Qualification specification

CIH Level 3 Certificate in Housing Services

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. CIH is a registered charity and not-for-profit organisation.

The CIH Awarding Organisation (AO) provides nationally recognised housing qualifications, regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Scottish Qualifications Authority Accreditation (SQA Accreditation), Council for the Curriculum, Examinations and Assessment Regulation (CCEA Regulation) and Qualifications Wales (QW). We are dedicated to providing the highest quality, relevant and up-to-date qualifications for aspiring professionals in the sector.

The purpose of the qualification specification is to provide the user with information about the units which make up this qualification, the qualification structure, assessment methods and quality assurance requirements associated with the qualification.

The qualification reference number is 603/0399/2.
The operational start date is 1 September 2016.
The CIH scheme code is 3H12.

Contact us

For any queries relating to the qualification specification e-mail
awarding.organisation@cih.org.

Date	Version	Summary of Changes
March 2024	0324	Information on student membership removed.
September 2024	0924	Information on quality assurance process updated. Assessment guidance updated. Information on other relevant documents updated. Staffing guidance updated. Phone number updated in footer.
November 2024	1124	Reference to CCEA updated to CCEA Regulation.

About the qualification

The qualification is a level 3 vocationally related qualification for the housing sector, regulated by Ofqual and Qualifications Wales.

The objective of this qualification is to provide individuals with the technical knowledge and understanding across a generalist range of housing practice at an operational level. The qualification explores core areas of housing management. All learners must study ethics and professional practice which supports the development of their own personal growth and engagement in learning and housing.

The qualification aims to

- provide the knowledge and skills required to operate effectively in a frontline capacity in the housing sector
- prepare learners for further study at level 3 and progression to qualifications at level 4

The qualification is suitable for learners who are

- working or resident in the UK and Ireland
- working in a frontline capacity in a wide range of housing and housing related roles
- that already have a level 2 qualification and/or experience of working in housing

Entry requirements

CIH AO do not set entry requirements. CIH AO suggest it may be beneficial for the learner to have one or some of the following:

- Have the potential and opportunity to gain the qualification
- Be working in housing or a housing related industry
- Have completed the CIH level 2 certificate in housing practice or a comparable/equivalent qualification.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 3 descriptors.

Progression routes

The learner may wish to progress onto further learning such as:

- By using the credit gained in the CIH Level 3 Certificate in Housing Services, to widen their knowledge of housing by completing the CIH Level 3 Certificate in Housing Practice
- At level 4 – if the learner has extensive housing experience or supervisory/management experience and has previously studied at level 3 or 4, they may be able to progress to the CIH Level 4 Certificate in Housing.

Learners who successfully complete the qualification will become eligible for 'certified practitioner' membership of CIH.

Level 3 descriptors

The level 3 descriptors indicate the level that a learner must be working at in order to achieve the qualification. They are not to be used as marking criteria but may be used as an initial assessment tool to determine the level of learners.

Knowledge descriptor (the holder…)	Skills descriptor (the holder can…)
Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

For a comparison of qualification levels across the UK see https://scqf.org.uk/wp-content/uploads/2024/08/qualifications-can-cross-boundaries-aug-23.pdf

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing and Property Management England. See Annex 1.

Qualification structure

Qualification title: CIH level 3 certificate in housing services

Learners must achieve a minimum of 13 credits in order to be awarded the qualification, from 1 mandatory unit and 3 optional units. The combination of optional units that a centre puts together in a course must be approved by CIH AO before delivery can commence.

The recommended guided learning hours for the qualification are 87.   CIH AO expects that centres may deliver the qualification in more or less time according to the plan they have approved by CIH AO prior to the start of the course. The units may be delivered in any order. The total qualification time will be 130 hours.

The qualification is awarded on the basis of Pass / Refer / Fail.

