



Chartered
Institute of
Housing
Awarding
organisation

Qualification specification

CIH Level 3 Certificate in Housing Maintenance and Asset Management

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. CIH is a registered charity and not-for-profit organisation.

The CIH Awarding Organisation (AO) provides nationally recognised housing qualifications, regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Scottish Qualifications Authority Accreditation (SQA Accreditation), Council for the Curriculum, Examinations and Assessment Regulation (CCEA Regulation) and Qualifications Wales (QW). We are dedicated to providing the highest quality, relevant and up-to-date qualifications for aspiring professionals in the sector.

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

The qualification reference number is 603/0897/7
The operational start date is 01 January 2017
The CIH scheme code is 3A03

Contact us

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

Date	Version	Summary of Changes
March 2024	0324	Information on student membership removed.
September 2024	0924	New template used Phone number and email updated Guidance on staffing, documents of relevance, and external quality assurance updated
November 2024	1124	Reference to CCEA updated to CCEA Regulation.

About the qualification

The qualification is a level 3 vocationally related qualification for the housing sector, regulated by Ofqual, Qualifications Wales and CCEA Regulation.

The objective of this qualification is to provide individuals with the technical knowledge and understanding of housing maintenance and asset management at an operational level. The qualification explores housing construction, maintenance and repair, KPIs and health and safety. All learners must study ethics and professional practice which supports the development of their own personal growth and engagement in learning and housing.

The qualification aims to

- provide learners with an understanding of the housing maintenance role and how this fits into the wider context of housing,
- introduce some of the knowledge necessary to participate in housing maintenance related activities whether paid or voluntary,
- prepare learners for further study at level 3 and progression to qualifications at level 4

The qualification is suitable for learners who are

- minimum age of 16
- who are maintenance professionals working in the housing sector,
- or non-technical staff from a customer service or housing management background who want to qualify and progress to become a housing maintenance professional,
- or working as tenant liaison officers in private construction companies

It may also be suitable for learners who are

- lower case
- lower case
- lower case

Entry requirements

CIH AO do not set entry requirements. CIH AO suggest it may be beneficial for the learner to have one or some of the following:

- have the potential and opportunity to gain the qualification
- be working in housing or a housing maintenance industry or
- have completed the CIH Level 2 Certificate in Housing Maintenance or a comparable/equivalent qualification.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 3 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- by using the credit gained in the qualification title, to widen their knowledge of housing by completing the qualification title.
- at level 4 – if the learner has extensive housing experience or supervisory/management experience and has previously studied at level 3 or 4, they may be able to progress to the CIH Level 4 Certificate in Managing housing Maintenance

Certified practitioner

Learners who successfully complete the qualification will become eligible for ‘certified practitioner’ membership of CIH.

Level 3 descriptors

The level 3 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 factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.
Can interpret and evaluate relevant information and ideas.	Use appropriate investigation to inform actions.
Is aware of the nature of the area of study or work.	Review how effective methods and actions have been.
Is aware of different perspectives or approaches within the area of study or work.	

For a comparison of qualification levels across the UK see <https://scqf.org.uk/wp-content/uploads/2024/08/qualifications-can-cross-boundaries-aug-23.pdf>

The qualification is at level 4 of the European Qualifications Framework (EQF). For more information about the EQF see https://ec.europa.eu/ploteus/search/site?f%5B0%5D=im_field_entity_type%3A97

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing and Property Management England. See Annex 1.

In Northern Ireland the qualification is the technical knowledge element of the Level 3 Housing Apprenticeship Framework.

Qualification structure

Qualification title: CIH Level 3 Certificate in Housing Maintenance and Asset Management

Learners must achieve a minimum of 13 credits in order to be awarded the qualification, from 1 mandatory unit and 3 optional units. An optional unit must be taken from each optional unit group, with a further unit to be taken from either group.

The recommended guided learning hours for the qualification are 87. 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 will be 130 hours.

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

Mandatory units

The qualification contains the following mandatory unit, 4 credits must be achieved from this group:

Unit title	Credits	Level
Professional practice skills for housing Unit number J/615/0849	4	3

Optional units

Optional unit group 1

A minimum of one unit, 3 credits, must be achieved from this group. Barred combinations: A learner may not take both the Housing repairs and maintenance services and Repairs and maintenance in housing organisations units in order to achieve their qualification due to the amount of overlap.

