



Chartered
Institute of
Housing
Approved centre

ONLINE LEARNING

LEVEL 2 CERTIFICATE IN HOUSING PRACTICE

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 the key skills and expert knowledge they need to contribute to performance improvement in their organisation in a fast-changing environment.

What is the Level 2 Certificate in Housing Practice?

The Level 2 Certificate in Housing Practice provides a general introduction to the housing sector. It has four units:

- Housing provision and housing organisations
- Customer service for housing
- Assets, repairs and maintenance
- Professional development in housing

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

Cost: For the latest qualification fees visit www.cih.org/qualifications

Duration: Approximately 16 weeks, with an average of 6-8 hours study a week.

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 give you a basic understanding of housing and introduce you to some of the skills and knowledge necessary to participate in housing related activities.

Successful completion of this qualification will prepare you for the Level 3 Certificate in Housing Practice, which CIH also offers online.

Who can apply to study for this qualification?

- People who are new to housing or work in a frontline position who want to improve their general awareness of housing
- People working in housing who wish to gain an initial qualification
- People not currently working in housing but considering a frontline housing position as a career option
- Tenants, residents and board members wishing to enhance their personal involvement and understanding of housing

Applicants must be aged 16 or over, should be confident using IT and have access to a computer. A basic level of literacy is also recommended to complete online tasks. If you are unsure whether this qualification is for you please contact us at housing.academy@cih.org

What are the learning outcomes?

Housing provision and housing organisations

1. Understand housing provision and tenure in the context of trends in the housing market
2. Know about the relationship between landlord and tenant
3. Know about the partnerships and collaborative working housing organisations engage in to provide services.
4. Know how housing organisations are regulated and funded

Customer service for housing

1. Understand the principles of customer service
2. Know the diverse range and needs of housing customers
3. Understand the principles of equality and diversity

Assets, repairs and maintenance

1. Know the main types of dwellings across the housing stock
2. Understand the concept of asset management for housing organisations
3. Understand the process for managing repairs and maintenance of housing stock

Professional development in housing

1. Know about paid and voluntary roles in the housing sector
2. Understand the knowledge, skills and behaviours required to work within the housing sector
3. Be able to plan personal professional development



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 unit of study (approximately every four 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.



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 four submissions.



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

APPLY NOW

Apply online at 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

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