Mandatory units

The qualification contains the following mandatory unit 4 credits must be achieved from this group:

Unit title	Credits	Level	Page
Professional practice skills for housing Unit number J/615/0849	4	3	12

Optional units

The qualification contains the following optional units,9 credits must be achieved from this group:

Unit title	Credits	Level	Page
Community development Unit number D/615/1991	3	3	13
Customer service in housing Unit number A/615/1996	3	3	14
Dealing with anti-social behaviour in housing Unit number F/615/1997	3	3	15
Delivery of housing services Unit number J/615/1998	4	3	16
Housing repairs and maintenance services Unit number L/615/1999	3	3	17
Involving housing service users Unit number H/615/0812	3	3	18
Managing leasehold housing services Unit number M/615/2000	3	3	19
Working with neighbourhoods Unit number F/615/2003	3	3	20
Occupancy, tenure and lettings Unit number L/615/2005	3	3	21
Rental income management Unit number D/615/2008	3	3	22

Delivering the qualification

Approval to deliver the qualification

As an approved CIH AO centre, you must be approved by CIH AO to deliver the qualification. Delivery must not commence, and learner registrations will not be accepted until this process is complete.

Registering learners and fees

Prior to the delivery of the qualification, you must register each learner with CIH AO. A fee is payable for each learner.

The list of fees is available on our website at the following link: www.cih.org/education/qualifications/deliver-our-qualifications. For more information on terms of payment please refer to our invoicing policy.

Equality and diversity

Equality diversity and inclusion (ED&I) considerations were made during the development of this qualification to promote access and minimise bias. It is the centre's responsibility to ensure that ED&I considerations are made as part of the delivery and assessment of this qualification.

CIH AO expect ED&I to be integrated into the delivery process for every learning outcome even where there are no specific assessment criteria for ED&I.

Contextualisation of learning outcomes and assessment criteria

Centres must contextualise the delivery and assessment of units according to the local and sectoral circumstances of the group of learners they are delivering to (e.g. teaching and assessment of law is applied to the law of the country in which the group of learners operate).

Staff occupational competency requirements

Assessments for CIH qualifications are designed (subject to review) and implemented by approved centre staff. It is the responsibility of the approved centre to establish and maintain a suitably experienced and qualified staffing base.

While there is an expectation that, in most cases, staff are equipped with the experience and qualifications indicative of their role, a degree of flexibility can be permitted where the centre can demonstrate the requirements across the staffing base more broadly, indicating that sufficient support and oversight can be applied as needed. This approach may be implemented where staff are studying towards additional qualifications.

Sector Experience Requirements (all staff roles)

All centre staff roles (Tutor, Assessor, IQA) must satisfy at least one of the following requirements:

- A recognised Housing, or Housing-related qualification at level 3 or above, or;
- Enrolment and completion of a recognised Housing or Housing-related qualification level 3 or above within an agreed time period, or;
- Minimum 2-years' experience of working in a Housing or Housing-related organisation at Officer-level or above, or;
- Professional-level membership of a recognised Housing professional body.

Indicative Role-Specific Requirements

Role*	Indicative Responsibilities	Indicative Requirements
Tutor	• Delivery of programme content • Interpretation of unit assessment criteria • Facilitating learning • Lesson planning • Learner support and feedback	• A recognised L3 Teaching qualification, e.g., L3 Award in Education and Training (or equivalent PTLLS) *or* • 12 months' teaching experience
Assessor	• Design and development of assessment materials • Evaluating learner achievement against learning outcomes and assessment criteria • Learner support and feedback	• A recognised L3 Assessor qualification (part of the Training, Assessment and Quality Assurance qualifications framework), e.g. L3 Award in Assessing Vocationally Related Achievement (or equivalent A1 Award / D32/D33 Units)
IQA	• Management and oversight of IQA strategy • Sampling assessor judgements to ensure accuracy and consistency • Observation of teaching • Monitoring assessment practices • Assessor support and feedback • Coordinating / overseeing standardisation activity • Sharing best practice	• A recognised L4 IQA qualification, e.g., L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (or equivalent V1 Internal Verifier Award / D34)

*It is understood that, in many cases, centre staff will undertake more than one role, e.g., Tutor and Assessor. Note that an IQA must not been involved in the delivery or assessment of any qualification / unit they review.

Further details on current teaching and assessing qualifications available can be found at:
England, Wales & Northern Ireland: www.register.ofqual.gov.uk
Scotland: www.sqa.org.uk/sqa/64775.html

Trainee staff

Trainee Tutors, Assessors and IQAs must complete a relevant qualification within one year of commencing in the role. Any trainee staff should be subject to increased internal sampling and supervision until the role requirements are fully satisfied.

