Qualifications from CIH offer maximum flexibility to enable you to learn with us when, where, and how you want to, encouraging you to improve your skills and knowledge to become a great housing professional. Never has it been a better time to learn.

CIH is the leading professional body for the housing sector. Our expert team of housing and education specialists design and deliver world-class qualifications for the sector. No-one is better placed to help you learn.

www.cih.org/education | learn with us. improve with us. influence with us.
CIH is the largest awarding organisation for housing qualifications in the UK. Our expert education team develops, quality assures and accredits vocational and academic housing qualifications.

All our qualifications are especially designed to equip you – the housing professionals - with the key skills and expert knowledge you need.

We are dedicated to providing the highest quality, relevant and up-to-date qualifications to drive improvement in the sector and enable you and your organisation to deliver excellent services.

“I would go as far as to say the CIH courses played a big part in where I have managed to get to today… The courses were hard work but I would recommend them to anyone looking to get ahead in housing. We all have potential, it just needs unlocking!”

Michael Power

What is the Qualifications and Credit Framework?

The Qualifications and Credit Framework (QCF) is a new system for recognising skills and qualifications, regulated by Ofqual and its partners in Wales and Northern Ireland. There is a Scottish Qualification framework that works in a similar way.

The QCF awards credit for qualifications and units, allowing learners to build up their learning in small steps. Each unit studied has a credit value. One credit represents ten hours of learning. Each qualification is allocated a level, which indicate how difficult the qualification is, from Level 1 to Level 8. Level 2 is broadly comparable to GCSE and level 3 to A level. There are three types of qualification:

- Awards (1 to 12 credits)
- Certificates (13 to 36 credits)
- Diplomas (37 credits or more)
“I found the course very enjoyable and certainly thought-provoking. It has broadened my knowledge of the bigger picture in housing and has given me greater confidence in the workplace”

Vivian Robertson
Learn at your own pace.

CIH offers a range of qualifications to suit your needs. The majority of our courses are delivered through the Qualifications and Credit Framework and made up of a series of small units that can be completed in a number of flexible ways, so you can fit your learning around other commitments. You can choose whether to study in a classroom, or through distance or blended learning, a combination of face-to-face training and home study.

Improve your performance at work.

CIH qualifications are directly relevant to the needs of learners and employers, covering the latest housing news and policy changes. All of our qualifications are designed with learners in mind – the content is directly influenced by our team of policy experts, to ensure that our courses provide you with the latest housing knowledge. Studying with CIH will keep you up-to-date with the sector and, ultimately, help you to do your job better.

Influence your future.

CIH is the largest awarding organisation for housing qualifications in the UK. CIH courses are nationally recognised by employers as the leading qualifications in the sector, so achieving one of our qualifications will give you the skills and expertise you need, improving your career prospects.

“Completing a CIH course has enhanced my understanding of housing in its broadest context. The course challenged my perceptions and motivated me in my job. I would recommend this course to anyone who is passionate in housing!”

Stella Everard
Whether you are new to studying, or a seasoned learner, we have something for you.

The quick reference guide below gives you an overview of the qualifications we offer, from entry level study to more advanced housing courses.

**Level 2 Qualifications**
Comparable to NVQ Level 2 or GCSE - Aimed at people new to the housing sector or considering a career in housing.

- CIH Level 2 Certificate in Housing Practice (QCF)
- CIH Level 2 Certificate in Housing Maintenance
- CIH Level 2 Award in Community Action in Housing

**Level 3 Qualifications**
Comparable to NVQ Level 3 or A Level - Aimed at people working in housing or active residents.

- CIH Level 3 Award in Housing Practice (QCF)
- CIH Level 3 Certificate in Housing Practice (QCF)
- CIH Level 3 Diploma in Housing Practice (QCF)
- CIH Level 3 Certificate in Housing Maintenance
- CIH Level 3 Certificate in Supporting Homeless People (QCF)
- CIH Level 3 Certificate in Telecare Services (QCF)
- CIH Level 3 Certificate in Resident Participation (QCF)
- CIH Level 3 Award in Community Action in Housing (QCF)
- CIH Level 3 Award in Resident Scrutiny (QCF)
- CIH Level 3 Award in Governance in Housing (QCF)

**Level 4 Qualifications**
Comparable to HNC or first level of Higher Education - Aimed at people aspiring to or working at a supervisory/management level in housing.

- CIH Level 4 Certificate in Housing
- CIH Level 4 Diploma in Housing
- CIH Level 4 Award in Governance for Housing
- CIH Level 4 Certificate in Access to Housing
- CIH Level 4 Certificate in Housing Maintenance Management
- CIH Level 4 Diploma in Housing Development
- CIH Level 4 Diploma in Housing Maintenance and Asset Management
CIH Level 2 Certificate in Housing Practice (QCF)

This is the entry level housing qualification, which provides an introductory vocational qualification for the housing sector, achievable through a short period of study. This Level 2 qualification is broadly comparable to GCSE (grades A-C), or an NVQ Level 2. The qualification is the technical/knowledge component of the Level 2 housing apprenticeship.

