



Chartered
Institute of
Housing
Awarding
organisation

Qualification specification

CIH Level 3 Certificate in Letting and Managing Residential Property

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 (CCEA) 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 610/3706/0.
The operational start date is 1 April 2024.
The CIH scheme code is 3PO3.

Contact us

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

About the qualification

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

The objective of this qualification is to provide individuals with the knowledge and understanding of key areas of managing and letting property, to support entry into and progression in roles such as landlord, or property and housing manager.

The qualification aims to

- provide the knowledge required to work in a front-line role in letting and managing residential property
- provide the knowledge to support individuals working in letting and managing residential property and related areas

The qualification is suitable for learners who are

- aged 16+
- in or aspiring to a front-line role in letting and managing residential property

Entry requirements

CIH AO do not set entry requirements. CIH AO suggest it may be beneficial for the learner to have

- experience working in residential letting or a property management related industry
- completed the CIH Level 2 Award in Letting and Managing Residential Property or studied at level 2

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

Progression routes

The qualification can lead to employment or progression within the private rental or housing sector in roles such as Landlord, or property and housing manager.

The learner may wish to progress onto further learning at level 4 such as the senior housing and property management apprenticeship standard or CIH level 4 Certificate in Housing.

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...)
<p>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.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>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.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

For a comparison of qualification levels across the UK see:

scqf.org.uk/media/q3ji03tw/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:

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: Level 3 Housing and Property Management England. See Annex 2 page 19.

Qualification structure

Qualification title: CIH Level 3 Certificate in Letting and Managing Residential Property.

Learners must achieve a minimum of five mandatory units to be awarded the qualification.

The recommended guided learning hours (GLH) for the qualification are 134.

The total qualification time (TQT) is expected to be 180 hours.

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 qualification is awarded on the basis of Pass/ Fail.

Mandatory units

The qualification contains the following five mandatory units.

Unit title	Level	GLH	TQT	Page
Letting residential properties R/651/0075	3	30	40	11
Property standards for residential properties T/651/0076	3	30	40	12
Tenancy management for residential property Y/651/0077	3	22	30	14
Ending tenancies of residential property A/651/0078	3	22	30	15
Professional practice for the private rented sector D/651/0079	3	30	40	16

Delivering the qualification

Approval to deliver the qualification

CIH AO centres **MUST** be approved by CIH AO to deliver the whole qualification. 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 diversity and inclusion

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).

Centre staff occupational competency requirements

Sector specific requirements

Whether you are a teacher/tutor, assessor or internal quality assurer (IQA) you must demonstrate at least one of the following housing sector specific requirements:

- A housing or property letting management qualification at level 3 or above
- Enrolment and completion of a housing or property letting management qualification at level 3 or above, within an agreed time-period
- A minimum of two years' work experience in a housing or property letting management organisation at officer level or above, (e.g. homelessness charity, local authority, sheltered accommodation, housing organisation, letting agent, landlord)
- Professional level membership of a housing professional body (e.g. CIH, IRPM, UKALA, Propertymark).

Role specific qualification requirements

Teachers/Tutors

If you are a **teacher/tutor** you must demonstrate one of the following:

- A teaching qualification (e.g. City and guilds 7307)
- A minimum of 12 months teaching experience
- Completion of a teaching qualification within one year of commencing.

To design and deliver assessments you must meet the requirements for **assessors**.

Assessors

If you are an **assessor**, you must demonstrate one of the following:

- An assessors qualification (e.g. Assessors Awards, A1/2 Awards/units or D32/33)
- Completion of an assessor qualification within one year of commencing.

Internal quality assurers (IQAs)

If you are an IQA, you must demonstrate one of the following:

- An IQA qualification (e.g. IQA Awards, V1 Awards/units or D34)
- Completion of an IQA qualification within one year of commencing.

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

- **England, Wales & Northern Ireland:** www.register.ofqual.gov.uk
- **Scotland:** www.sqa.org.uk/sqa/64775.html

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

Continued Professional Development

Whether you are a teacher/tutor, assessor or IQA you must keep a record of continuing professional development in the housing (or housing related) sector and teaching, assessment or verification as appropriate to the role.

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 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).

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. Examples of suitable assessment methods could include:

- Portfolio of evidence
- Task based assessments
- E-assessment
- Demonstration/ assignment
- Professional 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, e.g:

- 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/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 External Quality Assurers (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
- 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.

