



CIH Level 2 Award in Letting and Managing Residential Property

CIH Awarding Organisation

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our goal is simple – to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant. CIH is a registered charity and not-for-profit organisation. This means that the money we make is put back into the organisation and funds the activities we carry out to support the housing sector. We have a diverse membership of people who work in both the public and private sectors, in 20 countries on five continents across the world. Further information is available at: www.cih.org.

CIH is the awarding organisation (AO) for housing qualifications and we are dedicated to providing the highest quality, relevant and up-to-date qualifications for everyone in housing.

The purpose of the qualification specification is to provide the centre with information about the units which make up this qualification, the quality assurance requirements and assessment methods associated with the qualification, and the qualification structure.

The qualification reference number is 601/4884/6.
The operational start date is 21 October 2014.
The CIH scheme code is 2P02.

Contact us:

For any queries relating to the qualification specification e-mail accreditation@cih.org



About the qualification

The qualification is a level 2 vocationally related qualification for the housing sector, regulated by Ofqual, Qualifications Wales and CCEA Regulation.

The objective of this qualification is to provide an understanding of tenancy law, property management and customer care in the private rented sector.

The qualification aims to...

- encourage, acknowledge and actively promote good standards of privately rented accommodation,
- assist landlords, agents and tenants to undertake their responsibilities to each other,
- and to provide some basic skills and knowledge to individual residential landlords and letting/managing agents to help them fulfil their role.

The qualification is suitable for learners...

- aged 18+
- working or resident in the UK and Ireland,
- who are individual landlords, letting one or a small portfolio of residential properties,
- that already have a level 1 qualification and/or experience of working in housing.

It may also be suitable for...

- letting and managing agents,
- people giving advice to tenants (tenant advisors, Citizen Advice Bureau workers),
- and environmental health officers.

Entry requirements

CIH AO do not set entry requirements. CIH AO recommend that in order to pursue achievement of the qualification, the learner will:

- have the potential and opportunity to gain the qualification
- be working in letting and/or managing residential property or an associated industry
- have experience of studying at level 1 or 2.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 2 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- at level 2 – to widen the breadth of their housing knowledge by completing the CIH level 2 Certificate in Housing Practice or the CIH Level 2 Certificate in Housing Maintenance.
- at level 3 – if the learner has extensive housing experience or supervisory/management experience they may be able to progress to the CIH Level 3 Award / Certificate in Letting and Managing Residential Property.



Level 2 descriptors

The level 2 descriptors indicate the level that a learner must be working at in order to achieve the qualification. They are not to be used as marking criteria, but may be used as an initial assessment tool to determine the level of learners.

Knowledge descriptor (the holder...)	Skills descriptor (the holder can...)
Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.
Can interpret relevant information and ideas.	Identify, gather and use relevant information to inform actions.
Is aware of a range of information that is relevant to the area of study or work.	Identify how effective actions have been.

For a comparison of qualification levels across the UK see
http://www.sqa.org.uk/files_ccc/QualificationsCanCrossBoundaries.pdf

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing / Property Management Assistant, England. See Annex 1 page 13.



Qualification structure

Qualification title: CIH Level 2 Award in Letting and Managing Residential Property

Learners must achieve a minimum of 10 credits in order to be awarded the qualification, from 3 mandatory units. The combination of optional units that a centre puts together in a course must be approved by CIH AO before delivery can commence.

The recommended guided learning hours for the qualification are 74. CIH AO expects that centres may deliver the qualification in more or less time according to the plan they have approved by CIH AO prior to the start of the course. The units may be delivered in any order. The total qualification time is expected to be 100 hours.

The qualification is awarded on the basis of Pass / Refer / Fail.

The qualification contains the following 3 mandatory units, 10 credits must be achieved from this group:

Unit title	Credits	Level	Page
Customer care in the private rented sector Unit number R/506/7611	4	2	9
Property and tenancy management Unit number Y/506/7612	3	2	10
Tenancies and the law Unit number D/506/7613	3	2	11



Delivering the qualification

Approval to deliver the qualification

As an approved CIH AO centre, you MUST be approved by CIH AO to deliver the whole qualification. Delivery must not commence and learner registrations will not be accepted until this process is complete.

Registering learners and fees

Prior to the delivery of the qualification you MUST register each learner with CIH AO. A fee is payable for each learner. It is the responsibility of the centre to pay these fees and you will be invoiced for the required amount following receipt of the registration forms. The list of fees is available on our website at the following link: <http://www.cih.org/ao/centrefees>

Each learner will be offered free CIH student membership for the duration of the course.

Equality and diversity

Equality and diversity considerations were made during the development of this qualification to promote access and minimise bias. It is the centre's responsibility to ensure that equality and diversity considerations are made as part of the delivery and assessment of this qualification.

CIH AO would expect equality and diversity to be integrated into the delivery process for every learning outcome even where there are no specific assessment criteria for equality and diversity.

