



## Online learning

# Level 2 Certificate in Housing Maintenance

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 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 Maintenance?

The Level 2 Certificate in Housing Maintenance aims to provide learners with an understanding of housing and housing maintenance. The qualification consists of five units:

- Housing provision and housing organisations
- Customer care in the housing context
- House construction
- Housing maintenance systems
- 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:** £450

**Duration:** 20 weeks, approximately 6-8 hours of study per week

*This qualification shares three units with the Level 2 Certificate in Housing Practice. Learners who have previously completed the Level 2 Certificate in Housing Practice are able to transfer credit for the three units already completed. The cost of completing the two additional units required to achieve this qualification would be £190.*

### How will this course benefit me and my organisation?

Getting 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.



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

## 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 housing 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

### House construction

On completion of this unit, students will:

1. Know the common construction forms of social housing stock
2. Know the utility services provided to a typical dwelling
3. Know common housing defects and repairs

### Housing maintenance systems

On completion of this unit, students will:

1. Know systems to deliver a service for responsive/day to day repairs
2. Know systems to deliver long term asset management programmes
3. Understand the relationship between the client and contractor roles in the delivery of housing maintenance systems

### Developing skills for working in housing

On completion of this unit, students will:

1. Know how to learn from their own 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?

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.

## Who can apply to study this qualification?

- Tenants and residents wishing to explore housing maintenance issues to enhance their personal involvement and understanding of housing issues.
- People not currently working in housing but considering a frontline housing position as a career option.
- People who are new to housing maintenance or workers in a front-line position who want to improve their general awareness of housing maintenance issues.
- People working in housing who wish to attain an initial qualification in housing maintenance.

*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](mailto:onlinelearning@cih.org)*

### Apply now

Apply online at [www.cih.org/qualifications](http://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](mailto:onlinelearning@cih.org)

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