

Level 3 Certificate in Providing Homelessness Services



What is the Level 3 Certificate in Providing Homelessness Services?

The Level 3 Certificate in Providing Homelessness Services is an online qualification which provides you with the knowledge and understanding required to support homeless people at an operational level.

The qualification explores core areas of homelessness and has four mandatory units.

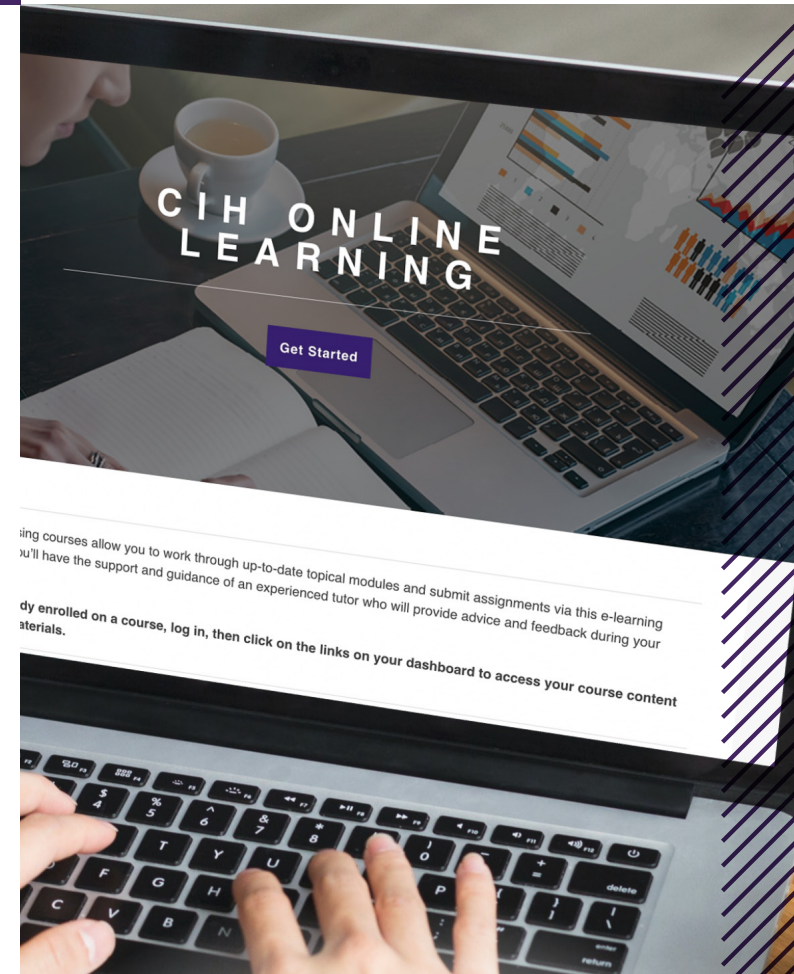
- ❑ Homelessness services and prevention
- ❑ Engaging people with lived experience of homelessness
- ❑ Role of the practitioner in supporting independent living
- ❑ Professional practice skills for housing.

Why study this qualification?

Gaining a qualification is a great way to develop your career prospects. Qualifications at this level will enable you to be an effective housing practitioner and will provide you with a broader understanding of how your organisation and others in the housing industry work.

You will gain valuable skills including:

- ❑ Researching and writing reports
- ❑ Evaluating your organisation's approach to key housing issues
- ❑ Reflection on your own professional practice
- ❑ Planning ahead for your own development.



Duration: approximately 20 weeks, with an average of eight hours study a week



Cost: depending on how you want to study the course cost can vary:

Online: £780

Online plus: £960

Bitesize: £195



Includes complimentary CIH membership for the duration of your studies.

Who should apply for this qualification?

The Level 3 Certificate in Providing Homelessness Services is a practice-based qualification, aimed at frontline housing workers, and provides an excellent foundation in understanding housing services. It is ideal if you work with homeless people but want to expand your knowledge of housing practice in general.

Successful completion of the Level 3 Certificate in Supporting Homeless People will provide you with a vocational qualification of an equivalent standard to an A-level. It will also allow you to go on to study an additional four units in order to be awarded the [L3 Certificate in Housing Practice](#). This is a practice-based qualification, aimed at frontline housing workers, and provides an excellent foundation in understanding housing services. It is ideal if you work with homeless people but want to expand your knowledge of housing practice in general.

An alternative option is the [Level 4 Certificate in Housing](#). This qualification provides learners with deeper knowledge and understanding across a broad range of housing topics. The qualification is more theoretical in nature, looking beyond housing practice to the wider strategic issues.

To register on this qualification you should be working in either a paid or voluntary capacity in housing and must also have completed either:

- ❑ CIH Level 2 Certificate in Housing Practice
- OR
- ❑ an equivalent Level 2 qualification or higher

If you do not meet either of the above criteria you may still be eligible, but must have at least six months experience of working in the housing sector.

You will be asked to provide evidence of your qualifications and/or experience of working in the sector as part of the application process.

Applicants must be aged 18 or over, be confident using IT and have access to a computer.



What will I learn?

Homelessness services and prevention (mandatory)

- Understand the key factors that contribute to people becoming homeless
- Understand the statutory framework for the provision of services to people experiencing or at risk of homelessness
- Know about the accommodation types and services for people experiencing or at risk of homelessness
- Understand how homelessness may be prevented.

Engaging people with lived experience of homelessness (mandatory)

- Understand the importance of engaging people with lived experience of homelessness
- Understand the opportunities for engaging people with lived experience of homelessness
- Understand how to apply engagement of people with lived experience of homelessness in a specific context.

Role of the practitioner in supporting independent living (mandatory)

- Understand the values and principles that underpin support services for independent living.
- Understand the role of the practitioner in supporting identified needs, goals and aspirations of individuals
- Understand the role of the practitioner in safeguarding individuals.

Professional practice skills for housing (mandatory)

- Understand the key skills, knowledge and behaviours for the housing professional
- Understand ethics in the context of professional practice in housing
- Understand equality, diversity and inclusion in the context of professional practice in housing
- Be able to assess own professional performance and development.