Unit title	Credits	Level
Housing construction and maintenance Unit number J/615/4075	5	3
Housing repairs and maintenance services Unit number L/615/1999	3	3
Repairs and maintenance in housing organisations Unit number was R/615/4077	3	3

Optional unit group 2

A minimum of one unit, 3 credits, must be achieved from this group. Barred

combinations: A learner may not take both the Customer service in housing and Customer service standards for housing maintenance units in order to achieve their qualification due to the amount of overlap.

Unit title	Credits	Level
Accessible and adaptable housing Unit number H/615/3998	3	3
Customer service in housing Unit number A/615/1996	3	3
Customer service standards in housing maintenance Unit number L/615/4000	3	3
Delivery of housing services Unit number J/615/1998	4	3
Equality and diversity for housing Unit number A/615/4073	4	3
Health and safety awareness for housing management and maintenance Unit number F/615/4074	5	3
Managing empty properties Unit number L/615/4076	3	3
Regeneration Unit number T/615/2015	3	3

Delivering the qualification

Approval to deliver the qualification

As an approved CIH AO centre, you must be approved by CIH AO to deliver the 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.

The list of fees is available on our website at the following link:
www.cih.org/education/qualifications/deliver-our-qualifications.

For more information on terms of payment please refer to our invoicing policy.

Equality and diversity

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

CIH AO expect ED&I to be integrated into the delivery process for every learning outcome even where there are no specific assessment criteria for ED&I.

Contextualisation of learning outcomes and assessment criteria

Centres must contextualise the delivery and assessment of units according to the local and sectoral circumstances of the group of learners they are delivering to (e.g. teaching and assessment of law is applied to the law of the country in which the group of learners operate).

Staff occupational competency requirements

Assessments for CIH qualifications are designed (subject to review) and implemented by approved centre staff. It is the responsibility of the approved centre to establish and maintain a suitably experienced and qualified staffing base.

While there is an expectation that, in most cases, staff are equipped with the experience and qualifications indicative of their role, a degree of flexibility can be permitted where the centre can demonstrate the requirements across the staffing base more broadly, indicating that sufficient support and oversight can be applied as needed. This approach may be implemented where staff are studying towards additional qualifications.

Sector Experience Requirements (all staff roles)

All centre staff roles (Tutor, Assessor, IQA) must satisfy at least one of the following requirements:

- A recognised Housing, or Housing-related qualification at level 3 or above, or;
- Enrolment and completion of a recognised Housing or Housing-related qualification at level 3 or above within an agreed time period, or;
- Minimum 2-years' experience of working in a Housing or Housing-related organisation at Officer-level or above, or;
- Professional-level membership of a recognised Housing professional body.

Indicative Role-Specific Requirements

Role*	Indicative Responsibilities	Indicative Requirements
Tutor	<ul style="list-style-type: none"> • Delivery of programme content • Interpretation of unit assessment criteria • Facilitating learning • Lesson planning • Learner support and feedback 	<ul style="list-style-type: none"> • A recognised L3 Teaching qualification, e.g., L3 Award in Education and Training (or equivalent PTLLS) <i>or</i> • 12 months' teaching experience
Assessor	<ul style="list-style-type: none"> • Design and development of assessment materials • Evaluating learner achievement against learning outcomes and assessment criteria • Learner support and feedback 	<ul style="list-style-type: none"> • A recognised L3 Assessor qualification (part of the Training, Assessment and Quality Assurance qualifications framework), e.g. L3 Award in Assessing Vocationally Related Achievement (or equivalent A1 Award / D32/D33 Units)
IQA	<ul style="list-style-type: none"> • Management and oversight of IQA strategy • Sampling assessor judgements to ensure accuracy and consistency • Observation of teaching • Monitoring assessment practices • Assessor support and feedback • Coordinating / overseeing standardisation activity • Sharing best practice 	<ul style="list-style-type: none"> • A recognised L4 IQA qualification, e.g., L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (or equivalent V1 Internal Verifier Award / D34)

*It is understood that, in many cases, centre staff will undertake more than one role, e.g., Tutor and Assessor. Note that an IQA must not be involved in the delivery or assessment of any qualification / unit they review.

Further details on current teaching and assessing qualifications available can be found at:

England, Wales & Northern Ireland: www.register.ofqual.gov.uk

Scotland: www.sqa.org.uk/sqa/64775.html

Trainee staff

Trainee Tutors, Assessors and IQAs must complete a relevant qualification within one year of commencing in the role. Any trainee staff should be subject to increased internal sampling and supervision until the role requirements are fully satisfied.

