



**Chartered
Institute of
Housing**
Awarding
organisation

CIH Level 3 Certificate in Letting and Managing Residential Property

CIH Awarding Organisation

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our goal is simple – to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant. CIH is a registered charity and not-for-profit organisation. This means that the money we make is put back into the organisation and funds the activities we carry out to support the housing sector. We have a diverse membership of people who work in both the public and private sectors, in 20 countries on five continents across the world. Further information is available at: www.cih.org.

CIH is the awarding organisation (AO) for housing qualifications and we are dedicated to providing the highest quality, relevant and up-to-date qualifications for everyone in housing.

The purpose of the qualification specification is to provide the centre with information about the units which make up this qualification, the quality assurance requirements and assessment methods associated with the qualification, and the qualification structure.

The qualification reference number is 601/8893/5.

The operational start date is 01 June 2016.

The CIH scheme code is 3P02.

Contact us:

For any queries relating to the qualification specification e-mail accreditation@cih.org

About the qualification

The qualification is a level 3 vocationally related qualification for the housing sector, regulated by Ofqual and Qualifications Wales.



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The objective of this qualification is to provide individuals with the knowledge and understanding of key areas of managing and letting property.

The qualification aims to...

- Provide the knowledge required to work in a front line role in letting and managing residential property.
- Provide the technical knowledge to support individuals working in letting and managing residential property and related areas.
- Prepare learners for further study in housing related qualifications at level 4.

The qualification is suitable for learners...

- working or resident in the UK and Ireland,
- in or aspiring to a front-line role in letting and managing residential property,
- that already have a level 2 qualification and/or experience of working in letting and managing residential property, preferably in a front-line role.

Entry requirements

CIH AO do not set entry requirements. CIH AO recommend that in order to pursue achievement of the qualification, the learner will:

- have the potential and opportunity to gain the qualification
- be working in residential letting or a property related industry, in a front line role; or
- have completed the CIH Level 2 Award in Letting and Managing Residential Property or a comparable/equivalent qualification.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 3 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- at level 4 – if the learner has extensive housing experience or supervisory/management experience and has previously studied at level 3 or 4, they may be able to progress to the CIH Level 4 Certificate in Housing.

Level 3 descriptors



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The level 3 descriptors indicate the level that a learner must be working at in order to achieve the qualification. They are not to be used as marking criteria, but may be used as an initial assessment tool to determine the level of learners.

Knowledge descriptor (the holder...)	Skills descriptor (the holder can...)
Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.
Can interpret and evaluate relevant information and ideas.	Use appropriate investigation to inform actions.
Is aware of the nature of the area of study or work.	Review how effective methods and actions have been.
Is aware of different perspectives or approaches within the area of study or work.	

For a comparison of qualification levels across the UK see http://www.sqa.org.uk/files_ccc/QualificationsCanCrossBoundaries.pdf

The qualification is at level 4 of the European Qualifications Framework (EQF). For more information about the EQF see https://ec.europa.eu/ploteus/search/site?f%5B0%5D=im_field_entity_type%3A97

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing and Property Management England. See Annex 1 page 14.

Qualification structure

Qualification title: CIH Level 3 Certificate in Letting and Managing Residential Property



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Learners must achieve a minimum of 14 credits in order to be awarded the qualification, from four mandatory units. Centres may opt to offer the additional unit, it is specifically targeted at those working or preparing to work in a lettings agency.

The recommended guided learning hours for the qualification are 104. CIH AO expects that providers may deliver the qualification in more or less time according to the plan they have approved by CIH AO prior to the start of the course. The total qualification time will be 140 hours or 170 hours where all five units are completed.

The qualification is awarded on the basis of Pass / Refer / Fail.

The qualification contains the following mandatory units, 14 credits must be achieved from this group:

Unit title	Credits	Level	Page
Letting residential properties Unit number R/508/5008	4	3	9
Property standards for residential properties Unit number L/508/5038	4	3	10
Tenancy management for residential property Unit number D/508/5013	3	3	11
Ending tenancies of residential property Unit number H/508/5014	3	3	12

The qualification contains the following additional unit, This unit is optional and can be added to a course to enrich the learning experience:

Unit title	Credits	Level	Page
Professional practice for lettings agents Unit number T/508/5017	3	3	13

Delivering the qualification



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Approval to deliver the qualification

As an approved CIH AO centre, you MUST be approved by CIH AO to deliver the whole qualification. Delivery must not commence and learner registrations will not be accepted until this process is complete.

