



**Chartered
Institute of
Housing**
Approved Centre

ONLINE LEARNING

LEVEL 3 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 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 Housing Practice?

The Level 3 Certificate in Housing Practice is a 37 week qualification which provides you with knowledge and understanding of a range of key areas in delivering housing services.

You will study a total of eight units: five core units and a further three units from a choice of two options.



Core units

These five core units provide essential underpinning knowledge for working in housing organisations:

- The housing system
- Professional practice skills for housing
- Occupancy, tenure and lettings
- Rental income management
- Dealing with anti-social behaviour in housing.

You also study a further three units, choosing as follows:

Option one

- Delivery of housing services
- Involving housing service users
- Sustainable communities

OR

Option two

- Housing repairs and maintenance services
- Customer service in housing
- Choice between *either*:
 - Managing leasehold housing services
 - OR**
 - Managing empty properties

You can see more details about these units in the following pages.

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

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

Duration: Approximately 37 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
- reflecting on your own professional practice
- planning ahead for your own development.



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

Successful completion of the Level 3 Certificate in Housing Practice will provide you with a vocational qualification of an equivalent standard to an A-level. It will prepare you for further study at the next level, the Level 4 Certificate in Housing, which CIH also offers online as a one-year qualification and is the first step on the route towards CIH chartered membership.

On completion of this qualification you will be eligible for CIH Certified Practitioner status. The pathway indicated on your certificate will reflect the combination of units you studied:

Option one:

CIH Level 3 Certificate in Housing Practice
(Managing Housing Services)

Option two (Leasehold):

CIH Level 3 Certificate in Housing Practice
(Managing Properties)

This also provides eligibility for membership of the Institute of Residential Property Managers

Option two (Empty properties):

CIH Level 3 Certificate in Housing Practice
(Generic Pathway)



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:

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.

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 assignments 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 five submissions.



Units you will study

You will study the following eight units: five **core units** and a further three units from a choice of two options (**optional units**) on the following pages.

Core units

The housing system

Learning outcomes:

1. Know the different ways that individuals access the housing market.
2. Understand the role of the main providers of housing.
3. Understand the features of the housing market.
4. Understand how government intervenes in the housing system.

Professional practice skills for housing

Learning outcomes:

1. Understand the key skills, knowledge and behaviours required 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.

Occupancy, tenure and lettings

Learning outcomes:

1. Understand types of occupancy and tenure.
2. Understand different types of tenancy.
3. Understand different approaches to allocation and lettings.

Rental income management

Learning outcomes:

1. Understand the importance of rental income management.
2. Understand good practice in effective income management.
3. Understand the legal framework for arrears management.

Dealing with anti-social behaviour in housing

Learning outcomes:

1. Understand what anti-social behaviour means in a housing context.
2. Understand the statutory and non statutory interventions available to tackle anti-social behaviour.
3. Understand approaches to tackling and preventing anti-social behaviour in housing.



Optional units

Option one

Delivery of housing services

Learning outcomes:

1. Know the main types of housing providers nationally and the services they deliver.
2. Know the agencies that work with housing providers to deliver services.
3. Understand how housing providers are regulated.
4. Understand how housing providers can improve the services they deliver.

Involving housing service users

Learning outcomes:

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.

Sustainable Communities

Learning outcomes:

1. Understand what a sustainable community is.
2. Understand the political, social and economic context of sustainable communities.
3. Understand how sustainable communities can be developed.



Option two

Housing repairs and maintenance services

Learning outcomes:

1. Understand the approaches to delivering a responsive repairs service.
2. Understand the approaches to delivering long term asset management programmes.
3. Understand the relationship between the client and contractor roles in the delivery of repairs and maintenance services.

Customer service in housing

Learning outcomes:

1. Understand the role of customer service in housing.
2. Understand how to communicate effectively with the housing customer.
3. Understand the role of customer feedback in housing.

Choice between

Managing leasehold housing services (not applicable in Scotland)

Learning outcomes:

1. Know the legal and regulatory framework for leasehold housing management.
2. Understand the features of the leasehold housing sector.
3. Know how to consult on, and calculate leasehold housing service charges.

OR

Managing empty properties

Learning outcomes:

1. Understand the context for managing empty properties.
2. Understand how housing organisations manage empty properties.



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.