Continued Professional Development

All centre staff must keep an ongoing accurate record of any CPD activities in the Housing or Housing-related sector, as well as any activity relating to assessment and IQA. Records of CPD activities may be requested at any time.

Assessment

Centres must refer to the CIH AO centre 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 quality assured by CIH AO.

Centre devised assessments

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 consider the requirements of local employers.

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 the assessment outcomes meet their intended uses.

Reliability

An assessment is reliable if its results are not influenced by chance, and the assessment process generates outcomes which would be replicated were the assessment repeated.

Comparability

The assessment outcomes 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

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.

Assessment methods

CIH AO encourage the use of a range of assessment methods to be included in your assessment strategy and associated assessment briefs, providing that they meet the assessment principles outlined above, and are appropriate to the assessment criteria. Suitable assessment methods could include:

- Portfolio of evidence
- Task based assessments
- E-assessment
- Demonstration/ assignment
- Presentation
- Professional interview/ discussion.

Guidance on the use of assessment methods can be found in the centre handbook. If you have additional or innovative assessment methods that you would like to employ, please contact us for further advice.

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:

- If the learner misses part of the assessment due to circumstances beyond their control
Or
- The learner is present for the assessment but may have been disadvantaged by:
 - Temporary illness
 - Injury
 - Adverse circumstances which arose at or near the time of assessment.

If the centre approves or 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 CIH AO.

External quality assurance

As an Awarding Organisation, CIH must ensure that all programme delivery, assessment, and Internal Quality Assurance (IQA) practices undertaken by approved Centres is subject to external scrutiny to verify that reliable, consistent and compliant practices are in place.

All approved CIH centres are subject to a range of External Quality Assurance (EQA) processes and procedures, including an annual quality assurance audit, ongoing assessment sampling, and regular review of the conditions of Centre Approval.

CIH's EQA strategy is designed to be responsive to centre-risk characteristics, and to variations centre delivery models and qualification size and level.

Specific details about how EQA processes are applied to each centre will be communicated by the CIH Quality Assurance Team.

For further information, please consult the CIH Centre Handbook or contact the QA Team at the following address: quality.assurance@cih.org.

Other documents of relevance

CIH AO have a number of policies, and other guidance documents that your centre must be familiar with alongside this qualification specification to support the design, delivery, assessment, and quality assurance of CIH AO qualifications.

These documents can be found in our centre administration system Parnassus.

If you require a login or support to access Parnassus contact awarding.organisation@cih.org.

Centres seeking approval by CIH AO can gain access to these documents on request where needed to support with the approval process, by contacting awarding.organisation@cih.org.

Professional practice skills for housing

Unit level:	3
Unit credit value:	4
Unit reference number:	J/615/0849
CIH AO reference number:	H3008
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with the professional skills required to practice in housing.

Learning outcomes	Assessment criteria
1. Understand the key skills, knowledge and behaviours required for the housing professional.	1.1 Evaluate a range of key skills, knowledge and behaviours that a housing professional requires.
2. Understand ethics in the context of professional practice in housing.	2.1 Explain what 'professionalism' means in a housing context. 2.2 Explain the role of ethics in housing practice. 2.3 Describe how you apply ethics in own professional practice.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.	3.1 Explain the role of equality, diversity and inclusion in housing practice. 3.2 Describe how you apply equality and diversity in own professional practice.
4. Be able to assess own professional performance and development.	4.1 Reflect on own professional practice skills. 4.2 Discuss the role of feedback in improving performance. 4.3 Develop a professional development plan to meet current and future challenges.

Accessible and adaptable housing

Unit level:	3
Unit credit value:	3
Unit reference number:	H/615/3998
CIH AO reference number:	H3023
Unit status:	Optional

Unit purpose/aim

The unit aims to provide learners with an understanding of the relationship between housing, promoting independence and physical access. It will examine changing approaches towards accessible and adaptable housing and enable learners to assess a range of housing options, services and assistive technology.

Learning outcomes	Assessment criteria
1. Understand the social and political context for accessible and adaptable housing.	1.1 Discuss changing social and political attitudes to the provision of accessible and adaptable housing. 1.2 Explain how the national policy context impacts on the delivery of accessible and adaptable housing. 1.3 Explain the role of the independent living movement and equalities campaigning in the development of accessible and adaptable housing.
2. Understand the features of accessible and adaptable housing.	2.1 Summarise the features of accessible and adaptable housing. 2.2 Investigate how the new build development process can provide sustainable living options for people with different abilities. 2.3 Explain how existing homes can be adapted to make them accessible for people with different abilities.
3. Understand the role of assistive technology in supporting independent living.	3.1 Examine the range of assistive technology available to enable people to live independently. 3.2 Explain how assistive technology can enable people to live independently.

