was involved in the training of the apprentice can make the decision on competence and passing the end-point assessment.

The end-point assessment of all apprenticeships must be externally quality assured to ensure that they are valid, consistent and reliable across end-point assessment organisations (EPAOs).

The cost of each EPA varies according to the requirements set out in the standards such as assessment tools, location, methods and estimated completion times. However, the EPA is not expected to cost more than 20% of the overall funding for the standard. The expected cost of the EPA is set out in the assessment plan.

THE EPAO:

Conducts a full and independent end point assessment (EPA) of an apprentice's skills and capabilities

Adheres to any specific arrangements or additional criteria set out in the standard's assessment plan

Adheres to quality assurance requirements

Informs the Education and Skills Funding Agency (ESFA) when an apprentice has passed their EPA so that the ESFA can issue the apprenticeship certificate.

THE PROCESS FOR TRAINING AND ASSESSMENT IS AS FOLLOWS:



ON PROGRAMME

- Works towards Maths and English at appropriate level
- Builds portfolio to meet requirements of the standard

GATEWAY

- Maths and English components attained
- Portfolio / project / case study completed (dependent upon assessment plan and apprenticeship standard)
- Employer statement of readiness (where required)

END POINT ASSESSMENT

- Scenario based activity or exams (dependent upon assessment plan and apprenticeship standard)
 - Professional discussion
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HOW ARE APPRENTICESHIPS QUALITY ASSURED?

It is essential to ensure that apprentices will be assessed consistently and fairly regardless of the EPAO chosen by their employer. EPAOs all have systems for controlling the quality of their assessments. These systems are known as Internal Quality Assurance (IQA). IQA involves ensuring that assessors are qualified and trained, that grading is applied consistently and that assessment instruments such as test questions or practical tasks are robust.

Equally it is essential to ensure that all EPAOs are assessing the same apprenticeship standard to the same high standard and that the apprenticeship standard is actually delivering the outcomes intended. This is where External Quality Assurance (EQA) comes in.

EQA monitors the performance of different EPAOs and the effectiveness of the apprenticeship standard and assessment plan; checking it is reliable, rigorous and fit-for-purpose.

NAEA Propertymark, the stated External Quality Assurance body (EQA) for the Junior Estate Agent Standard, plans to introduce an external quality assurance process for those organisations who will be approved by the Education and Skills Funding Agency (ESFA) to deliver the end point assessment for the apprenticeship. Part of the quality model will involve the risk-based monitoring of EPAOs by NAEA Propertymark.

For the Housing and Property Management apprenticeships, the employer groups designated Ofqual, the qualification regulator in England, to be the EQA.

WHAT SUPPORT AS AN EMPLOYER AM I ENTITLED TO?

Each apprenticeship standard in England is allocated a funding band by the Education and Skills Funding Agency and can vary.

The government will pay 90% of the cost of apprenticeships for businesses with a pay bill of less than £3million. The government will pay 100% of training costs for small and medium sized businesses that employ apprentices aged 16-18. Small/medium sized businesses are defined as those that employ 50 people or less.

For business with a pay bill of £3million or more, subject to the apprenticeship levy, you can set up an account on the apprenticeship service. This account will enable you to receive levy funds for you to spend on apprenticeships, manage your apprentices, pay your training provider or stop or pause payments to your training provider.

Your chosen training provider or college will be able to guide you through the funding process as there may be additional payments for which your business or the apprentice is eligible.

For further information about apprentice funding in England, visit:
www.gov.uk/government/publications/apprenticeship-funding

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QUALIFICATIONS

HOW CAN PROPERTYMARK SUPPORT APPRENTICES?

Propertymark's sister company, Propertymark Qualifications – a recognised awarding body regulated by the national qualification regulators in England, Wales and Northern Ireland – provides nationally recognised qualifications at Levels 2, 3 and 4 in Sales, Lettings and Auctioneering. The relevant qualifications can be used as part of an apprentice's training programme providing recognition for their knowledge and understanding and support their progress towards the apprenticeship standard, helping to provide an indication of when an apprentice may be ready for their end point assessment. Holding such qualifications also provides evidence towards membership criteria for Propertymark's and other relevant professional bodies.

For further information about Propertymark Qualifications and how individual learners and apprentices or colleges, training providers and businesses can access these industry-recognised qualifications, visit www.propertymarkqualifications.co.uk.