

YMCA BIRMINGHAM

TRAINING AND EDUCATION

YMCA

Chartered Institute of Housing

Level 3 Certificate in Housing services

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.

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+



Chartered
Institute of
Housing
Approved
centre

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, you are able to 'top-up' to the Level 3 Certificate in Housing Practice upon completion of 4 additional units.

If you would like any further details about this or other qualifications, please contact us on.

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www.ymcabirmingham.org.uk/training-and-education/



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.