Continued Professional Development

All centre staff must keep an ongoing accurate record of any CPD activities in the Housing or Housing-related sector, as well as any activity relating to assessment and IQA. Records of CPD activities may be requested at any time.

Assessment

Centres must refer to the CIH AO centre handbook prior to developing their courses and associated assessments.

The purpose of assessment is to provide a consistent and valid judgement that learners have met the standard required to achieve the qualification. The assessment criteria contained in each unit indicate the evidence learners will need to produce in order to demonstrate that they have achieved the learning outcomes.

All assessment for the qualification is devised by the centre, marked by the centre and then must be internally quality assured (by the centre) and externally quality assured by CIH AO.

Centre devised assessments

CIH AO's approach to the assessment of qualifications is to enable centres to devise the assessments. This is to allow for appropriate assessment that reflects the unique learning experience and local circumstances of specific groups of learners.

Centres are expected to create assessment strategies that directly meet the needs of their learner groups and consider the requirements of local employers.

Assessment principles

In devising and delivering assessments the following principles must be followed.

Validity

An assessment is valid if it is clear and unambiguous 'does what it says on the tin', if it is fit for purpose, and the assessment outcomes meet their intended uses.

Reliability

An assessment is reliable if its results are not influenced by chance, and the assessment process generates outcomes which would be replicated were the assessment repeated.

Comparability

The assessment outcomes are comparable in standards between assessments within a qualification, between similar qualifications, with other awarding organisations, and over time.

Manageability

The assessment is easily managed, and the management process is one which places reasonable demands on centres and learners. Reasonableness will be based on the scale of the assessment process balanced by the usefulness of the outcomes.

Minimise bias

An assessment does not produce unreasonably adverse outcomes for learners who share a common attribute (and) is related to fairness to all learners and statutory equality duties.

Assessment methods

CIH AO encourage the use of a range of assessment methods to be included in your assessment strategy and associated assessment briefs, providing that they meet the assessment principles outlined above, and are appropriate to the assessment criteria. Suitable assessment methods could include:

- Coursework
- Portfolio of evidence
- Task based assessments
- E-assessment
- Demonstration/ assignment
- Professional discussion/ interview
- Presentation.

Guidance on the use of assessment methods can be found in the centre handbook. If you have additional or innovative assessment methods that you would like to employ, please contact us for further advice.

Special considerations and reasonable adjustments

CIH AO requires centres to be compliant with the CIH AO special considerations and reasonable adjustments policy. A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the reliability and validity of the assessment outcomes. The centre is required to implement the adjustments to assessment and to notify CIH AO of this.

A special consideration may be given to a learner following a scheduled assessment, for example:

- If the learner misses part of the assessment due to circumstances beyond their control
  Or
- The learner is present for the assessment but may have been disadvantaged by:
  - o Temporary illness
  - o Injury
  - o Adverse circumstances which arose at or near the time of assessment.

If the centre approves or rejects a special consideration (such as a small post assessment adjustment to the mark of the learner or an adjustment to the assessment submission date) it must retain evidence of its decision for scrutiny by the CIH AO.

External quality assurance

As an Awarding Organisation, CIH must ensure that all programme delivery, assessment, and Internal Quality Assurance (IQA) practices undertaken by approved Centres is subject to external scrutiny to verify that reliable, consistent and compliant practices are in place.

All approved CIH centres are subject to a range of External Quality Assurance (EQA) processes and procedures, including an annual quality assurance audit, ongoing assessment sampling, and regular review of the conditions of Centre Approval.

CIH's EQA strategy is designed to be responsive to centre-risk characteristics, and to variations in centre delivery models and qualification size and level.

Specific details about how EQA processes are applied to each centre will be communicated by the CIH Quality Assurance Team.

For further information, please consult the CIH Centre Handbook or contact the QA Team at the following address: quality.assurance@cih.org

Other documents of relevance

CIH AO have a number of policies, and other guidance documents that your centre must be familiar with alongside this qualification specification to support the design, delivery, assessment, and quality assurance of CIH AO qualifications.

These documents can be found in our centre administration system Parnassus.

If you require a login or support to access Parnassus contact awarding.organisation@cih.org.

