CIH Level 3 Certificate in Housing Maintenance and Asset Management
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 603/0897/7
The operational start date is 01 January 2017
The CIH scheme code is 3A03

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, Qualifications Wales and CCEA Regulation.

The objective of this qualification is to provide individuals with the technical knowledge and understanding of housing maintenance and asset management at an operational level. The qualification explores housing construction, maintenance and repair, KPIs and health and safety. All learners must study ethics and professional practice which supports the development of their own personal growth and engagement in learning and housing.

The qualification aims to…
- provide learners with an understanding of the housing maintenance role and how this fits into the wider context of housing,
- introduce some of the knowledge necessary to participate in housing maintenance related activities whether paid or voluntary,
- prepare learners for further study at level 3 and progression to qualifications at level 4.

The qualification is suitable for learners…
- minimum age of 16
- who are maintenance professionals working in the housing sector,
- or non-technical staff from a customer service or housing management background who want to qualify and progress to become a housing maintenance professional,
- or working as tenant liaison officers in private construction companies.

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 or
- be working in housing or a housing maintenance industry or
- have completed the CIH Level 2 Certificate in Housing Maintenance 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.

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Progression routes

The learner may wish to progress onto further learning:

- by using the credit gained in the qualification title, to widen their knowledge of housing by completing the qualification title.
- 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 qualification title.

Certified practitioner
Learners who successfully complete the qualification will become eligible for 'certified practitioner' membership of CIH.

Level 3 descriptors

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. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	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. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

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 24-25.

In Northern Ireland the qualification is the technical knowledge element of the Level 3 Housing Apprenticeship Framework.

Qualification structure

Qualification title: CIH Level 3 Certificate in Housing Maintenance and Asset Management

Learners must achieve a minimum of 13 credits in order to be awarded the qualification, from 1 mandatory unit and 3 optional units. An optional unit must be taken from each optional unit group, with a further unit to be taken from either group.

The recommended guided learning hours for the qualification are 87.   CIH AO expects that centres 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 units may be delivered in any order. The total qualification time will be 130 hours.

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

Mandatory unit group

The qualification contains the following mandatory unit, 4 credits must be achieved from this group:

Unit title	Credits	Level	Page
Professional practice skills for housing Unit number J/615/0849	4	3	11

Optional unit group 1

A minimum of one unit, 3 credits, must be achieved from this group. Barred combinations: A learner may not take both the Housing repairs and maintenance services and Repairs and maintenance in housing organisations units in order to achieve their qualification due to the amount of overlap.

Unit title	Credits	Level	Page
Housing construction and maintenance Unit number J/615/4075	5	3	18
Housing repairs and maintenance services Unit number L/615/1999	3	3	19
Repairs and maintenance in housing organisations Unit number was R/615/4077	3	3	23

Optional unit group 2

A minimum of one unit, 3 credits, must be achieved from this group. Barred combinations: A learner may not take both the Customer service in housing and Customer service standards for housing maintenance units in order to achieve their qualification due to the amount of overlap.

Unit title	Credits	Level	Page
Accessible and adaptable housing Unit number H/615/3998	3	3	12
Customer service in housing Unit number A/615/1996	3	3	13
Customer service standards in housing maintenance Unit number L/615/4000	3	3	14
Delivery of housing services Unit number J/615/1998	4	3	15
Equality and diversity for housing Unit number A/615/4073	4	3	16
Health and safety awareness for housing management and maintenance Unit number F/615/4074	5	3	17
Managing empty properties Unit number L/615/4076	3	3	21
Regeneration Unit number T/615/2015	3	3	22

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Delivering the qualification

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.

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.

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Professional practice skills for housing

Unit level: 3
Unit credit value: 4
Unit reference number: J/615/0849
CIH AO reference number: H3008
Unit status: Mandatory

Unit purpose/aim
The unit aims to provide learners with the professional skills required to practice in housing.

Learning outcomes	Assessment criteria
1. Understand the key skills, knowledge and behaviours required for the housing professional.	1.1 Evaluate a range of key skills, knowledge and behaviours that a housing professional requires.
2. Understand ethics in the context of professional practice in housing.	2.1 Explain what 'professionalism' means in a housing context. 2.2 Explain the role of ethics in housing practice. 2.3 Describe how you apply ethics in own professional practice.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.	3.1 Explain the role of equality, diversity and inclusion in housing practice. 3.2 Describe how you apply equality and diversity in own professional practice.
4. Be able to assess own professional performance and development.	4.1 Reflect on own professional practice skills. 4.2 Discuss the role of feedback in improving performance. 4.3 Develop a professional development plan to meet current and future challenges.

Accessible and adaptable housing

Unit level: **3**
Unit credit value: **3**
Unit reference number: **H/615/3998**
CIH AO reference number: **H3023**
Unit status: **Optional**

Unit purpose/aim
The unit aims to provide learners with an understanding of the relationship between housing, promoting independence and physical access. It will examine changing approaches towards accessible and adaptable housing and enable learners to assess a range of housing options, services and assistive technology.