Customer service in housing

Unit level:	3
Unit credit value:	3
Unit reference number:	A/615/1996
CIH AO reference number:	H3012
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the role of effective customer service in a housing context, how to communicate effectively with the customer and how to respond appropriately to customer feedback.

Learning outcomes	Assessment criteria
1. Understand the role of customer service in housing.	1.1 Explain the principles of customer service in a housing context. 1.2 Evaluate the benefits of effective customer service for a housing organisation. 1.3 Identify the methods used to find out the needs and expectations of housing customers. 1.4 Explain how the needs and expectations of housing customers impact on service delivery and development.
2. Understand how to communicate effectively with the housing customer.	2.1 Describe commonly used methods of communication between a housing organisation and its customers. 2.2 Evaluate methods for eliminating or minimising barriers to communication with customers.
3. Understand the role of customer feedback in housing.	3.1. Evaluate methods for capturing and responding to positive and negative customer feedback. 3.2. Explain the benefits of customer feedback to housing organisations.

Customer service standards in housing maintenance

Unit level:	3
Unit credit value:	3
Unit reference number:	L/615/4000
CIH AO reference number:	H3024
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the role of effective customer service standards in driving service improvements in housing repairs and maintenance.

Learning outcomes	Assessment criteria
1. Understand how key performance indicators are used to improve housing repairs and maintenance services.	1.1 Describe key performance indicators for housing repairs and maintenance services. 1.2 Explain how key performance indicators are used to drive improvements in housing repairs and maintenance services.
2. Understand how customer service standards for repairs and maintenance services are determined.	2.1 Discuss the features of effective customer service standards. 2.2 Examine the links between customer service standards, key performance indicators and customer satisfaction rates.
3. Understand how customer feedback can be used to improve performance in housing repairs and maintenance.	3.1. Summarise methods of collecting feedback from customers on performance against service standards. 3.2. Explain how feedback is used to drive service improvement in housing repairs and maintenance.

Delivery of housing services

Unit level:	3
Unit credit value:	4
Unit reference number:	J/615/1998
CIH AO reference number:	H3014
Unit status:	Optional

Unit purpose/aim

The unit aims to provide learners with knowledge of organisations who provide housing and the services they deliver.

Learning outcomes	Assessment criteria
1. Know the main types of housing providers nationally and the services they deliver.	1.1 Describe the main types of housing provider. 1.2 Outline the range of services that are delivered by housing providers.
2. Know the agencies that work with housing providers to deliver services.	2.1 Identify the agencies which work with housing providers to deliver services. 2.2 Explain the role of other agencies in delivering services alongside housing providers.
3. Understand how housing providers are regulated.	3.1 Identify the key regulatory bodies and frameworks operating in housing. 3.2 Explain the role of regulation in housing.
4. Understand how housing providers can improve the services they deliver.	4.1 Identify ways in which housing providers monitor their performance in delivering services. 4.2 Explain how performance information and feedback is used to improve services.

Equality and diversity for housing

Unit level:	3
Unit credit value:	4
Unit reference number:	A/615/4073
CIH AO reference number:	H3025
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of equality and diversity legislation and practice in a housing context.

Learning outcomes	Assessment criteria
1. Understand equality and diversity legislation and how it relates to housing.	1.1 Summarise equality and diversity legislation. 1.2 Describe how equality and diversity legislation applies to housing services provision.
2. Understand the relationship between the diversity of the workforce and service delivery.	2.1. Explain the benefits of having a diverse workforce in an organisation. 2.2. Assess how this impacts on service delivery.
3. Understand the approaches used by housing organisations to monitor and respond to the diverse needs of service users.	3.1 Describe how information on the diversity of housing service users is collated and monitored. 3.2 Analyse how this information is used to tailor services to meet the diverse needs of communities in which the organisation works.

Health and safety awareness for housing management and maintenance

Unit level: 3
Unit credit value: 5
Unit reference number: F/615/4074
CIH AO reference number: H3026
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of health and safety in both the workplace and within housing environments. Achievement of the unit does not provide full competence with health and safety requirements set out in learning outcome 2. In these areas additional training or qualifications may be required to meet legal and regulatory requirements.

