



## QUALIFICATION SPECIFICATION – CIH LEVEL 3 CERTIFICATE IN HOUSING PRACTICE (QCF)

These documents have been listed as a good resource to look at while studying for this course. Please be aware that there is much information available on the website to help with your studies.

### **Unit title - Delivery of Affordable Housing Service**

[How to... develop partnerships that make a difference](#)

20/05/2013 – CIH WEBSITE

[How to... prepare for regulatory reform: Tenant engagement and scrutiny](#)

15/02/2012 – CIH WEBSITE

### **Unit title - Equality and Diversity for Housing**

[How to... use diversity network groups to improve services](#)

03/06/2013 – CIH WEBSITE

[How to... undertake an equality analysis](#)

12/02/2013 – CIH WEBSITE

### **Unit title – Customer Service Standards for Maintenance**

[How to... deliver excellent customer service](#)

22/05/2012 – CIH WEBSITE

### **Unit title – delivery of Affordable Housing Services**

[How to... develop partnerships that make a difference](#)

20/05/2013 – CIH WEBSITE

[How to... prepare for regulatory reform: Tenant engagement and scrutiny](#)

15/02/2012 – CIH WEBSITE

### **Unit title – Housing Maintenance systems**

[How to... build skills and capacity in repairs services](#)

20/07/2012 – CIH WEBSITE

[How to... carry out repairs on time, first time](#)

24/08/2012 – CIH WEBSITE

[How to... deliver value for money repairs services](#)

12/06/2012 – CIH WEBSITE