



Chartered  
Institute of  
Housing  
Approved Centre

## ONLINE LEARNING

# LEVEL 3 CERTIFICATE IN LETTING AND MANAGING RESIDENTIAL PROPERTY - ENGLAND AND WALES

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.

### What is the Level 3 Certificate in Letting and Managing Residential Property?

This Certificate is an online vocationally related qualification for the property sector in England and Wales. Aimed at residential private landlords, letting/managing agents, housing association staff letting and managing market-rented housing and housing advice workers, this qualification provides individuals with the knowledge required to work in a frontline role in letting and managing residential property, in England and Wales.

The qualification consists of four units:

1. Letting residential properties
2. Property standards for residential properties
3. Tenancy management for residential property
4. Ending tenancies of residential property

In addition to the mandatory units above we also offer an additional, optional, unit specifically aimed at letting agents; '**Professional practice for letting agents**'.

This unit aims to provide an understanding of the relationship between the agent and landlords and tenants. It also looks at business development and learning through experience.

### 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 24 weeks, with an average of 6-8 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 your submission. Professional practice for letting agent unit\* - 6 weeks, approximately 6-8 hours study a week.

*\*If you wish to take the professional practice for letting agents unit please apply for the certificate and contact our online learning team;  
**T: 024 7685 1789 E: [housing.academy@cih.org](mailto:housing.academy@cih.org)**  
to arrange payment and study for the additional unit.*



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

Gaining a qualification is a great way to ensure that you are able to perform your role to a high standard, provide an excellent service to your tenants, and develop your knowledge of housing legislation and best practice.

## Who can apply to study this qualification?

This qualification focuses on the housing industry in England and Wales, and is suitable for:

- Individual landlords, letting one or a small portfolio of residential properties
- Letting and managing agents
- Housing association staff letting and/or managing market-rented properties
- Housing advice workers
- People in, or aspiring to, a front-line role in letting and managing residential property

Applicants must be aged 16 or over, be confident using IT and have access to a computer.

## What are the entry requirements?

To register on this qualification you should have a level 2 qualification and/or experience of working in letting and managing residential property, preferably in a frontline role. (CIH also offers the Level 2 Award in Letting and Managing Residential Property as an online 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.



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

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 six weeks).

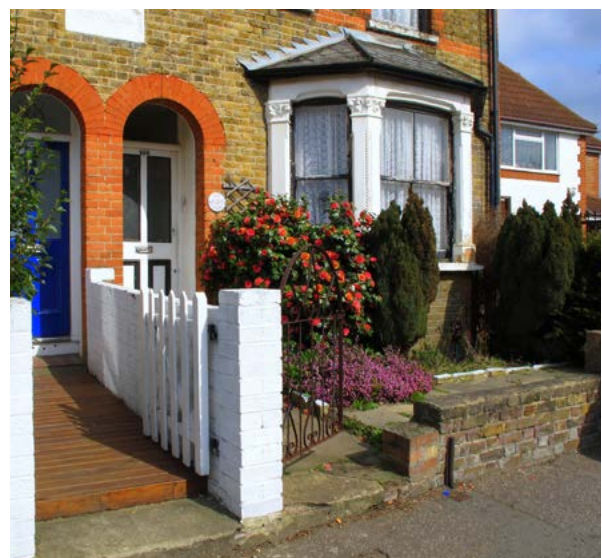
Each unit contains activities to help support your learning and forums in which you can stay in contact with your fellow learners and share your thoughts on the study topics and assignment task.

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 (five if you study the optional/ additional unit).



## What are the learning outcomes?

### Property standards for residential properties

1. Understand the legislation relating to property maintenance and repair
2. Understand procedures for property maintenance
3. Understand the definition of a house in multiple occupation and the extra responsibilities this places on landlords
4. Understand licensing schemes and the extra responsibilities they place on landlords

### Ending tenancies of residential property

1. Understand how a tenant can end the tenancy
2. Understand how a landlord can end the tenancy
3. Understand the legal process for a landlord to obtain possession

### Tenancy management for residential property

1. Understand the financial aspect of letting a property
2. Understand how agreements can change during the tenancy
3. Understand how tenancy issues are prevented and resolved

### Additional optional unit

#### Professional practice for letting agents

1. Understand the terms of business with landlords, tenants and agents
2. Understand the business development opportunities
3. Understand how to assess own performance

### Letting residential properties

1. Understand different types of tenancies
2. Understand how to prepare a property to let
3. Know how to market properties to let
4. Understand the requirements for selecting a tenant and setting up a tenancy

## 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.

*You will require either authority to invoice from your employer; or, if you are self funding, your payment.*

For more information, or if you wish to take the professional practice for letting agents unit please apply for the certificate and contact our online learning team on **024 7685 1789** or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org)