

# Level 2 Certificate in Housing Practice

## 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

## Why study this qualification?

Gaining a qualification is a great way to develop your career prospects. This qualification 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.

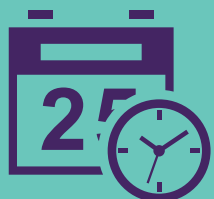
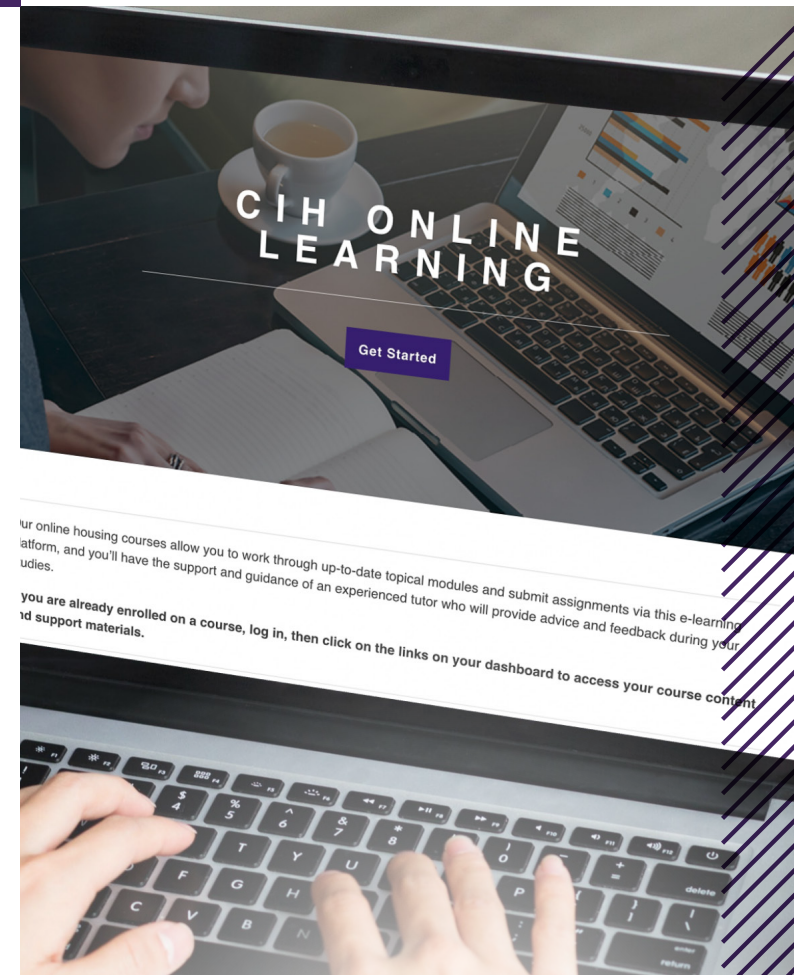
Successful completion of this qualification will prepare you for the [Level 3 Certificate in Housing Practice](#), which CIH also offers online.

## Who should apply for this qualification?

This qualification is suitable for anyone new to housing or working in a frontline position who wants to improve their general awareness of housing or obtain an initial qualification and includes:

- ❑ 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 18 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.



**Duration:** Approximately 16 weeks, with an average of six-eight hours study a week.



**Cost:** depending on how you want to study the course cost can vary:  
Online: £600  
Online Plus: £920  
Bitesize: £150 per unit



**Includes complimentary CIH Membership for the duration of your studies.**

## What will I learn?

### Housing provision and housing organisations

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

### Customer service for housing

- Understand the principles of customer service
- Know the diverse range and needs of housing customers
- Understand the principles of equality and diversity