Registering learners and fees

Prior to the delivery of the qualification you MUST register each learner with CIH AO. A fee is payable for each learner. It is the responsibility of the centre to pay these fees and you will be invoiced for the required amount following receipt of the registration forms. The list of fees is available on our website at the following link: <http://www.cih.org/ao/centrefees>

Each learner will be offered free CIH student membership for the duration of the course.

Equality and diversity

Equality and diversity considerations were made during the development of this qualification to promote access and minimise bias. It is the centres' responsibility to ensure that equality and diversity considerations are made as part of the delivery and assessment of this qualification.

CIH AO would expect equality and diversity to be integrated into the delivery process for every learning outcome even where there are no specific assessment criteria for equality and diversity.

Contextualisation of learning outcomes and assessment criteria

CIH AO expects centres to contextualise the delivery and assessment of units according to the local and sectoral circumstances of the group of learners they are delivering to. For example, a question relating to law would be applied to the law of the country in which the group of learners operate. Where it is useful to aid learning and assessment, a comparison between countries may be used, i.e. between Wales and England.

Staff occupational competency requirements

Experience of:

- Working in the housing industry preferably at a management level.
- Working in the specific industry that the unit content (where this is a specialist area of housing or a non housing specific subject matter) covers.
- Delivering vocational qualifications.
- Teaching, assessing or verifying as appropriate.

Qualifications

- Housing qualification at level above that of the qualification/units to be delivered. And/or
- A degree or degree level qualification in a cognate area and/or a relevant professional qualification.



Role specific qualification requirements:

- **Teachers/Tutors:**
A regulated or equivalent teaching qualification.
- **Assessors:**
Assessment is an activity that can be performed by a dedicated individual or as part of an individual's wider role e.g. Supervisor, manager, tutor. All assessors must hold a qualification in assessment e.g. Assessor Awards, A1/2 Awards/units, D32/33) or working towards this.
- **Internal Quality Assurers:**
Internal quality assurance is an activity that can be performed by a dedicated individual or as part of an individual's wider role. All Internal Quality Assurers (IQA's) must hold a qualification in Internal Quality Assurance e.g. IQA Awards, V1 Award/units, D34) or working towards this.

A list of current qualifications can be found on the following registers:

- England, Wales & Northern Ireland: <http://register.ofqual.gov.uk>
- Scotland: <http://scqf.org.uk/the-framework/search-database/>

Trainee Assessors and IQAs must complete a relevant Assessor/IQA qualification within 1 year of commencing in the role. All non-qualified staff who assess must have 100% of their work counter-signed by a qualified assessor.

CPD

Evidence of continuing professional development in teaching, assessment, verification and the housing industry.

Assessment

Centres must refer to the CIH AO Assessment handbook prior to developing their courses and associated assessments.

The purpose of assessment is to provide a consistent and valid judgement that learners have met the standard required to achieve the qualification. The assessment criteria contained in each unit indicate the evidence learners will need to produce in order to demonstrate that they have achieved the learning outcomes.

All assessment for the qualification is devised by the centre, marked by the centre and then must be internally quality assured (by the centre) and externally moderated (by the CIH AO).



Assessment principles

In devising and delivering assessments the following principles must be followed:

- **Validity** – An assessment is valid if it is clear and unambiguous ‘does what it says on the tin’; if it is fit for purpose and that the assessment outcomes meet their intended uses.
- **Reliability** – An assessment is reliable if its results are not influenced by chance, the assessment process generates outcomes which would be replicated were the assessment repeated.
- **Comparability** – Assessment outcomes that are comparable in standards between assessments within a qualification, between similar qualifications, with other awarding organisations, and over time.
- **Manageability** – The assessment is easily managed and the management process is one which places reasonable demands on centres and learners. Reasonableness will be based on the scale of the assessment process balanced by the usefulness of the outcomes.
- **Minimise bias** - is about ensuring that an assessment does not produce unreasonably adverse outcomes for learners who share a common attribute (and) is related to fairness to all learners and statutory equality duties.

Centre devised assessments

The CIH AO’s approach to the assessment of qualifications is to enable centres to devise the assessments. This is to allow for appropriate assessment that reflects the unique learning experience and local circumstances of specific groups of learners.