Centres seeking approval by CIH AO can gain access to these documents on request where needed to support with the approval process, by contacting awarding.organisation@cih.org.

Professional practice skills for housing

Unit level: 3
Unit credit value: 4
Unit reference number: J/615/0849
CIH AO reference number: H3008
Unit status: Mandatory

Unit purpose/aim

The unit aims to provide learners with the professional skills required to practice in housing.

Learning outcomes	Assessment criteria
1. Understand the key skills, knowledge and behaviours required for the housing professional.	1.1 Evaluate a range of key skills, knowledge and behaviours that a housing professional requires.
2. Understand ethics in the context of professional practice in housing.	2.1 Explain what 'professionalism' means in a housing context. 2.2 Explain the role of ethics in housing practice. 2.3 Describe how you apply ethics in own professional practice.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.	3.1 Explain the role of equality, diversity and inclusion in housing practice. 3.2 Describe how you apply equality and diversity in own professional practice.
4. Be able to assess own professional performance and development.	4.1 Reflect on own professional practice skills. 4.2 Discuss the role of feedback in improving performance. 4.3 Develop a professional development plan to meet current and future challenges.

Community development

Unit level: 3
Unit credit value: 3
Unit reference number: D/615/1991
CIH AO reference number: H3011
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of community development and identify skills and resources required to facilitate community development and the role of the housing profession in this.

Learning outcomes	Assessment criteria
1. Understand current issues relating to community development.	1.1 Explain key issues affecting community development at a local level. 1.2 Explain the role of national and local government policy in community development.
2. Understand different approaches to community development.	2.1 Explain two approaches to the study of community development, considering the role played by housing. 2.2 Evaluate examples of community development in practice.
3. Know the skills and resources required for effective community development.	3.1 Describe resources for effective community development. 3.2 Summarise the range of skills required for those working in community development.

Customer service in housing

Unit level: 3
Unit credit value: 3
Unit reference number: A/615/1996
CIH AO reference number: H3012
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the role of effective customer service in a housing context, how to communicate effectively with the customer and how to respond appropriately to customer feedback.

Learning outcomes	Assessment criteria
1. Understand the role of customer service in housing.	1.1 Explain the principles of customer service in a housing context. 1.2 Evaluate the benefits of effective customer service for a housing organisation. 1.3 Identify the methods used to find out the needs and expectations of housing customers. 1.4 Explain how the needs and expectations of housing customers impact on service delivery and development.
2. Understand how to communicate effectively with the housing customer.	2.1 Describe commonly used methods of communication between a housing organisation and its customers. 2.2 Evaluate methods for eliminating or minimising barriers to communication with customers.
3. Understand the role of customer feedback in housing.	3.1. Evaluate methods for capturing and responding to positive and negative customer feedback. 3.2. Explain the benefits of customer feedback to housing organisations.

Dealing with anti-social behaviour in housing

Unit level: 3
Unit credit value: 3
Unit reference number: F/615/1997
CIH AO reference number: H3013
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the ways in which landlords and their partners can deal with anti-social behaviour.

Learning outcomes	Assessment criteria
1. Understand what anti-social behaviour means in a housing context.	1.1 Define the term anti-social behaviour. 1.2 Summarise legislation relating to anti-social behaviour. 1.3 Examine the impact of anti-social behaviour on individuals or communities.
2. Understand the statutory and non statutory interventions available to tackle anti-social behaviour.	2.1 Outline the statutory interventions for tackling anti-social behaviour. 2.2 Summarise the non statutory interventions for tackling anti-social behaviour. 2.3 Explain the role of other agencies in tackling and preventing anti-social behaviour.
3. Understand approaches to tackling and preventing anti-social behaviour in housing.	3.1 Evaluate a housing organisations approach to preventing anti-social behaviour. 3.2 Evaluate a housing organisations approach to tackling anti-social behaviour.

Delivery of housing services

Unit level: 3
Unit credit value: 4
Unit reference number: J/615/1998
CIH AO reference number: H3014
Unit status: Optional

Unit purpose/aim

The unit aims to provide learners with knowledge of organisations who provide housing and the services they deliver.

