



Chartered
Institute of
Housing
Approved
centre

Level 3 Certificate in Housing Practice

WELCOME TO YMCA

Thank you for your interest in YMCA Birmingham, you have just become part of the largest youth charity in the world!

We are a social landlord and training partner for the social housing sector. As a registered provider of accommodation, we truly understand the challenges of life and are passionate about providing homes, a safe community and real opportunities for vulnerable people.

- Established in 2012, we are an approved Apprenticeship Provider and Accredited Training Centre for the Chartered Institute of Housing.
- Our vision is to help upskill and continuously raise the standards of the Social Housing Industry. We do this by creating a national community of well-trained and formally qualified Housing Professionals.
- Based in the Midlands, we are able to cover the whole of the UK and have a fully operational Training Department for the job.
- As a not for profit organisation, every penny that is made as a direct result of you signing up to one of our courses is reinvested back into our charitable work and mission.

"Our mission is to inspire young people to discover their potential so that they can live life in all its fullness".

INTRODUCTION TO YOUR CIH QUALIFICATION

A 9-month blended learning course with 8-10 tutor led days.

The qualification is a vocationally related qualification for housing professionals working in a front-line capacity in the housing sector. It is broadly comparable to an A-level standard or an NVQ Level 3. Equipping housing professionals with key skills and expert knowledge, with this accredited qualification from CIH.



QUALIFICATION AIMS

- To help the housing sector to recruit and retain staff with generic skills such as communications, technical knowledge, customer care and IT.
- To develop the skills and knowledge of people working in a front line capacity in housing, who wish to attain a generic qualification in housing?
- Provide learners with a detailed understanding of a specialist area of housing practice
- To prepare learners for study at Level 4.

MANDATORY UNITS

H3008 - Professional Practice Skills for Housing

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

Learning Outcomes:

- Understand the key skills, knowledge and behaviours required for the housing professional.
- Understand ethics in the context of professional practice in housing.
- Understand equality, diversity and inclusion in the context of professional practice in housing.
- Be able to assess own professional performance and development.

H3014 - Delivery of Housing Services

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

Learning Outcomes:

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

H3007 - Involving Housing Service Users

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:

- Understand why service user involvement is important in a range of housing related settings.
- Understand the opportunities for service user involvement in housing.
- Understand how to maximise the impact of service user involvement in a specific context.

H3006 - Homeless Services and Prevention

The purpose of this unit is to raise learner awareness and understanding of the provision of services to both tackle and prevent homelessness. The unit aims to explore the statutory frameworks concerning homelessness. It also aims to examine the range of accommodation and services available and the strategies and the measures for the prevention of homelessness.

Learning Outcomes:

- Understand the statutory framework for the provision of services to people who are homeless and threatened with homelessness.
- Know about accommodation and services for people who are homeless or threatened with homelessness.
- Understand how homelessness may be prevented.

H3018 - Occupancy, Tenure and Lettings

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:

- Understand types of occupancy and tenure.
- Understand different types of tenancy.
- Understand different approaches to allocation and lettings.



H3019 – Rental Income Management

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 of arrears management

Learning Outcomes:

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

OPTIONAL UNITS

Supporting Homeless People Pathway:

H3009 - Role of the Support Worker for Independent Living

The unit looks at the role of the support worker and the values and the provision of support services for independent living.

Learning Outcomes:

- Understand the values and the principles that underpin support services for independent living.
- Understand the role of the support worker in supporting identified needs, goals and aspirations of individuals.
- Understand the role of the support workers in safeguarding individuals.

Managing Housing Services Pathway:

H3013 – Dealing with Anti-Social Behaviour in Housing

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:

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

YMCA

To find out more please contact us on
0121 478 4245 or email
training@ymcabirmingham.org.uk



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION