



Online learning

Level 2 Certificate in Housing Practice

CIH is the independent voice for housing and the home of professional standards. Our courses are informed by our engagement at all levels of the industry and the expert knowledge of our policy and practice teams.

A housing professional who is equipped with key skills and expert knowledge with an accredited qualification from CIH will drive improvement and add value enabling the organisation to perform and compete more effectively.

What is the Level 2 Certificate in Housing Practice?

The Level 2 Certificate in Housing Practice provides a general introduction to the housing sector. It has four units:

- Housing provision and housing organisations
- Customer care in the housing context
- Careers and opportunities in housing
- Developing skills for working in housing

The learning outcomes for each unit are listed overleaf.

What does the course cost and how long does it take?

Course cost: £380

Duration: 16 weeks, 6-10 hours of study per week

How will this course benefit me and my organisation?

Gaining a qualification is a great way to develop your career prospects. Qualifications at this level will give you a basic understanding of housing and introduce you to some of the skills and knowledge necessary to participate in housing related activities.

Successful completion of this course will prepare you for the Level 3 Certificate in Housing Practice, which CIH also offers online.



CIH membership is provided at no extra cost for the duration of your course.

Who can apply to study for this qualification?

- People who are new to housing or work in a frontline position who want to improve their general awareness of housing issues and gain an initial qualification in housing
- People not currently working in housing but considering a frontline housing position as a career option
- Tenants and residents wishing to enhance their knowledge and understanding of housing issues
- Applicants must be aged 16 or over

What are the learning outcomes?

Housing provision and housing organisations

On completion of this unit, students will:

1. Understand different types of housing provision
2. Know about the relationship between landlord and tenant
3. Know about the range of services housing organisations provide
4. Know how organisations are regulated and funded

Customer care in the housing context

On completion of this unit, students will:

1. Know the diverse range and needs of customers
2. Understand the principles of equality and diversity
3. Understand the principles of customer care

Careers and opportunities in housing

On completion of this unit, students will:

1. Know about a range of paid and voluntary roles in the housing context
2. Understand the knowledge and skills required to work within the housing sector
3. Understand how to plan personal development

Developing skills for working in housing

On completion of this unit, students will:

1. Know how to learn from their experience
2. Know the key practical skills necessary for working within a housing organisation
3. Know the key communication skills necessary for working in a housing organisation

What can I expect as a CIH online learning student?

Once you have registered for the course, an online induction area will be made available. This area will provide you with an introduction to the course and information on how it is delivered, structured and assessed. You will also be advised of the support you will receive from the CIH teams.

The CIH learning team will offer guidance if personal or work-related problems arise which may affect your studies.

Following the induction period, the online course materials will be made available. For each module, you will have access to a full set of online learning materials, including:

- study materials written by our team of specialist authors
- links to useful websites and other resources
- forums, so you can share thoughts and ideas with other learners
- online activities, including quizzes and polls

In addition, you will receive support throughout the course from a personal tutor knowledgeable in housing and in academic skills, such as essay and report writing.

Apply now

Apply online at www.cih.org/qualifications - choose your course and click book to complete the registration process.

For more information, call our friendly team on **024 7685 1789** or email us at onlinelearning@cih.org

You will require either authority to invoice from your employer or, if you are paying for the course yourself, your payment.