Centres are expected to create assessment strategies that directly meet the needs of their learner groups and take into account the requirements of local employers.

Assessment methods

The following assessment methods are allowed for the assessment of the qualification:

- Coursework
- Portfolio of evidence
- E-assessment
- Practical demonstration/assignment

Special considerations and reasonable adjustments

CIH AO requires centres to be compliant with the CIH AO special considerations and reasonable adjustments policy.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the reliability and validity of the assessment outcomes. The centre is required to implement the adjustments to assessment and to notify CIH AO of this.



A special consideration may be given to a learner following a scheduled assessment, for example;

- The learner is present for the assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment.
- The learner misses part of the assessment due to circumstances beyond their control.

If the centre approves/rejects a special consideration (such as a small post assessment adjustment to the mark of the learner or an adjustment to the assessment submission date) it must retain evidence of its decision for scrutiny by the external moderator.

External quality assurance

The external quality assurance system is a key feature of the quality assurance arrangements for the CIH AO. The EQAs and moderators play a vital role in ensuring that all individuals holding a CIH AO qualification certificate have achieved a nationally accepted standard. The moderator is required to ensure there is sufficient evidence present to demonstrate that the quality assurance principles are being upheld.

The CIH AO will appoint an EQA and moderator to each approved centre to monitor the quality assurance at the centre. Delivery of the qualification must not start until the assessment strategy and assessment brief/s have been approved by CIH AO. During the course the moderator will sample assessments and the EQA will undertake a quality review visit annually.

For further information about quality assurance refer to the centre handbook and sanctions policy.

Other documents of relevance

The following is a list of other documents that your centre must be familiar with in relation to the design, delivery, assessment, and quality assurance of a CIH AO qualification.

- Appeals procedure
- Assessment handbook
- Centre agreement
- Centre handbook
- Complaints policy
- Conflict of interest policy
- Equality and diversity policy
- Malpractice policy
- Marketing of CIH qualifications
- Record retention policy
- Sanctions policy
- Special considerations and reasonable adjustments policy
- Recognition of prior learning policy
- Application form for centre course change approval/notification

Further information and documents can be found at the CIH Centre Moodle site.



Letting residential properties

Unit level:	3
Unit credit value:	4
Unit reference number:	R/508/5008
CIH AO reference number:	H3001
Unit status:	Mandatory

Unit purpose/aim

The purpose of this unit is to explore different types of tenancies and the law in relation to them. It also covers how to prepare a property to let, advertising and setting up a tenancy.

Learning outcomes	Assessment criteria
1. Understand different types of tenancies.	1.1 Summarise common tenancy types. 1.2 Compare the terms of different types of tenancy agreements. 1.3 Describe the legal rights and responsibilities of both the landlord and tenant.
2. Understand how to prepare a property to let.	2.1 Summarise the key areas of a market appraisal. 2.2 Explain how a property is prepared for letting.
3. Know how to market properties to let.	3.1 Review the relevant codes of practice and consumer protection law and explain how this applies to marketing property. 3.2 Explain procedures for advertising property and arranging viewings.
4. Understand the requirements for selecting a tenant and setting up a tenancy.	4.1 Explain the procedure to select and verify a prospective tenant. 4.2 Explain the legal requirements and documents required to set-up a tenancy.



Property standards for residential properties

Unit level:	3
Unit credit value:	4
Unit reference number:	L/508/5038
CIH AO reference number:	H3002
Unit status:	Mandatory

Unit purpose/aim

The purpose of this unit is for learners to understand landlord's obligations in relation to the repair, maintenance and health and safety of the property. It also includes the additional obligations placed on landlords of houses in multiple occupation and local licensing schemes.

Learning outcomes	Assessment criteria
1. Understand the legislation relating to property maintenance and repair.	1.1 Explain the health and safety legislation for property that is let. 1.2 Summarise the landlord's repair and maintenance obligations 1.3 Summarise tenants' obligations to the repair and upkeep of the property.
2. Understand procedures for property maintenance.	2.1 Explain procedures for routine inspection and maintenance. 2.2 Explain procedures for dealing with emergency repairs of the property.
3. Understand the definition of a house in multiple occupation and the extra responsibilities this places on landlords.	3.1 Define the term house in multiple occupation. 3.2 Explain the additional health and safety and repair requirements that apply to houses in multiple occupation.
4. Understand licensing schemes and the extra responsibilities they place on landlords.	4.1 Define licensing schemes. 4.2 Explain the additional health and safety and repair requirements that apply to licensable properties.



