

Level 3 Certificate in Housing Practice



What is the Level 3 Certificate in Housing Practice?

The [Level 3 Certificate in Housing Practice](#) is a 37 week qualification which provides you with knowledge and understanding of a range of key areas in delivering housing services.

You will study a total of eight units: five core units and a further three units from a choice of two options.

These five mandatory units provide essential underpinning knowledge for working in housing organisations:

- ❑ The housing system
- ❑ Professional practice skills for housing
- ❑ Occupancy, tenure and lettings
- ❑ Rental income management
- ❑ Dealing with anti-social behaviour in housing

You also study a further three units, choosing as follows:

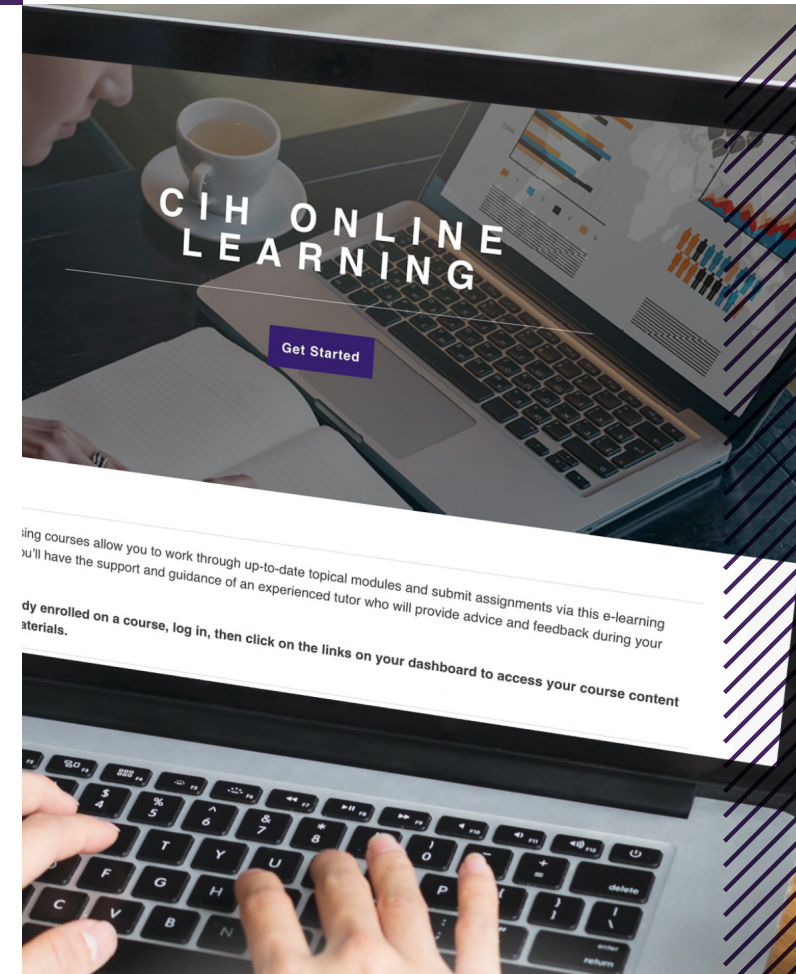
Option one

- ❑ Delivery of housing services
- ❑ Involving housing service users
- ❑ Sustainable communities

OR

Option two

- ❑ Housing repairs and maintenance services
- ❑ Customer service in housing
- ❑ Choice between either:
 - ❑ Managing leasehold housing services
 - OR
 - ❑ Managing empty properties



Duration: approximately 37 weeks, with an average of eight hours study a week



Cost: depending on how you want to study the course cost can vary:

Online: £1,560

Online plus: £1,880

Bitesize: £195 per unit



Includes complimentary CIH membership for the duration of your studies.

Why study this qualification?

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
- ❑ Reflecting on your own professional practice
- ❑ Planning ahead for your own development

Successful completion of this qualification will provide you with a vocational qualification of an equivalent standard to an A-level. It will prepare you for further study, the [Level 4 Certificate in Housing](#), which CIH also offers online as a one-year qualification and is the first step on the route towards [CIH Chartered Membership CIHCM](#).

On completion of this qualification, you will be eligible for [CIH Certified Practitioner CertCIH](#) status. The pathway indicated on your certificate will reflect the combination of units you studied:

Option one:

- ❑ Managing housing services

Option two (Leasehold):

- ❑ Managing properties

Option two (Empty properties):

- ❑ Generic pathway

Who should apply for this qualification?

To register on this qualification you should be working in either a paid or voluntary capacity in housing and must also have completed either:

- ❑ CIH Level 2 Certificate in Housing Practice

OR

- ❑ an equivalent Level 2 qualification or higher.

If you do not meet either of the above criteria you may still be eligible but must have at least six months experience of 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.

Applicants must be aged 18 or over, be confident using IT and have access to a computer.



What will I learn?

The housing system (mandatory)

- ❑ Know the different ways that individuals access the housing market
- ❑ Understand the role of the main providers of housing
- ❑ Understand the features of the housing market
- ❑ Understand how government intervenes in the housing system

Professional practice skills for housing (mandatory)

- ❑ Understand the key skills, knowledge and behaviours required for the housing professional
- ❑ Understand ethics in the context of professional practice in housing
- ❑ Understand equality, diversity and inclusion in the context of professional practice in housing
- ❑ Be able to assess own professional performance and development

Occupancy, tenure and lettings (mandatory)

- ❑ Understand types of occupancy and tenure
- ❑ Understand different types of tenancy
- ❑ Understand different approaches to allocation and lettings

Rental income management (mandatory)

- ❑ Understand the importance of rental income management
- ❑ Understand good practice in effective income management
- ❑ Understand the legal framework for arrears management

Dealing with anti-social behaviour in housing (mandatory)

- ❑ Understand what anti-social behaviour means in a housing context
- ❑ Understand the statutory and non statutory interventions available to tackle anti-social behaviour
- ❑ Understand approaches to tackling and preventing anti-social behaviour in housing



Option one

Delivery of housing services

- Know the main types of housing providers nationally and the services they deliver
- Know the agencies that work with housing providers to deliver services
- Understand how housing providers are regulated
- Understand how housing providers can improve the services they deliver

Involving housing service users

- Understand why service user involvement is important in a range of housing related settings
- Understand the opportunities for service user involvement in housing
- Understand how to maximise the impact of service user involvement in a specific context

Sustainable Communities

- Understand what a sustainable community is.
- Understand the political, social and economic context of sustainable communities
- Understand how sustainable communities can be developed

Please note: Option two units are not available for online plus or bitesize learners.

Option two

Housing repairs and maintenance services

- Understand the approaches to delivering a responsive repairs service
- Understand the approaches to delivering long term asset management programmes
- Understand the relationship between the client and contractor roles in the delivery of repairs and maintenance services

Customer service in housing

- Understand the role of customer service in housing.
- Understand how to communicate effectively with the housing customer
- Understand the role of customer feedback in housing

Choose between

Managing leasehold housing services (not applicable in Scotland)

- Know the legal and regulatory framework for leasehold housing management
- Understand the features of the leasehold housing sector
- Know how to consult on, and calculate leasehold housing service charges

or

Managing empty properties

- Understand the context for managing empty properties
- Understand how housing organisations manage empty properties.



