



**Chartered  
Institute of  
Housing**  
Approved centre

## ONLINE LEARNING

# LEVEL 2 CERTIFICATE IN HOUSING PRACTICE

**CIH is the independent voice for housing and the home of professional standards. Our qualifications 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 the key skills and expert knowledge they need to contribute to performance improvement in their organisation in a fast-changing environment.**

### **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 mandatory units:

- Housing provision and housing organisations
- Customer service for housing
- Assets, repairs and maintenance
- Professional development in housing

### **What does the qualification cost and how long does it take?**

- Cost: For the latest qualification fees visit [www.cih.org/qualifications](http://www.cih.org/qualifications)
- Duration: 16 weeks, approximately 9-10 hours study per week

### **How will this qualification 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 qualification will prepare you for the Level 3 Certificate in Housing Practice, which CIH also offers online.

### **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
- People working in housing who wish to attain an initial qualification
- People not currently working in housing but considering a frontline housing position as a career option
- Tenants, residents and board members wishing to enhance their personal involvement and understanding of housing
- 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 qualification is for you please contact us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

## What are the learning outcomes?

### Housing provision and housing organisations

1. Understand housing provision and tenure in the context of trends in the housing market
2. Know about the relationship between landlord and tenant
3. Know about the partnerships and collaborative working housing organisations engage in to provide services.
4. Know how housing organisations are regulated and funded

### Customer service for housing

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

### Assets, repairs and maintenance

1. Know the main types of dwellings across the housing stock
2. Understand the concept of asset management for housing organisations
3. Understand the process for managing repairs and maintenance of housing stock

### Professional development in housing

1. Know about paid and voluntary roles in the housing sector
2. Understand the knowledge, skills and behaviours required to work within the housing sector
3. Be able to plan personal professional development

## What can I expect as a CIH online learner?

Once you have registered for the qualification, an online induction area will be made available. This area will provide you with an introduction to the qualification 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 Housing Academy will offer guidance if personal or work-related problems arise which may affect your studies.

Following the induction period, 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 qualification from a personal tutor knowledgeable in housing and in academic skills, such as essay and report writing.



THE OPTION OF FREE CIH MEMBERSHIP IS PROVIDED DURING THE PERIOD OF STUDY FOR YOUR QUALIFICATION.

## APPLY NOW

Apply online at [www.cih.org/qualifications](http://www.cih.org/qualifications). For more information, call our friendly team on **024 7685 1789** or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

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