Learning outcomes	Assessment criteria
<p>1. Understand the requirements of health and safety acts and policies, for housing management and maintenance.</p>	<p>1.1 Summarise health and safety acts and policies relevant to housing management and maintenance. 1.2 State situations when Construction Design and Management Regulations apply. 1.3 Explain the impact of health and safety legislation on individuals 1.4 Explain the consequences of non compliance with health and safety legislation</p>
<p>2. Understand how housing organisations manage cyclical compliance with health and safety regulations.</p>	<p>2.1. Summarise the key health and safety regulatory requirements that housing organisations need to comply with:</p> <ul style="list-style-type: none"> • Gas and electric safety • Oil and LPG • Fire safety • Legionella and asbestos • Chemical and biological hazards • Lifts, stair lifts and hoists • Other <p>2.2. Evaluate organisational process and procedure for managing cyclical health and safety regulatory requirements. 2.3. Describe own responsibilities in compliance with health and safety regulatory requirements.</p>
<p>3. Understand personal safety for housing and repairs and maintenance workers.</p>	<p>3.1. Explain lone working procedures for housing workers. 3.2. Explain how to work safely in physically risky situations. 3.3. Summarise measures for ensuring contractors work safely.</p>

Housing construction and maintenance

Unit level:	3
Unit credit value:	5
Unit reference number:	J/615/4075
CIH AO reference number:	H3027
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding typical housing construction methods and common housing maintenance problems.

Learning outcomes	Assessment criteria
1. Understand the common forms of construction for housing stock.	1.1 Summarise the main structural features of a range of typical dwelling types. 1.2 Compare the common forms of construction for housing stock in a housing organisations portfolio. 1.3 Summarise industry standards including, schedule of rates for construction.
2. Understand the utility services provided to a typical dwelling.	2.1 Explain drainage systems above and below ground. 2.2 Summarise gas, electricity and water mains supplies and distribution. 2.3 Explain legal requirements to check and service gas and electricity installations. 2.4 Describe the main types of space and water heating systems. 2.5 Describe the benefits of greener homes to their occupiers.
3. Understand common housing defects and repairs.	3.1. Identify common housing/building or property defects and propose remedial action. 3.2. Perform an onsite survey and recommend remedial action. 3.3. Perform a post inspection and report on performance.

Housing repairs and maintenance services

Unit level:	3
Unit credit value:	3
Unit reference number:	L/615/1999
CIH AO reference number:	H3015
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an introduction to systems developed to deliver short, medium and long term maintenance programmes. Learners will also learn about the client and contractor roles.

Learning outcomes	Assessment criteria
1. Understand the approaches to delivering a responsive repairs service.	1.1 Identify the types of work included in responsive repairs. 1.2 Explain the key stages in a responsive repairs service. 1.3 Evaluate approaches to delivering an economic, efficient and effective responsive repairs service.
2. Understand the approaches to delivering long term asset management programmes.	2.1 Summarise the types of work included in asset management. 2.2 Evaluate approaches to delivering economic, efficient and effective asset management programmes.
3. Understand the relationship between the client and contractor roles in the delivery of repairs and maintenance services.	3.1. Define the role of client and contractor in the delivery of repairs and maintenance services. 3.2. Summarise the factors that contribute to an effective client-contractor relationship.

Managing empty properties

Unit level:	3
Unit credit value:	3
Unit reference number:	L/615/4076
CIH AO reference number:	H3028
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the context for managing empty properties and how organisations manage empty properties.

Learning outcomes	Assessment criteria
1. Understand the context for managing empty properties.	1.1 Explain the importance for organisations of managing empty properties, and the significance for individuals and communities. 1.2 Describe the causes and effects of high and low demand in the context of managing empty properties. 1.3 Explore wider strategic initiatives for tackling empty properties considering the role that housing organisations play.
2. Understand how housing organisations manage empty properties.	2.1 Evaluate end-to-end organisational processes for the management of empty properties, including efficiency, value and interface with other functions. 2.2 Explain the effect of quality, standards and customer focus considerations on processes for the management of empty properties. 2.3 Examine approaches to increasing demand for hard to let properties. 2.4 Explain circumstances in which organisations may choose to dispose of the property.

Regeneration

Unit level:	3
Unit credit value:	3
Unit reference number:	T/615/2015
CIH AO reference number:	H3020
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the policy, strategic economic, social and spatial context for housing regeneration and approaches to regeneration.