Contextualisation of learning outcomes and assessment criteria

CIH AO expects centres to contextualise the delivery and assessment of units according to the local and sectoral circumstances of the group of learners they are delivering to. For example, a question relating to law would be applied to the law of the country in which the group of learners operate.

Staff occupational competency requirements

Experience of:

- Working in the housing industry preferably at a management level.
- Working in the specific industry that the unit content (where this is a specialist area of housing or a non housing specific subject matter) covers.
- Delivering vocational qualifications.
- Teaching, assessing or verifying as appropriate.

Qualifications

- Housing qualification at level above that of the qualification/units to be delivered. And/or
- A degree or degree level qualification in a cognate area and/or a relevant professional qualification



Role specific qualification requirements:

- **Teachers/Tutors:**
A regulated or equivalent teaching qualification.
- **Assessors:**
Assessment is an activity that can be performed by a dedicated individual or as part of an individual's wider role e.g. Supervisor, manager, tutor. All assessors must hold a qualification in assessment e.g. Assessor Awards, A1/2 Awards/units, D32/33) or working towards this.
- **Internal Quality Assurers:**
Internal quality assurance is an activity that can be performed by a dedicated individual or as part of an individual's wider role. All Internal Quality Assurers (IQA's) must hold a qualification in Internal Quality Assurance e.g. IQA Awards, V1 Award/units, D34) or working towards this.

A list of current qualifications can be found on the following registers:

- England, Wales & Northern Ireland: <http://register.ofqual.gov.uk>
- Scotland: <http://scqf.org.uk/the-framework/search-database/>

Trainee Assessors and IQAs must complete a relevant Assessor/IQA qualification within 1 year of commencing in the role. All non-qualified staff who assess must have 100% of their work counter-signed by a qualified assessor.

CPD

Evidence of continuing professional development in teaching, assessment, verification and the housing industry.

Assessment

Centres must refer to the CIH AO Assessment handbook prior to developing their courses and associated assessments.

The purpose of assessment is to provide a consistent and valid judgement that learners have met the standard required to achieve the qualification. The assessment criteria contained in each unit indicate the evidence learners will need to produce in order to demonstrate that they have achieved the learning outcomes.

All assessment for the qualification is devised by the centre, marked by the centre and then must be internally quality assured (by the centre) and externally moderated (by the CIH AO).



Assessment principles

In devising and delivering assessments the following principles must be followed:

- Validity – An assessment is valid if it is clear and unambiguous ‘does what it says on the tin’, if it is fit for purpose and that the assessment outcomes meet their intended uses.
- Reliability – An assessment is reliable if its results are not influenced by chance, the assessment process generates outcomes which would be replicated were the assessment repeated.
- Comparability – Assessment outcomes that are comparable in standards between assessments within a qualification, between similar qualifications, with other awarding organisations, and over time.
- Manageability – The assessment is easily managed and the management process is one which places reasonable demands on centres and learners. Reasonableness will be based on the scale of the assessment process balanced by the usefulness of the outcomes.
- Minimise bias - is about ensuring that an assessment does not produce unreasonably adverse outcomes for learners who share a common attribute (and) is related to fairness to all learners and statutory equality duties.

Centre devised assessments

The CIH AO’s approach to the assessment of qualifications is to enable centres to devise the assessments. This is to allow for appropriate assessment that reflects the unique learning experience and local circumstances of specific groups of learners.

Centres are expected to create assessment strategies that directly meet the needs of their learner groups and take into account the requirements of local employers.

Assessment methods

The following assessment methods are allowed for the assessment of the qualification:

- Coursework
- Portfolio of evidence
- E-assessment
- Practical demonstration/assignment

Special considerations and reasonable adjustments

CIH AO requires centres to be compliant with the CIH AO special considerations and reasonable adjustments policy.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the reliability and validity of the assessment outcomes. The centre is required to implement the adjustments to assessment and to notify CIH AO of this.



A special consideration may be given to a learner following a scheduled assessment, for example;

- The learner is present for the assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment.
- The learner misses part of the assessment due to circumstances beyond their control.

If the centre approves/rejects a special consideration (such as a small post assessment adjustment to the mark of the learner or an adjustment to the assessment submission date) it must retain evidence of its decision for scrutiny by the external moderator.

External quality assurance

The external quality assurance system is a key feature of the quality assurance arrangements for the CIH AO. The EQAs and moderators play a vital role in ensuring that all individuals holding a CIH AO qualification certificate have achieved a nationally accepted standard. The moderator is required to ensure there is sufficient evidence present to demonstrate that the quality assurance principles are being upheld.

The CIH AO will appoint an EQA and moderator to each approved centre to monitor the quality assurance at the centre. Delivery of the qualification must not start until the assessment strategy and assessment brief/s have been approved by CIH AO. During the course the moderator will sample assessments and the EQA will undertake a quality review visit annually.

For further information about quality assurance refer to the centre handbook and sanctions policy.

Other documents of relevance

The following is a list of other documents that your centre must be familiar with in relation to the design, delivery, assessment, and quality assurance of a CIH AO qualification.

- Appeals procedure
- Assessment handbook
- Centre agreement
- Centre handbook
- Complaints policy
- Conflict of interest policy
- Equality and diversity policy
- Malpractice policy
- Marketing of CIH qualifications
- Record retention policy
- Sanctions policy
- Special considerations and reasonable adjustments policy
- Recognition of prior learning policy
- Application form for centre course change approval/notification

Further information and documents can be found at the CIH Centre Moodle site.



Customer care in the private rented sector

Unit level:	2
Unit credit value:	4
Unit reference number:	R/506/7611
CIH AO reference number:	2M8
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of how to deal with customers and to provide the learner with an awareness of equality and diversity.

Learning outcomes	Assessment criteria
1. Know the key trends in the rental market.	1.1 Identify the key trends in the rental market. 1.2 Describe the private rental sector's role/market place in social lettings. 1.3 Explain the possible needs of vulnerable households.
2. Understand the principles of equality and diversity.	2.1 Categorise ways in which the population can be diverse. 2.2 Explain how the principle of equality applies to renting homes.
3. Understand how to deal with complaints and disputes.	3.1 Describe how to handle complaints and disputes. 3.2 Describe appropriate ways of responding to customers in difficult circumstances.
4. Know the principles of customer care.	4.1 Describe the principles of customer care. 4.2 Describe how to protect customer confidentiality.



Property and tenancy management

Unit level:	2
Unit credit value:	3
Unit reference number:	Y/506/7612
CIH AO reference number:	2M9
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of private landlords' responsibilities at the commencement of a tenancy, during a tenancy and when a tenancy is brought to an end.

Learning outcomes	Assessment criteria
1. Know how to create and renew a tenancy.	1.1 Identify the documents that must be provided when creating a new tenancy. 1.2 Describe the routine actions that should be completed when a tenancy starts. 1.3 Summarise the process for tenancy renewal.
2. Know how to end a tenancy.	2.1 Summarise the legal process that must be followed to end a tenancy. 2.2 Describe the routine actions that should be completed when a tenancy ends.
3. Know the financial aspects of letting a home.	3.1 Describe the process for setting rent. 3.2 Describe processes for collecting rent and managing arrears. 3.3 Identify other costs involved in letting a property.
4. Know how to maintain the property.	4.1 Summarise the landlord's obligations in relation to property repair and maintenance. 4.2 Describe good practice for routine inspection and maintenance. 4.3 Outline emergency procedures that should be in place for the property.



Tenancies and the law

Unit level:	2
Unit credit value:	3
Unit reference number:	D/506/7613
CIH AO reference number:	2M10
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of different types of tenancies and the law in relation to them. It also aims to enable private landlords to understand the legal requirements of preparing a home to be let.

Learning outcomes	Assessment criteria
1. Understand the different types of tenancies in the private rented sector.	1.1 Describe the different types of tenancy available in the private rented sector. 1.2 Outline the rights and obligations of landlords and tenants during a tenancy.
2. Know the legislation relating to private tenancies.	2.1 Describe current legislation relating to private tenancies. 2.2 Outline the specific legislation in relation to houses in multiple occupancy.
3. Know about other legal requirements pertaining to property condition of homes that are let.	3.1 Describe health and safety requirements for homes that are let. 3.2 Describe repair and maintenance requirements for homes that are let.



Exemption

The following units are deemed to be allowed as exemption from the achievement of certain units of this qualification because they cover at least 80% of the assessment criteria. This is to support transition and to avoid the unnecessary burden of duplication of learning while upholding the validity of the qualification.

<i>Unit title</i>	<i>Exemption</i>
Customer care in the private rented sector R/506/7611	The human aspect of renting homes M/503/4681
Property and tenancy management Y/506/7612	Property condition and tenancy management T/503/4679
Tenancies and the law D/506/7613	Tenancies and the law K/503/4680

- This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management Assistant, England.
- The linkages shown are neither exhaustive, nor conclusive, as in some cases it will depend on what is taught as part of the course, and to what depth. For example, the teaching of professional practice skills for housing may provide learners with opportunities to explore the skills that are detailed as part of the apprenticeship standard. If the qualification is being used as part of an apprenticeship the deliverer will be required to complete their own detailed mapping.
- 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.

Knowledge	Legislation and regulation	Organisation background information	Assets	Customers	Context	Range of services	Quality standards	Organisational policies
Customer care in the private rented sector	✓			✓	✓		✓	✓
Property and tenancy management	✓					✓		✓
Tenancies and the law	✓					✓		

Skills	Customer service	Respond to vulnerability	Communication	Administration	Information collection / sharing	Team work	Time management	Tools and equipment	Decision making
Customer care in the private rented sector	✓	✓	✓						
Property and tenancy management				✓	✓			✓	
Tenancies and the law					✓				

Behaviours	Responsive	Trust and integrity	Adaptability	Dependability	Personal commitment	Customer care	Team work
Customer care in the private rented sector		✓				✓	
Property and tenancy management		✓					
Tenancies and the law							