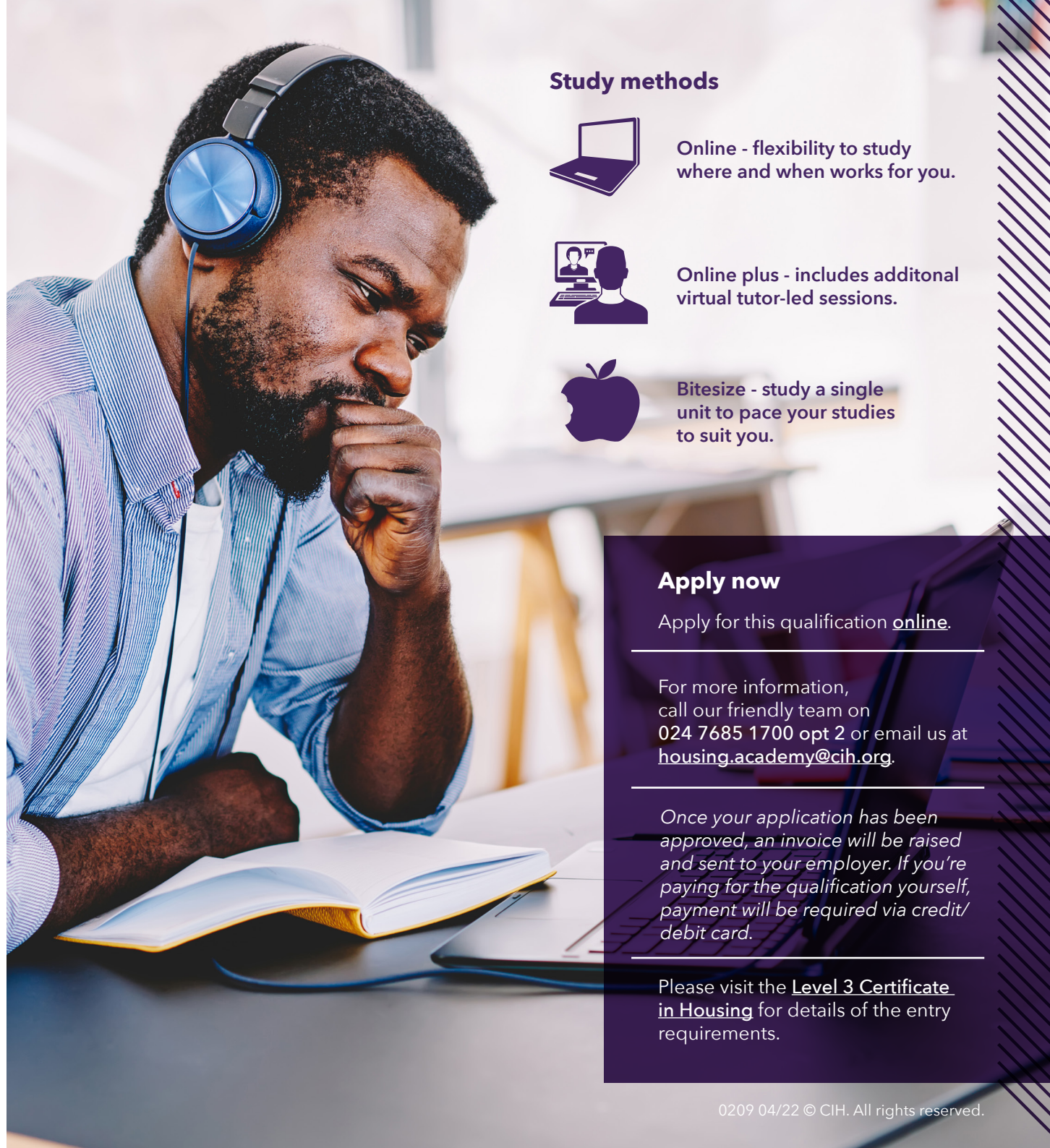
What can I expect as a CIH online learner?

CIH supports you as an [online learner](#) in a range of ways. We offer online qualifications which means your studies are done virtually, so you can fit this around your day job, personal life and make it work for you.

At the beginning of the qualification, you'll be provided with a brief introduction to the qualification and information on how it is delivered, structured and assessed.

How we support you:

- ❑ You'll have an academic tutor who offers you support throughout your qualification via email and telephone on request. Your tutor will mark your assignments and give you feedback as well as provide you with advice and support on any academic issues.
- ❑ Get a complete set of online learning materials to work through for each unit. You will submit an assignment at the end of each unit of study (approximately every eight weeks).
- ❑ Each unit contains activities to help support your learning and forums in which you can stay in contact with your fellow learners and share your thoughts on the study topics and assignment tasks.
- ❑ The [CIH Housing Academy](#) will support you throughout your qualification, offering guidance when personal or work-related problems arise that may affect your studies.
- ❑ Communicate and share ideas with other learners via our e-learning site, Moodle.



Study methods



Online - flexibility to study where and when works for you.



Online plus - includes additional virtual tutor-led sessions.



Bitesize - study a single unit to pace your studies to suit you.

Apply now

Apply for this qualification [online](#).

For more information, call our friendly team on 024 7685 1700 opt 2 or email us at housing.academy@cih.org.

Once your application has been approved, an invoice will be raised and sent to your employer. If you're paying for the qualification yourself, payment will be required via credit/debit card.

Please visit the [Level 3 Certificate in Housing](#) for details of the entry requirements.