Letting residential properties

Unit level:	3
Unit reference number:	R/651/0075
CIH AO reference number:	3LMRP1
Unit status:	Mandatory
TUT/ GLH:	40/ 30

Unit purpose/aim

This unit aims to explore different types of tenancies and the law in relation to them. It also covers how to prepare a property to let, advertising, and setting up a tenancy.

Learning outcomes	Assessment criteria
1. Understand different types of tenancies.	1.1 Discuss common tenancy type(s) . 1.2 Describe the legal rights and responsibilities of both the landlord and tenant for common tenancy types.
2. Understand how to prepare a property to let.	2.1 Summarise the key areas of a market appraisal. 2.2 Explain how a property is prepared for letting.
3. Know how to market properties to let.	3.1 Review the relevant code(s) of practice and/or consumer protection law and explain how this applies to marketing property. 3.2 Explain best practice for arranging viewings.
4. Understand the requirements for selecting a tenant and setting up a tenancy.	4.1 Explain the procedure to select and verify a prospective tenant. 4.2 Explain the legal requirements and documents required to set-up a tenancy.

Range

Within this unit:

- tenancies includes contracts in Wales
- tenancy includes contract in Wales
- tenant includes contract holder in Wales

AC 1.1 **Tenancy type(s)** must include all type(s) relevant to the learner's nation of study/operation.

AC 3.1 **Code(s) of practice and/or consumer protection law** must include all applicable in the learner's nation of study/operation.

AC 3.2 **Best practice** must include details of applicable organisational processes, codes of practice and legislation.

Property standards for residential properties

Unit level:	3
Unit reference number:	T/651/0076
CIH AO reference number:	3LMRP2
Unit status:	Mandatory
TUT/ GLH:	40/ 30

Unit purpose/aim

The purpose of this unit is for learners to understand a landlord's obligations in relation to the repair, maintenance and health and safety of the property. It also includes the additional obligations placed on landlords of houses in multiple occupation and national licensing and/or registration schemes.

Learning outcomes	Assessment criteria
1. Understand the legislation relating to property maintenance and repair.	1.1 Outline the health and safety legislation for property that is let. 1.2 Summarise the landlord's repair and maintenance obligations. 1.3 Summarise tenants' obligations to the repair and upkeep of the property. 1.4 Summarise how property standards are enforced in the private sector.
2. Understand procedures for property maintenance.	2.1 Explain procedures for routine inspection and reporting. 2.2 Explain procedures for routine maintenance. 2.3 Explain procedures for dealing with emergency repairs of the property.
3. Understand the definition of a house in multiple occupation (HMO) and mandatory licencing of HMOs.	3.1 Define the term house in multiple occupation (HMO). 3.2 Describe when mandatory licencing of HMOs is required. 3.3 Explain HMO management requirements .
4. Understand alternative licensing scheme(s) and/or registration scheme(s).	4.1 Define licensing scheme(s) and/or registration scheme(s) . 4.2 Explain the purpose of licencing scheme(s) and/or registration scheme(s) . 4.3 Explain the additional management requirements to licenced properties.

Range

Within this unit tenants includes contract holders in Wales.

AC 3.2 Health and safety and repairs must be included in the **management requirements** where applicable.

Range

LO 4 Must cover licensing schemes **alternative** to any mandatory licensing of HMOs described in LO3.

AC 4.1 to 4.2 All **licensing scheme(s) and/or or registration scheme(s)** relevant to the learner's nation of study/operation must be included.

Tenancy management for residential property

Unit level:	3
Unit reference number:	Y/651/0077
CIH AO reference number:	3LMRP3
Unit status:	Mandatory
TUT/ GLH:	30/ 22

Unit purpose/aim

The purpose of this unit is for learners to understand how to manage a tenancy, including setting and collecting rent, changes and amendments to the tenancy, and identifying, preventing and resolving issues.

Learning outcomes	Assessment criteria
1. Understand the financial aspect of letting a property.	1.1 Explain the process for reviewing the rent of a property. 1.2 Explain the process for collecting rent and managing arrears. 1.3 Explain the process for managing deposits. 1.4 Describe costs involved for the landlord in letting a property.
2. Understand how agreements can change during the tenancy.	2.1 Summarise the options available to both the landlord and tenant to make changes to an agreement during the tenancy. 2.2 Describe how changes to the agreement are processed.
3. Understand how tenancy issues are prevented and resolved.	3.1 Summarise issues that may arise during a tenancy. 3.2 Outline procedures that can prevent future issues arising when entering a tenancy. 3.3 Review procedures to resolve tenancy issues.

