



Online learning

Level 2 Award in Letting and Managing Residential Property

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.

What is the Level 2 Award in Letting and Managing Residential Property?

The Level 2 Award in Letting & Managing Residential Property is a qualification suitable for residential private landlords, letting/managing agents and housing association staff letting and managing market-vented housing. The programme has been developed in partnership with the Residential Landlords Association and provides the skills and knowledge to enable landlords and agents working in the market-vented sector to perform their role at a high standard.



The qualification consists of three units:

- Tenancies and the law
- Property and tenancy management
- Customer care in the private-vented sector

The learning outcomes for each unit are listed overleaf.



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

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

Course cost: £380

Duration: 14 weeks, approximately 6-8 hours of study per week

How will this course benefit me and my organisation?

Gaining a qualification is a great way to ensure that you are able to perform your role to a high standard, provide an excellent service to your tenants, and develop your knowledge of housing legislation and best practice.

Who can apply to study this qualification?

- Individual landlords, letting one or a small portfolio of residential properties
- Letting and managing agents
- Housing association staff letting and/or managing market-vented properties
- Housing advice workers
- People not currently working in housing but considering a frontline housing position as a career option

Applicants must be aged 16 or over, should be confident using IT and have access to a computer. A basic level of literacy is also recommended to complete online tasks. If you are unsure whether this programme is for you please contact us at onlinelearning@cih.org

What are the learning outcomes?

Tenancies and the law

On completion of this unit, students will:

1. Understand the different types of tenancies in the private rented sector
2. Know the legislation relating to private tenancies
3. Know about other legal requirements pertaining to property condition of homes that are let.

Property and tenancy management

On completion of this unit, students will:

1. Know how to create and renew a tenancy
2. Know how to end a tenancy
3. Know the financial aspects of letting a home
4. Know how to maintain the property.

Customer care in the private rented sector

On completion of this unit, students will:

1. Know the key trends in the rental market
2. Understand the principles of equality and diversity
3. Understand how to deal with complaints and disputes
4. Know the principles of customer care.

What can I expect as a CIH online learning student?

This qualification is delivered through our e-learning platform. The online induction and administration 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 CIH.

For each module, you will be provided with a full set of online learning materials, including:

- materials especially written by our team of authors
- links to useful websites and other online resources

- a list of useful resources (books, websites, journals and newspaper articles)
- 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 or referencing.

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

Apply now

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

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

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