Aims:
- To provide learners with a basic understanding of housing
- To introduce some of the skills and knowledge necessary to participate in housing related activities whether paid or voluntary
- To prepare learners for future study (learners may progress to the CIH Level 3 Award, Certificate or Diploma in Housing Practice (QCF))

Who is it for?
- People not currently working in housing but considering a front-line housing position as a career option
- Tenants and residents wishing to explore housing issues to enhance their personal involvement and understanding of working issues
- People who are new to housing or workers in a front-line position who want to improve their general awareness of housing issues
- People working in housing who wish to attain an initial qualification in housing
- People aged 14+ in England, Wales and Northern Ireland

CIH Level 2 Certificate in Housing Maintenance

Aim:
To provide learners with the skills and underpinning knowledge to provide excellent housing maintenance service to customers.

Who is it for?
- Workers who provide housing maintenance related customer service either face-to-face or from a call centre
- People working as Tenant Liaison Officers for private construction companies
- People not currently working in housing maintenance but considering frontline positions as a career option

“Completing the Level 3 Certificate was stimulating and informative. It has increased my knowledge of housing issues and current legislation, as well as allowing me to reflect on my own practice and approach.”

Mary Mackinnon
CIH Level 3 Award in Housing Practice (QCF)

This qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to an A-level or an NVQ Level 3.

Aims:
• To develop the skills and knowledge of people working in a front line capacity who wish to gain a qualification in housing
• To improve generic skills such as communications, technical knowledge, customer care and IT
• To prepare learners for further study and progression to the Level 3 Certificate and Diploma in Housing Practice (QCF)

Who is it for:
• People who already work in the housing sector and want to further develop their skills
• People aged 16+

CIH Level 3 Certificate in Housing Practice (QCF) & CIH Level 3 Diploma in Housing Practice (QCF)

These qualifications are vocational qualifications for housing professionals working in a front line capacity. Broadly comparable to an A-level or an NVQ Level 3, the qualifications are the technical/knowledge component of the Level 3 Advanced Housing Apprenticeship.

Aims:
• To develop the skills and knowledge of people working in a front line capacity who wish to gain a generic qualification in housing
• To provide learners with a detailed understanding of a specialist area of housing practice
• To prepare learners for study at Level 4

Who is it for?
• 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+

“There were lots of areas where there has been a high degree of relevance between my study and my work”

Martin Latham
CIH Level 3 Certificate in Housing Maintenance

Aim:
To provide learners with a broad understanding of the housing maintenance role and how this fits into the wider context of housing

Who is it for?
• Maintenance professionals working in the social housing sector
• Non-technical staff from a customer service or housing management background who want to qualify and progress to become a housing maintenance professional
• People working as Tenant Liaison Officers for private construction companies

CIH Level 3 Certificate in Telecare Services (QCF)

Aims:
• To develop skills and knowledge of those employed in providing a telecare service
• To provide a progression route from the C&G Level 2 Certificate in Supporting Users of Assistive Technology
• To prepare learners for further study and progression to the CIH Level 3 Certificate or Diploma in Housing Practice (QCF)

Who it is for?
• People who already work in the telecare service sector who want to develop further

CIH Level 3 Certificate in Supporting Homeless People (QCF)

This qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to an A-level or an NVQ Level 3.

Aims:
• To develop the mainstays of key working
• To explore real workplace issues, enabling learners to develop approaches within their organisations to achieve successful outcomes for their clients
• To prepare learners for further study and/or employment

Who is it for?
• People who already work in the homelessness sector and want to develop further
• People aged 16+

CIH Level 3 Certificate in Resident Participation (QCF)

The qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to an A-level or an NVQ Level 3.

Aims:
• To enhance the skills of active residents to enable them to participate fully in the development, management and assessment of housing services for communities
• To prepare learners for further study and/or employment

Who is it for?
• Residents and tenants (holding tenancy agreements) actively involved in their local housing organisations and communities
• Frontline housing staff working in the resident participation area
• People aged 19+
CIH Level 4 Certificate in Housing & CIH Level 4 Diploma in Housing

This qualification is a Level 4 vocational qualification for the housing sector.

Aims:
- To provide housing staff working at, or aspiring to, a supervisory or management level with a qualification to suit their needs
- To develop skills and knowledge for the current challenges in housing
- To prepare learners for further study and progression at undergraduate, and in some cases postgraduate level

Who is it for?
- People aged 18+, in England, Wales and Northern Ireland

CIH Level 4 Certificate in Access to Housing

This qualification can be used as a graduate conversion course. It is a platform for people with non-cognate degrees to enable them to become familiar with housing and for those who are experienced in housing but not in learning.

