

Chartered Institute of Housing

Level 3 Certificate in Housing Practice (RQF)

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 an accredited qualification from CIH.

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+





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.



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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



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H3021 – The Housing System

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

Learning Outcomes:

- Know the different ways that individuals access the housing market.
- Understand the role of the main providers in housing.
- Understand the features of the housing market.
- Understand how government intervenes in the housing system.

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.

For further information on this course please contact us on:

0121 478 4250 or email us on training@ymcabirmingham.org.uk



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