



Chartered  
Institute of  
Housing  
Approved Centre

## ONLINE LEARNING

# LEVEL 3 CERTIFICATE IN SUPPORTING HOMELESS PEOPLE

---

CIH is the independent voice for housing and the home of professional standards. Our qualifications are informed by our engagement at all levels of the industry and the expert knowledge of our policy and practice teams.

**A housing professional who gains an accredited qualification from CIH will be equipped with key skills and expert knowledge, and able to add value to their organisation and contribute to performance improvement in a fast-changing environment.**

### What is the Level 3 Certificate in Supporting Homeless People?

The Level 3 Certificate in Supporting Homeless People 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 compulsory units.

- Homelessness services and prevention
- Involving housing service users
- Professional practice skills for housing
- Role of the support worker for independent living.

### What does the qualification cost and how long does it take?

**Cost:** For the latest qualification fees visit [www.cih.org/qualifications](http://www.cih.org/qualifications)

**Duration:** Approximately 20 weeks, with an average of 8 hours study a week - this can include investigation undertaken at work and independent study time working through the online materials, doing additional reading and research, and writing up your submissions.

### How will this qualification benefit me and my organisation?

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

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.

### What are the learning outcomes?

#### Homelessness services and prevention

1. Understand the key factors that contribute to people becoming homeless.
2. Understand the statutory and non-statutory framework for the provision of services to people who are homeless or threatened with homelessness.
3. Know about accommodation and services for people who are homeless or threatened with homelessness.
4. Understand how homelessness may be prevented.

#### Involving housing service users

1. Understand why service user involvement is important in a range of housing related settings.
2. Understand the opportunities for service user involvement in housing.
3. Understand how to maximise the impact of service user involvement in a specific context.

#### Role of the support worker for independent living

1. Understand the values and principles that underpin support services for independent living.
2. Understand the role of the support worker in supporting identified needs, goals and aspirations of individuals.
3. Understand the role of the support workers in safeguarding individuals.

#### Professional practice skills for housing

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

### What are the entry requirements?

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

the 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.



THE OPTION OF FREE CIH MEMBERSHIP IS PROVIDED DURING THE PERIOD OF STUDY FOR YOUR QUALIFICATION.

## What can I expect as a CIH online learner?

CIH supports you as an online learner in a range of ways.

When you begin your studies, during your online induction, you will be able to familiarise yourself with the qualification and how it is delivered, structured and assessed. You will find out where to get help, and have a chance to try out the online learning processes before you start your main study topics.

For each unit, you will be provided with a full set of online learning materials to work through. You will submit an assignment at the end of each module 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 task.

You will be assigned a tutor who will assess and provide feedback on your work, and will be available to support and advise you on any queries about your assignment and study topics.

The CIH Housing Academy will offer guidance if personal or work-related problems arise that may affect your studies.

## APPLY NOW

Apply online at [www.cih.org/qualifications](http://www.cih.org/qualifications) choose your qualification and click book to complete the registration process.

For more information, call our friendly team on 024 7685 1789 or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

*You will require either authority to invoice from your employer or, if you are paying for the qualification yourself, your payment.*

## Other benefits of learning with CIH

- We provide the option of free membership during the period of study for your qualification. This entitles you to a range of benefits designed to keep you up to date with the latest developments in the sector to support you in your studies. It also allows you to use the designatory letters CIHM after your name.
- The flexibility of learning online - fit your study alongside your other commitments.
- No examinations - assessment and feedback is through assignments, spread over three submissions.

