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Chartered  
Institute of  
Housing  
Approved  
centre

## **Level 3 Certificate in Housing Services**

## 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 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 4-6-month blended learning course with 4 tutor led training days.

This course is specifically designed for front line housing staff providing housing management services, focussing on key areas and functions, and how these fit into a wider context of housing and communities.

This qualification is accredited by the Chartered Institute of Housing.

## THE QUALIFICATION IS AIMED AT

- People who already work in the housing sector and want to develop further.
- People looking to specialise in an area of housing.
- People aged 16+

## 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.

### **HP3007 - 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.

### **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.

### **HP3019 - 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.

### **PROGRESSION**

Following completion of this qualification, learners can 'top-up' to the Level 3 Certificate in Housing Practice upon completion of 4 further units.



# YMCA

To find out more please contact us on  
**0121 478 4245** or email  
[training@ymcabirmingham.org.uk](mailto: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