Learning outcomes	Assessment criteria
1. Know the main types of housing providers nationally and the services they deliver.	1.1 Describe the main types of housing provider. 1.2 Outline the range of services that are delivered by housing providers.
2. Know the agencies that work with housing providers to deliver services.	2.1 Identify the agencies which work with housing providers to deliver services. 2.2 Explain the role of other agencies in delivering services alongside housing providers.
3. Understand how housing providers are regulated.	3.1 Identify the key regulatory bodies and frameworks operating in housing. 3.2 Explain the role of regulation in housing.
4. Understand how housing providers can improve the services they deliver.	4.1 Identify ways in which housing providers monitor their performance in delivering services. 4.2 Explain how performance information and feedback is used to improve services.

Housing repairs and maintenance services

Unit level: 3
Unit credit value: 3
Unit reference number: L/615/1999
CIH AO reference number: H3015
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an introduction to systems developed to deliver short, medium and long term repairs and maintenance programmes. Learners will also learn about the client and contractor roles.

Learning outcomes	Assessment criteria
1. Understand the approaches to delivering a responsive repairs service.	1.1 Identify the types of work included in responsive repairs. 1.2 Explain the key stages in a responsive repairs service. 1.3 Evaluate approaches to delivering an economic, efficient and effective responsive repairs service.
2. Understand the approaches to delivering long term asset management programmes.	2.1 Summarise the types of work included in asset management. 2.2 Evaluate approaches to delivering economic, efficient and effective asset management programmes.
3. Understand the relationship between the client and contractor roles in the delivery of repairs and maintenance services.	3.1. Define the role of client and contractor in the delivery of repairs and maintenance services. 3.2. Summarise the factors that contribute to an effective client-contractor relationship.

Involving housing service users

Unit level: 3
Unit credit value: 3
Unit reference number: H/615/0812
CIH AO reference number: H3007
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with knowledge of the drivers for service user involvement, and to enable them to plan for more effective involvement.

Learning outcomes	Assessment criteria
1. Understand why service user involvement is important in a range of housing related settings.	1.1 Summarise any legal and regulatory requirements for service user involvement. 1.2 Explain the benefits of service user involvement in housing.
2. Understand the opportunities for service user involvement in housing.	2.1. Identify the opportunities for service user involvement in housing. 2.2. Compare and contrast the impact of different ways of involving service users in housing.
3. Understand how to maximise the impact of service user involvement in a specific context.	3.1 Examine the effect of service user involvement in a specific context. 3.2 Develop a plan to maximise service user involvement.

Managing leasehold housing services

Unit level: 3
Unit credit value: 3
Unit reference number: M/615/2000
CIH AO reference number: H3016
Unit status: Optional

Unit purpose/aim

The unit provides the learner with knowledge of approaches to leasehold management in a range of different contexts. It identifies the legal and regulatory framework for leasehold management and examines the context in which leasehold management takes place.

Learning outcomes	Assessment criteria
1. Know the legal and regulatory framework for leasehold housing management.	1.1 Explain key legislation for leasehold housing management. 1.2 Summarise the regulatory framework for leasehold housing management.
2. Understand the features of the leasehold housing sector.	2.1 Identify the range of leasehold housing provided across the housing sector. 2.2 Describe the key features of the lease, including the rights and responsibilities of leaseholders and landlords, in each case. 2.3 Describe good practice for leasehold housing management.
3. Know how to consult on, and calculate leasehold housing service charges.	3.1 Explain the process of statutory consultation on service charges. 3.2 Examine the calculation of a service charge for major works.

Working with neighbourhoods

Unit level: 3
Unit credit value: 3
Unit reference number: F/615/2003
CIH AO reference number: H3017
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the concept of delivering housing services in the context of the wider neighbourhood.

Learning outcomes	Assessment criteria
1. Understand the role of housing providers working with neighbourhoods.	1.1 Compare and contrast the terms neighbourhood and community. 1.2 Discuss the role of housing providers in shaping neighbourhoods.
2. Understand the local and national factors which impact on neighbourhoods.	2.1. Examine the local and national factors that impact on the success or decline of neighbourhoods. 2.2. Summarise the roles of key agencies and community groups that support neighbourhoods.
3. Understand approaches to supporting and improving neighbourhoods.	3.1 Examine sources of information and how these help to understand a specific neighbourhood. 3.2 Outline the key features of a plan to improve a neighbourhood. 3.3 Explain ways of evaluating a neighbourhood plan.

Occupancy, tenure and lettings

Unit level:	**3**
Unit credit value:	**3**
Unit reference number:	**L/615/2005**
CIH AO reference number:	**H3018**
Unit status:	**Optional**

Unit purpose/aim

The unit aims to provide the learner with an understanding of the different legal terms on which people may occupy their homes. In particular, it will explore the different tenancy types available, and how homes are allocated and let by landlords.

Learning outcomes	Assessment criteria
1. Understand types of occupancy and tenure.	1.1 Explain different legal definitions of occupancy. 1.2 Compare the key features of different types of tenure.
2. Understand different types of tenancy.	2.1. Summarise current tenancy types. 2.2. Compare the terms of different types of tenancy, including the legal rights and responsibilities of landlord and occupant.
3. Understand different approaches to allocation and lettings.	3.1 Outline any legal and regulatory requirements for allocating and letting properties across the housing sector. 3.2 Explain different ways in which properties may be allocated and let.

Rental income management

Unit level: 3
Unit credit value: 3
Unit reference number: D/615/2008
CIH AO reference number: H3019
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the importance of a rent arrears strategy and the management of supportive services. It will also examine the legal framework for arrears management.

Learning outcomes	Assessment criteria
1. Understand the importance of rental income management.	1.1 Explain the importance of rental income management for landlords. 1.2 Examine ways in which landlords support their customers to maximise household income.
2. Understand good practice in effective income management.	2.1. Explain the approaches landlords use to ensure customers establish and maintain regular payment of rent. 2.2. Examine how landlords measure and improve organisational rental income performance.
3. Understand the legal framework for arrears management.	3.1 Summarise the legal framework relating to rent arrears. 3.2 Explain the court procedures relating to rent arrears.

Regeneration

Unit level: 3
Unit credit value: 3
Unit reference number: T/615/2015
CIH AO reference number: H3020
Unit status: Optional

Unit purpose/aim

The unit aims to provide the learner with an understanding of the policy, strategic economic, social and spatial context for housing regeneration and approaches to regeneration.

Learning outcomes	Assessment criteria
1 Understand the policy and strategic framework governing regeneration.	1.1 Summarise the policy and strategic framework governing regeneration 1.2 Explain how housing organisations contribute to the regeneration policy and strategic framework.
2 Know the wider social, economic and spatial processes in the regeneration of areas and communities.	2.1. Summarise key factors influencing regeneration of areas and communities with particular reference to social, economic and spatial processes.
3 Understand the key organisations, agencies and groups, and their roles in the regeneration process.	3.1 Summarise the role of key organisations, agencies and groups in the regeneration process. 3.2 Evaluate the role of housing organisations in the regeneration process.

The housing system

Unit level: 3
Unit credit value: 4
Unit reference number: D/615/2073
CIH AO reference number: H3021
Unit status: Optional

Unit purpose/aim

The unit aims to provide an understanding of housing markets and the factors that can influence them.

Learning outcomes	Assessment criteria
1. Know the different ways that individuals access the housing market.	1.1 Summarise ways in which individuals access the housing market. 1.2 Discuss the opportunities and barriers to individuals accessing the housing market.
2. Understand the role of the main providers of housing.	2.1 Identify the main providers of housing. 2.2 Describe the role of each group of housing providers in the housing market.
3. Understand the features of the housing market.	3.1 Describe the relationship between the supply of and demand for housing. 3.2 Identify factors that influence supply of and demand for housing.
4. Understand how government intervenes in the housing system.	4.1 Outline the ways in which national government intervenes in the housing system.

The social context of housing

Unit level: 3
Unit credit value: 3
Unit reference number: M/615/2076
CIH AO reference number: H3022
Unit status: Optional

Unit purpose/aim

The unit aims to provide learners with an understanding of the social context within which housing is developed and provided. The unit explores demographic trends and issues related to social change and inequalities.