Who is it for?
- Graduate students with a non-housing degree, who work or want to work in housing
- People who have a HNC/D in a subject related to housing, who work or want to work in housing
- Senior housing staff with extensive housing experience but no formal qualification

CIH Level 4 Certificate in Housing Maintenance Management

Aim:
- To provide managers with generic skills and underpinning knowledge to deliver an effective maintenance and repairs service

Who is it for?
- Housing maintenance professionals who have responsibility for managing operations or have a senior technical role
- People looking to progress to management positions in housing maintenance

CIH Level 4 Diploma in Housing Maintenance and Asset Management

Aim:
- To develop the higher knowledge base and skills for managers of the development process

Who is it for?
- People who have completed the CIH Level 4 Certificate in Housing Maintenance Management
- Housing maintenance professionals who already have managerial responsibilities
CIH Level 4 Diploma in Housing Development

Aims:
- To develop the higher knowledge base and skills for managers of the development process

Who is it for?
- People who have completed the CIH Level 4 Certificate in Housing Maintenance Management
- Housing maintenance professional engaged on development projects
- Housing maintenance professionals who wish to expand their career into housing development
- Housing maintenance professionals who already have managerial responsibilities
Qualifications for residents and tenants

CIH Level 2 Award in Community Action in Housing

Aims:
- To provide learners with a basic understanding of housing and community action
- To recognise some of the skills and knowledge necessary to participate in housing and community activities
- To prepare learners for further study and/or employment

Who is it for?
- Tenants and residents wishing to explore housing to enhance their personal involvement and understanding of the housing sector
- Tenants and residents who are active in the community and wish to see their contribution recognised through a nationally accredited qualification
- People who wish to gain an initial qualification in a housing-related subject

"Taking the CIH course was a very rewarding experience. Myself and other tenants, board members and staff trained together and as well as gaining a respected qualification the camaraderie remains today."

Mrs Leigh Jones

CIH Level 3 Award in Community Action in Housing (QCF)

This qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to an A-level or an NVQ Level 3.

Aims:
- To enhance the skills of active residents to enable them to participate fully in the development, management and assessment of housing services for communities
- To prepare learners for further study and/or employment

Who is it for?
- Residents and tenants actively involved in their local housing organisations and communities
- Frontline housing workers with a specific interest in community action
- People aged 19+

CIH Level 3 Award in Resident Scrutiny (QCF)

This qualification is an introductory vocational qualification which is broadly equivalent an A-level or an NVQ Level 3.

Aims:
- To enhance the skills of active residents to enable them to participate fully in the development, management and assessment of housing services for their communities
- To prepare learners for further study and/or employment

Who is it for?
- Residents and tenants actively involved in their local housing organisations and communities
- Frontline housing workers with a specific interest in resident scrutiny
- People aged 19+
CIH Level 3 Award in Governance in Housing (QCF)

The qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to an A-level or an NVQ Level 3.

Aims:
- To enhance the skills of active residents to enable them to participate fully in the development, management and assessment of housing services for their communities
- To prepare learners for further study and/or employment

Who is it for?
- Residents and tenants actively involved in their local housing organisations and communities
- Frontline housing workers with a specific interest in community action
- People aged 19+

CIH Level 4 Award in Governance in Housing

Aims:
- To provide learners with the skills and knowledge to contribute effectively to a management board
- To develop learners skills and knowledge in the field of governance

Who is it for?
- People involved in governance
- People contributing to a management board
Where can I study?

The CIH awarding organisation has 75 accredited centres that deliver housing qualifications in England, Wales, Scotland, Northern Ireland and Eire. They include colleges, training providers and housing organisations.

In response to demand from learners, accredited centres have developed a variety of methods of delivery including day release, distance learning and blended learning (a combination of face-to-face and home study).

This means that there are more flexible ways to get qualified than ever before.

To find an accredited centre near you, visit www.cih.org/education
CIH believes that it is crucial to the sector that individuals and organisations have the skills and knowledge they need to deliver excellence for their customers today and tomorrow. To make this happen, the CIH awarding organisation partners with accredited centres to deliver a range of nationally accredited qualifications at Level 2, 3 and 4.

How does it work?

The CIH awarding organisation sets the qualification specification and the learning outcomes of the units and externally moderates all courses. We also set one external assignment for each certificate or diploma course which is internally marked.

As an accredited centre you will be responsible for developing the supporting teaching materials and the internal assignments, co-ordinating the student studies and teaching the course, as well as developing internal quality assurance processes, including internal verification. You will also market the programme and administer the CIH learner registration fees.

To find out more about becoming a CIH awarding organisation accredited centre, contact the CIH awarding organisation:

**Telephone:** 024 76 851 700  
**E-mail:** accreditation@cih.org  
[www.cih.org/education/awarding](http://www.cih.org/education/awarding)  
**Twitter:** @CIHhousing
About CIH

The Chartered Institute of Housing (CIH) is the professional body for people involved in housing and communities. We are a registered charity and not-for-profit organisation. We have a diverse and growing membership of over 22,000 people – both in the public and private sectors – living and working in over 20 countries on five continents across the world. We exist to maximise the contribution that housing professionals make to the wellbeing of communities.

To find out more about CIH or to become a member, visit www.cih.org

*All information correct at time of print, June 2011