Tenancy management for residential property

Unit level:	3
Unit Credits:	3
Unit reference number:	D/508/5013
CIH AO reference number:	H3003
Unit status:	Mandatory

Unit purpose/aim

The purpose of this unit is for learners to understand how to manage a tenancy, from setting and collecting rent to changes and amendments to the tenancy.

Learning outcomes	Assessment criteria
1. Understand the financial aspect of letting a property.	1.1 Explain the process for reviewing the rent of a property. 1.2 Explain the process for collecting rent and managing arrears. 1.3 Summarise other costs involved in letting a property.
2. Understand how agreements can change during the tenancy.	2.1 Summarise the options available to both the landlord and tenant to make changes to an agreement during the tenancy. 2.2 Describe how changes to the agreement are processed.
3. Understand how tenancy issues are prevented and resolved.	3.1 Summarise issues that may arise during a tenancy. 3.2 Review procedures to prevent tenancy issues arising. 3.3 Review procedures to resolve tenancy issues.



Ending tenancies of residential property

Unit level:	3
Unit credit value:	3
Unit reference number:	H/508/5014
CIH AO reference number:	H3004
Unit status:	Mandatory

Unit purpose/aim

This unit aims to provide learners with knowledge on how tenants can serve notice to end a tenancy, how landlords can serve notice and the court process to obtain possession

Learning outcomes	Assessment criteria
1. Understand how a tenant can end the tenancy.	1.1 Summarise the process when a tenant legally ends the tenancy. 1.2 Explain the process when a tenant abandons the property.
2. Understand how a landlord can end the tenancy.	2.1 Explain current legislation on notice requirements. 2.2 Describe the process to serve legal notices to end tenancies. 2.3 Summarise the process for ending a tenancy.
3. Understand the legal process for a landlord to obtain possession.	3.1 Summarise the stages of applying to court for possession. 3.2 Explain how landlords can avoid actions for harassment and illegal eviction.



Professional practice for lettings agents

Unit level:	3
Unit credit value:	3
Unit reference number:	T/508/5017
CIH AO reference number:	H3005
Unit status:	Additional

Unit purpose/aim

The unit aims to provide those working in front line roles with an understanding of the relationship between the agent and landlords and tenants. It also looks at business development and learning through experience.

Learning outcomes	Assessment criteria
1. Understand the terms of business with landlords, tenants and agents.	1.1 Explain common terms of business between agents and landlords. 1.2 Summarise legislation which impacts on the relationship between agent and landlords and tenants. 1.3 Contrast codes of practice and ethics that impact on the relationship between agent, landlord and tenant.
2. Understand business development opportunities.	2.1 Explain key concepts in business development. 2.2 Summarise potential cross selling and referral opportunities.
3. Understand how to assess own performance.	3.1 Explain the concept of 'reflective practice'. 3.2 Reflect on own practice. 3.3 Evaluate the role of feedback in improving performance.

Annex 1

- This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management England.
- The linkages shown are neither exhaustive, nor conclusive, as in some cases it will depend on what is taught as part of the course, and to what depth. For example, the teaching of professional practice skills for housing may provide learners with opportunities to explore the skills that are detailed as part of the apprenticeship standard. If the qualification is being used as part or an apprenticeship the deliverer will be required to complete their own detailed mapping.
- The employer and training provider responsible for the delivery of the apprenticeship standard are required to ensure that their course content covers the apprenticeship standard and prepares learners for the end point assessment.

Knowledge	Legislation and regulation	Organisation background information	Assets	Customers	Context	Range of services	Organisational policies
Letting residential properties	✓						✓
Property standards for residential properties	✓		✓			✓	
Tenancy management for residential property						✓	✓
Ending tenancies of residential property	✓						
Professional practice for lettings agents						✓	

Skills	Customer service	Communication	Collaborative working	Respond to vulnerability	Information collection and sharing	Influencing and negotiating	Self management	Problem solving	Decision making	Tools and equipment
Letting residential properties										
Property standards for residential properties										
Tenancy management for residential property										
Ending tenancies of residential property										
Professional practice for lettings agents										

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
Letting residential properties										
Property standards for residential properties										
Tenancy management for residential property										
Ending tenancies of residential property										
Professional practice for lettings agents										