



Blended learning

Level 3 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 gains an accredited qualification from CIH will be equipped with skills and expert knowledge, and able to add value to their organisation and contribute to performance improvement in a fast-changing environment.

What is the Level 3 Certificate in Housing Practice?

The Level 3 Certificate in Housing Practice provides you with a broader knowledge and understanding of key areas in delivering housing services. The course focuses on the following mandatory subject areas:

- Delivery of affordable housing services
- Equality and diversity for housing
- Occupancy, tenure and lettings
- Prevention and management of rent arrears
- Professional practice skills for housing
- Housing and communities

See overleaf for more details of each unit's learning outcomes.

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

Standard Price: £1,453

Corporate Members: £1,313

Duration: 9 months

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 enable you to be an effective housing practitioner and will provide you with a broader understanding of how your organisation and others in the housing industry work. You will gain valuable skills including researching and writing reports, evaluating your organisation's approach to key housing issues, and reflecting on your own professional practice and planning ahead for your own development.

Successful completion of the Level 3 Certificate in Housing Practice will provide you with a vocational qualification at the equivalent standard of an A-level and will also make you eligible for CIH certified practitioner status. Additionally, it will prepare you for further study at the next level – the Level 4 Certificate in Housing

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



What are the learning outcomes?

Delivery of affordable housing services

Learning outcomes:

1. Know and describe organisations providing affordable housing services nationally
2. Understand and evaluate key elements of successful partnership working
3. Know, review and describe methods of resident participation
4. Understand and explain the role of the regulator and performance measures used to assess affordable housing providers

Equality and diversity for housing

Learning outcomes:

1. Know and summarise equality and diversity legislation and its application to housing services provision
2. Understand and explain how diversity affects housing organisations
3. Understand, describe and analyse the effectiveness of responses to the diverse needs of housing service users

Occupancy, tenure and lettings

Learning outcomes:

1. Understand and explain legal definitions of occupancy and tenure
2. Summarise, compare and assess different types of tenure
3. Understand and explain legal and regulatory requirements for allocating and letting social housing

Prevention & management of rent arrears

Learning outcomes:

1. Understand and explain rent arrears strategies, policies and procedures
2. Understand and explain good practice in effective arrears management and the importance of early intervention
3. Understand the legal framework for arrears management

Professional practice skills for housing

Learning outcomes:

1. Understand the key skills required for the housing professional
2. Be able to assess own professional performance through reflective practice
3. Be able to manage and plan own professional development

Specialist option: housing and communities

The Housing and communities specialist option is made up of the following three units:

Involving housing service users

Learning outcomes:

1. Understand why service user involvement is important in housing in a range of settings
2. Know a range of opportunities for service user involvement in housing
3. Understand how to plan for service user involvement

Dealing with anti-social behaviour in housing

Learning outcomes:

1. Understand the definition of, and background to Anti-Social behaviour (ASB)
2. Understand the statutory and non statutory bases for dealing with ASB
3. Understand approaches to tackling and preventing ASB in a housing context

Managing neighbourhoods

Learning outcomes:

1. Understand the principles of managing neighbourhoods
2. Understand the range of issues affecting neighbourhoods, especially deprived neighbourhoods
3. Understand the approach to managing a particular neighbourhood

What are the entry requirements?

To benefit from this programme you should be working in either a paid or voluntary capacity in housing and must also have completed either:

- the CIH Level 2 Certificate in Housing Practice
- an equivalent Level 2 qualification or higher

If you don't meet either of the above criteria you may still be eligible, but must have at least six months of experience working in the housing sector.

You will be asked to provide evidence of your qualifications and/or experience of working in the sector as part of the application process.

What can I expect as a CIH learner?

This course is delivered through blended learning, which is a combination of online and face-to-face learning.

You will be required to attend four face-to-face learning days as part of this course which are delivered by a CIH tutor, plus an induction day at the beginning of your course. This is enhanced with access to e-learning materials and the on-going support of a tutor.

You will be allocated an academic tutor(s) who will offer you support throughout your course via email and telephone on request.

Your tutor will assess your assignments and give you feedback as well as providing you with advice and support on any academic issues.

You will be supported by the CIH learning team throughout your course, who will offer guidance when personal or work-related problems arise which may affect your studies.

You will also be able to communicate and share ideas with other students via our e-learning site, Moodle.

Other benefits of learning with CIH

- Membership of CIH for the duration of your course is included in the cost of study. This allows you to use the designatory letters CIHM after your name
- The flexibility of e-learning as part of the blended learning programme means you can fit your study alongside your other commitments
- An Induction period to settle in and get to know your tutor and fellow learners
- Assessment and feedback through coursework
- No examinations

Apply now

Book online at www.cih.org/qualifications

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.