### Assets, repairs and maintenance

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

### Professional development in housing

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



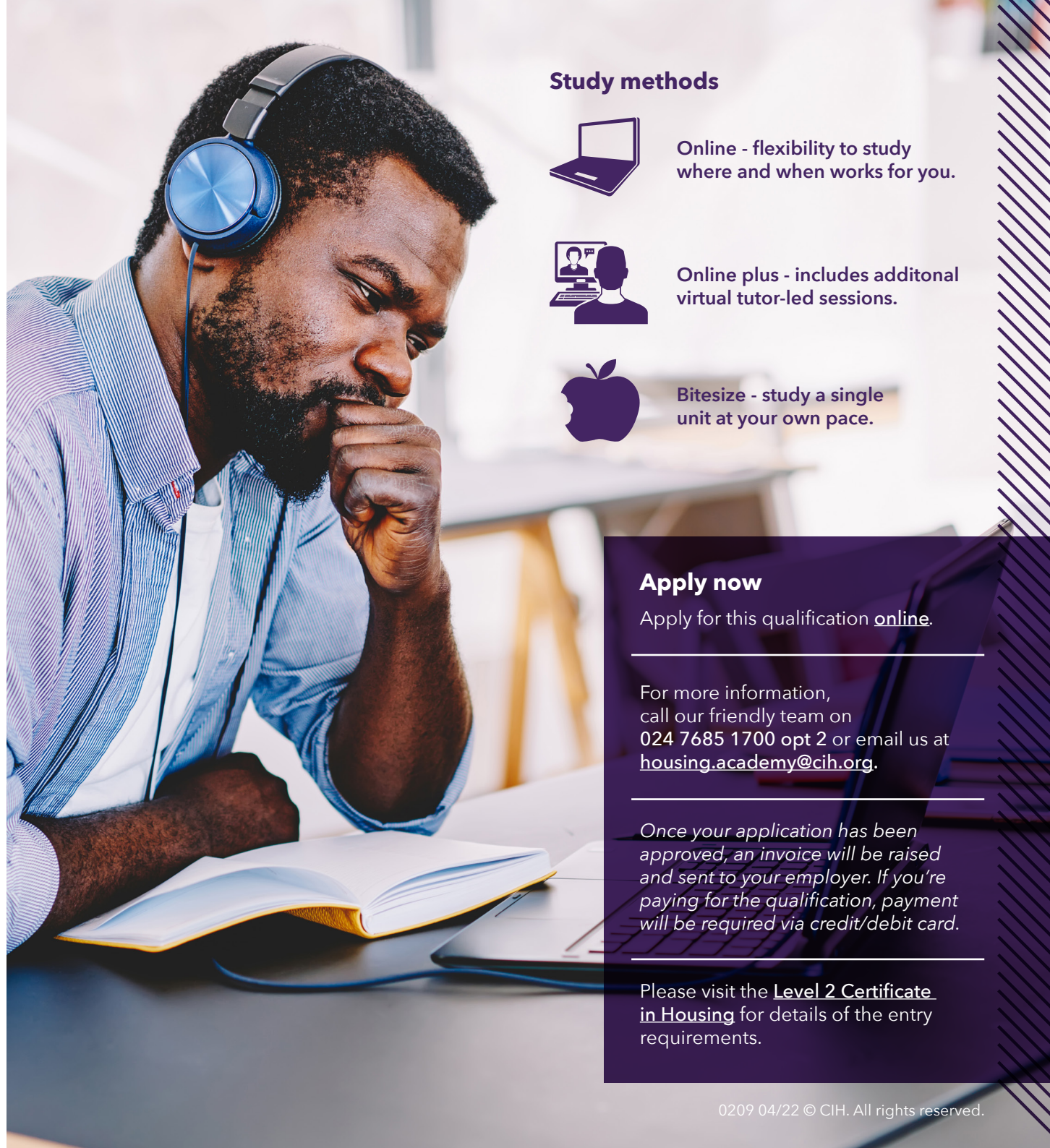
## What can I expect as a CIH online learner?

CIH supports you as an [online learner](#) in a range of ways. We offer online qualifications which means your studies are done virtually, so you can fit this around your day job, personal life and make it work for you.

At the beginning of the qualification, you'll be provided with a brief introduction to the qualification and information on how it is delivered, structured and assessed.

## How we support you:

- ❑ You'll have an academic tutor who offers you support throughout your qualification via email and telephone on request. Your tutor will mark your assignments and give you feedback as well as provide you with advice and support on any academic issues.
- ❑ Get a complete set of online learning materials to work through for each unit. 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 tasks.
- ❑ The [CIH Housing Academy](#) will support you throughout your qualification, offering guidance when personal or work-related problems arise that may affect your studies.
- ❑ Communicate and share ideas with other learners via our e-learning site, Moodle.



## Study methods



Online - flexibility to study where and when works for you.



Online plus - includes additional virtual tutor-led sessions.



Bitesize - study a single unit at your own pace.

## Apply now

Apply for this qualification [online](#).

For more information, call our friendly team on 024 7685 1700 opt 2 or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org).

*Once your application has been approved, an invoice will be raised and sent to your employer. If you're paying for the qualification, payment will be required via credit/debit card.*

Please visit the [Level 2 Certificate in Housing](#) for details of the entry requirements.