Learning outcomes	Assessment criteria
1. Know the key demographic trends in the UK and the implications for housing provision.	1.1 Investigate the key demographic trends of the population of the UK, including: population size, age structure, ethnicity, household size and housing tenure. 1.2 Explain the implications of these trends for affordable housing providers.
2. Understand the trends in households, neighbourhoods and communities that are relevant to housing organisations.	2.1. Describe current trends in household structure and household formation. 2.2. Distinguish between neighbourhood and community.
3. Understand how the diverse backgrounds of customers impact on the housing service.	3.1 Identify the main social groupings in an identified geographical area. 3.2 Compare the main social groupings in terms of access to housing, tenure, and quality of housing. 3.3 Identify the implications of these trends for social housing providers.

Exemption

The following units are deemed to be allowed as exemption from the achievement of certain units of this qualification because they cover at least 80% of the assessment criteria. This is to support transition and to avoid the unnecessary burden of duplication of learning while upholding the validity of the qualification.

Unit title	Exemption
Community development D/615/1991	Community development Y/602/4592
Customer service in housing A/615/1996	Customer service in a housing context J/504/5704
Dealing with anti-social behaviour in housing F/615/1997	Dealing with anti-social behaviour in housing M/602/3867
Delivery of housing services J/615/1998	Delivery of affordable housing services R/602/3201
Housing repairs and maintenance services L/615/1999	Housing maintenance systems D/503/8211
Involving housing service users H/615/0812	Involving housing service users H/602/3025
Managing leasehold housing services M/615/2000	Managing leasehold housing services Y/602/4057
Working with neighbourhoods F/615/2003	Managing neighbourhoods Y/602/4088
Occupancy, tenure and lettings L/615/2005	Occupancy, tenure and lettings M/602/4095
Rental income management D/615/2008	Prevention and management of rent arrears T/602/3899
Professional practice skills for housing J/615/0849	Professional practice skills for housing Y/505/5928
Regeneration T/615/2015	Regeneration and renewal Y/602/3913
The social context of housing M/615/2076	The social context of housing in the UK J/602/4328
The housing system D/615/2073	N/A

Annex 1

This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management, England.

The linkages shown are neither exhaustive, nor conclusive, as in some cases it will depend on what is taught as part of the course, and to what depth (e.g. the teaching of professional practice skills for housing may provide learners with opportunities to explore the skills that are detailed as part of the apprenticeship standard).

If the qualification is being used as part or an apprenticeship the deliverer will be required to complete their own detailed mapping.

The employer and training provider are responsible for the delivery of the apprenticeship standard are required to ensure that their course content covers the apprenticeship standard and prepares learners for the end point assessment.

Knowledge	Legislation and regulation	Organisation background information	Assets	Customers	Context	Range of services	Organisational policies
Professional practice skills for housing							✓
Community development					✓	✓	
Customer service in housing				✓		✓	✓
Dealing with anti-social behaviour	✓			✓			✓
Delivery of housing services	✓	✓			✓	✓	✓
Housing repairs and maintenance services		✓	✓			✓	
Involving housing service users	✓			✓			✓
Managing leasehold housing services	✓					✓	✓
Working with neighbourhoods		✓			✓		
Occupancy, tenure and lettings	✓					✓	✓
Rental income management	✓	✓				✓	✓
Regeneration					✓	✓	
The housing system					✓		
The social context of housing				✓	✓		

Skills	Customer service	Communication	Collaborative working	Respond to vulnerability	Information collection and sharing	Influencing and negotiating	Self management	Problem solving	Decision making	Tools and equipment
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Community development	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customer service in housing	✓	✓			✓					
Dealing with anti-social behaviour			✓							
Delivery of housing services			✓		✓					
Housing repairs and maintenance services			✓			✓				
Involving housing service users	✓									
Managing leasehold housing services					✓					
Working with neighbourhoods			✓		✓	✓			✓	
Occupancy, tenure and lettings										
Rental income management	✓				✓					
Regeneration					✓					
The housing system										
The social context of housing					✓					

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Community development										
Customer service in housing									✓	
Dealing with anti-social behaviour										
Delivery of housing services										
Housing repairs and maintenance services										
Involving housing service users										
Managing leasehold housing services										
Working with neighbourhoods										
Occupancy, tenure and lettings										
Rental income management										
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Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
The housing system										
The social context of housing										

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