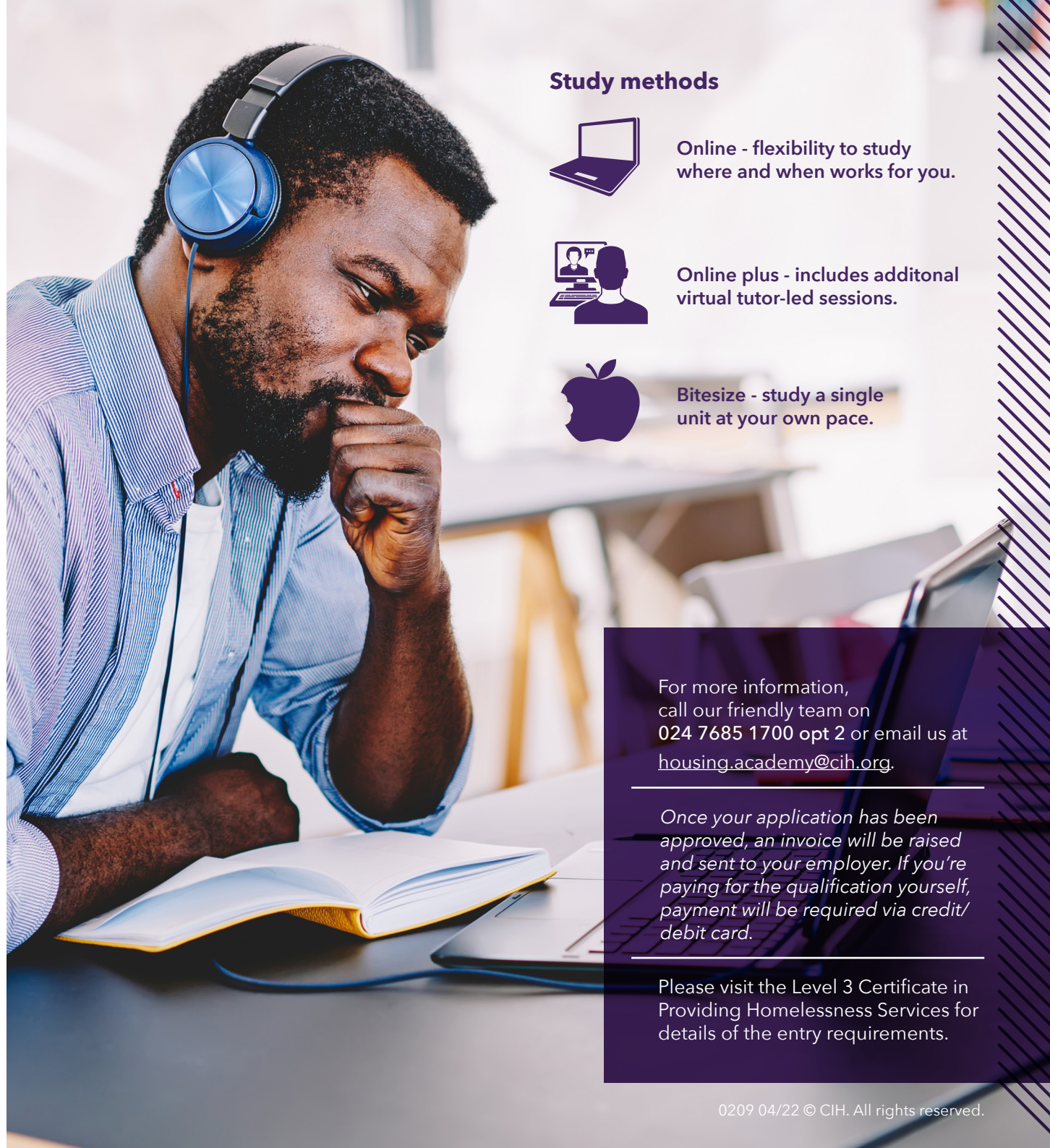
What can I expect as a CIH online learner?

CIH supports you as an [online learner](#) in a range of ways. We offer online qualifications which means your studies are done virtually, so you can fit this around your day job, personal life and make it work for you.

At the beginning of the qualification, you'll be provided with a brief introduction to the qualification and information on how it is delivered, structured and assessed.

How we support you:

- ❑ You'll have an academic tutor who offers you support throughout your qualification via email and telephone on request. Your tutor will mark your assignments and give you feedback as well as provide you with advice and support on any academic issues.
- ❑ Get a complete set of online learning materials to work through for each unit. You will submit an assignment at the end of each unit of study (approximately every eight weeks).
- ❑ Each unit contains activities to help support your learning and forums in which you can stay in contact with your fellow learners and share your thoughts on the study topics and assignment tasks.
- ❑ The [CIH Housing Academy](#) will support you throughout your qualification, offering guidance when personal or work-related problems arise that may affect your studies.
- ❑ Communicate and share ideas with other students via our e-learning site, Moodle.



Study methods



Online - flexibility to study where and when works for you.



Online plus - includes additional virtual tutor-led sessions.



Bitesize - study a single unit at your own pace.

For more information, call our friendly team on **024 7685 1700 opt 2** or email us at housing.academy@cih.org.

Once your application has been approved, an invoice will be raised and sent to your employer. If you're paying for the qualification yourself, payment will be required via credit/debit card.

Please visit the Level 3 Certificate in Providing Homelessness Services for details of the entry requirements.