Range

Within this unit

- agreements includes contracts for Wales
- tenancy includes contract for Wales
- tenant includes contract holder in Wales

AC 3.2 For learners in Wales **procedures that can prevent future issues arising** must include prohibited conduct.

Ending tenancies of residential property

Unit level:	3
Unit reference number:	A/651/0078
CIH AO reference number:	3LMRP4
Unit status:	Mandatory
TUT/ GLH:	30/ 22

Unit purpose/aim

This unit aims to provide learners with knowledge on how tenants can serve notice to end a tenancy, how landlords can serve notice and the court process to obtain possession.

Learning outcomes	Assessment criteria
1. Understand how a tenant can end the tenancy.	1.1 Summarise the process when a tenant legally ends the tenancy. 1.2 Explain the process when a tenant abandons the property.
2. Understand how a landlord can end the tenancy.	2.1 Explain current legislation on notice requirements. 2.2 Describe the process to serve legal notices to end tenancies. 2.3 Summarise the process for a landlord to end a tenancy.
3. Understand the legal process for a landlord to obtain possession.	3.1 Summarise the stages of applying to court for possession. 3.2 Explain potential tenant defences against possession.

Range

Within this unit

- tenancy includes contract for Wales
- tenancies includes contracts for Wales
- tenant includes contract holder in Wales

Professional practice for the private rented sector

Unit level:	3
Unit reference number:	D/651/0079
CIH AO reference number:	3LMRP5
Unit status:	Mandatory
TUT/ GLH:	40/ 30

Unit purpose/aim

This unit aims to provide learners with an understanding of the importance of code of practice and importance of ethics, and equality, diversity and inclusion (ED&I) in the private rented sector. It provides an opportunity to reflect on their own knowledge skills and behaviours and create a personal professional development plan for their own progression.

Learning outcomes	Assessment criteria
1. Understand the importance of codes of practice.	1.1 Explain the importance of codes of practice within the private rented sector. 1.2 Describe how codes of practice can be used to support own best practice.
2. Understand ethics in the context of professional practice in housing.	2.1 Explain the importance of ethics in the private rented sector. 2.2 Describe how to apply ethics in own professional practice.
3. Understand equality, diversity and inclusion (ED&I) in the context of professional practice in housing.	3.1 Explain the importance of ED&I in the private rented sector. 3.2 Describe how to apply ED&I in own professional practice.
4. Be able to assess own professional performance and development.	4.1 Reflect on own professional practice, knowledge, skills, and behaviours. 4.2 Produce a professional development plan to meet current and future goals.

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	Unit title
Letting residential properties R/508/5008	Letting residential properties R/651/0075
Property standards for residential properties L/508/5038	Property standards for residential properties T/651/0076
Tenancy management for residential property D/508/5013	Tenancy management for residential property Y/651/0077
Ending tenancies of residential property H/508/5014	Ending tenancies of residential property A/651/0078

Annex 1

Command verbs

The glossary below lists the command verbs used within the assessment criteria of this qualification. A definition is also provided which can be used as guidance when developing assessment tasks for learners.

Verb	Definition
Define	specify meaning
Describe	set out characteristics
Discuss	present key points
Explain	set out purposes or reasons
Outline	set out main characteristics
Produce	Make or create something
Reflect	Consider own previous actions experiences or learning and think about how this can support future actions, learning or practice
Review	Survey information considering its merit
Summarise	present principal points without detail

Annex 2

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
Letting residential properties	✓	✓					✓
Property standards for residential properties	✓		✓			✓	✓
Tenancy management for residential property		✓		✓		✓	✓
Ending tenancies of residential property	✓						✓
Professional practice for the private rented sector	✓			✓		✓	

Skills	Customer Service	Communication	Collaborative working	Respond to vulnerability	Information collection and sharing	Influencing and negotiating skills	Self-management	Problem solving	Tools and equipment	Decision making
Letting residential properties										
Property standards for residential properties										
Tenancy management for residential property	✓			✓						
Ending tenancies of residential property										
Professional practice for the private rented sector	✓			✓						

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Teamwork
Letting residential properties										
Property standards for residential properties										
Tenancy management for residential property										
Ending tenancies of residential property										
Professional practice for the private rented sector		✓				✓				