Learning outcomes	Assessment criteria
1 Understand the policy context for regeneration.	1.1 Summarise the policy context for regeneration. 1.2 Explain how housing organisations contribute to the regeneration policy and strategic framework.
2 Know the wider social, economic and spatial processes in the regeneration of areas and communities.	2.1. Summarise key factors influencing regeneration of areas and communities with particular reference to social, economic and spatial processes.
3 Understand the key organisations, agencies and groups, and their roles in the regeneration process.	3.1 Summarise the role of key organisations, agencies and groups in the regeneration process. 3.2 Evaluate the role of housing organisations in the regeneration process, including engagement with residents.

Repairs and maintenance in housing organisations

Unit level:	3
Unit credit value:	3
Unit reference number:	R/615/4077
CIH AO reference number:	H3029
Unit status:	Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of approaches to repairs and maintenance in a housing organisation and the legal rights and obligations of both tenants and housing organisations.

Learning outcomes	Assessment criteria
1. Understand the legal obligations relating to repairs and maintenance.	1.1 Summarise the rights and obligations of landlords in relation to repairs. 1.2 Summarise the rights and obligations of tenants and leaseholders in relation to repairs.
2. Understand how housing organisations manage and deliver long term and cyclical maintenance.	2.1. Explain how organisations manage and deliver planned maintenance. 2.2. Explain how organisations manage and deliver cyclical maintenance.
3. Understand the methods landlords use to manage their responsive repairs and maintenance service.	3.1 Summarise the different approaches to managing responsive repairs. 3.2 Evaluate methods landlords use to monitor and improve their responsive repairs and maintenance services.

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.

Unit title	Exemption
Professional practice skills for housing J/615/0849	Professional practice skills for housing Y/505/5928
Housing repairs and maintenance services L/615/1999	Housing maintenance systems D/503/8211
Repairs and maintenance in housing organisations R/615/4077	Repairs and maintenance in housing organisations A/602/4326
Housing construction and maintenance J/615/4075	House construction Y/503/8210
Accessible and adaptable housing H/615/3998	Accessible and adaptable housing H/602/3865
Customer service in housing A/615/1996	Customer service in a housing context J/504/5704
Customer service standards for housing maintenance L/615/4000	Customer service standards for housing maintenance D/503/8208
Delivery of housing services J/615/1998	Delivery of affordable housing services R/602/3201
Equality and diversity for housing A/615/4073	Equality and diversity for housing R/602/3196
Health and safety awareness for housing management and maintenance F/615/4074	Health and safety for housing management and maintenance H/503/8209
Managing empty properties L/615/4076	Managing empty properties Y/602/4382
Regeneration T/615/2015	Regeneration and renewal Y/602/3913

Annex 1

This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management, 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 (e.g. 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 or an apprenticeship the deliverer will be required to complete their own detailed mapping.

The employer and training provider are 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	Organisational policies
Professional practice skills for housing							✓
Accessible and adaptable housing			✓	✓	✓	✓	
Customer service in housing				✓		✓	✓
Customer service standards in housing maintenance		✓		✓		✓	
Delivery of housing services	✓	✓			✓	✓	✓
Equality and diversity for housing	✓			✓		✓	✓
Health and safety awareness for housing management and maintenance	✓						✓
Housing construction and maintenance	✓		✓			✓	
Housing repairs and maintenance services		✓	✓			✓	
Managing empty properties							
Regeneration							
Repairs and maintenance in housing organisations		✓	✓			✓	✓

Skills	Customer service	Communication	Collaborative working	Respond to vulnerability	Information collection and sharing	Influencing and negotiating	Self management	Problem solving	Decision making	Tools and equipment
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Accessible and adaptable housing										
Customer service in housing	✓	✓			✓					
Customer service standards in housing maintenance	✓				✓					
Delivery of housing services			✓		✓					
Equality and diversity for housing	✓				✓					
Health and safety awareness for housing management and maintenance										
Housing construction and maintenance								✓	✓	
Housing repairs and maintenance services			✓			✓				
Managing empty properties	✓				✓					
Regeneration					✓					
Repairs and maintenance in housing organisations					✓					

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Accessible and adaptable housing										
Customer service in housing									✓	
Customer service standards in housing maintenance									✓	
Delivery of housing services										
Equality and diversity for housing									✓	
Health and safety awareness for housing management and maintenance										
Housing construction and maintenance										
Housing repairs and maintenance services										
Managing empty properties										

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
Regeneration										
Repairs and maintenance in housing organisations										

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