Learning outcomes	Assessment criteria
1. Understand the social and political context for accessible and adaptable housing.	1.1 Discuss changing social and political attitudes to the provision of accessible and adaptable housing. 1.2 Explain how the national policy context impacts on the delivery of accessible and adaptable housing. 1.3 Explain the role of the independent living movement and equalities campaigning in the development of accessible and adaptable housing.
2. Understand the features of accessible and adaptable housing.	2.1 Summarise the features of accessible and adaptable housing. 2.2 Investigate how the new build development process can provide sustainable living options for people with different abilities. 2.3 Explain how existing homes can be adapted to make them accessible for people with different abilities.
3. Understand the role of assistive technology in supporting independent living.	3.1 Examine the range of assistive technology available to enable people to live independently. 3.2 Explain how assistive technology can enable people to live independently.

Customer service in housing

Unit level: **3**
Unit credit value: **3**
Unit reference number: **A/615/1996**
CIH AO reference number: **H3012**
Unit status: **Optional**

Unit purpose/aim
The unit aims to provide the learner with an understanding of the role of effective customer service in a housing context, how to communicate effectively with the customer and how to respond appropriately to customer feedback.

Learning outcomes	Assessment criteria
1. Understand the role of customer service in housing.	1.1 Explain the principles of customer service in a housing context. 1.2 Evaluate the benefits of effective customer service for a housing organisation. 1.3 Identify the methods used to find out the needs and expectations of housing customers. 1.4 Explain how the needs and expectations of housing customers impact on service delivery and development.
2. Understand how to communicate effectively with the housing customer.	2.1 Describe commonly used methods of communication between a housing organisation and its customers. 2.2 Evaluate methods for eliminating or minimising barriers to communication with customers.
3. Understand the role of customer feedback in housing.	3.1. Evaluate methods for capturing and responding to positive and negative customer feedback. 3.2. Explain the benefits of customer feedback to housing organisations.

![Chartered Institute of Housing - Awarding organisation logo]

Customer service standards in housing maintenance

Unit level: *3*
Unit credit value: *3*
Unit reference number: *L/615/4000*
CIH AO reference number: *H3024*
Unit status: *Optional*

Unit purpose/aim
The unit aims to provide the learner with an understanding of the role of effective customer service standards in driving service improvements in housing repairs and maintenance.

Learning outcomes	Assessment criteria
1. Understand how key performance indicators are used to improve housing repairs and maintenance services.	1.1 Describe key performance indicators for housing repairs and maintenance services. 1.2 Explain how key performance indicators are used to drive improvements in housing repairs and maintenance services.
2. Understand how customer service standards for repairs and maintenance services are determined.	2.1 Discuss the features of effective customer service standards. 2.2 Examine the links between customer service standards, key performance indicators and customer satisfaction rates.
3. Understand how customer feedback can be used to improve performance in housing repairs and maintenance.	3.1. Summarise methods of collecting feedback from customers on performance against service standards. 3.2. Explain how feedback is used to drive service improvement in housing repairs and maintenance.

Delivery of housing services

Unit level: 3
Unit credit value: 4
Unit reference number: J/615/1998
CIH AO reference number: H3014
Unit status: Optional

Unit purpose/aim

The unit aims to provide learners with knowledge of organisations who provide housing and the services they deliver.

Learning outcomes	Assessment criteria
1. Know the main types of housing providers nationally and the services they deliver.	1.1 Describe the main types of housing provider. 1.2 Outline the range of services that are delivered by housing providers.
2. Know the agencies that work with housing providers to deliver services.	2.1 Identify the agencies which work with housing providers to deliver services. 2.2 Explain the role of other agencies in delivering services alongside housing providers.
3. Understand how housing providers are regulated.	3.1 Identify the key regulatory bodies and frameworks operating in housing. 3.2 Explain the role of regulation in housing.
4. Understand how housing providers can improve the services they deliver.	4.1 Identify ways in which housing providers monitor their performance in delivering services. 4.2 Explain how performance information and feedback is used to improve services.

Equality and diversity for housing

Unit level:	*3*
Unit credit value:	*4*
Unit reference number:	*A/615/4073*
CIH AO reference number:	*H3025*
Unit status:	*Optional*

Unit purpose/aim
The unit aims to provide the learner with an understanding of equality and diversity legislation and practice in a housing context.

Learning outcomes	*Assessment criteria*
1. Understand equality and diversity legislation and how it relates to housing.	1.1 Summarise equality and diversity legislation. 1.2 Describe how equality and diversity legislation applies to housing services provision.
2. Understand the relationship between the diversity of the workforce and service delivery.	2.1. Explain the benefits of having a diverse workforce in an organisation. 2.2. Assess how this impacts on service delivery.
3. Understand the approaches used by housing organisations to monitor and respond to the diverse needs of service users.	3.1 Describe how information on the diversity of housing service users is collated and monitored. 3.2 Analyse how this information is used to tailor services to meet the diverse needs of communities in which the organisation works.

Health and safety awareness for housing management and maintenance

Unit level:	*3*
Unit credit value:	*5*
Unit reference number:	*F/615/4074*
CIH AO reference number:	*H3026*
Unit status:	*Optional*

Unit purpose/aim

The unit aims to provide the learner with an understanding of health and safety in both the workplace and within housing environments. Achievement of the unit does not provide full competence with health and safety requirements set out in learning outcome 2. In these areas additional training or qualifications may be required to meet legal and regulatory requirements.

Learning outcomes	*Assessment criteria*
1. Understand the requirements of health and safety acts and policies, for housing management and maintenance.	1.1 Summarise health and safety acts and policies relevant to housing management and maintenance. 1.2 State situations when Construction Design and Management Regulations apply. 1.3 Explain the impact of health and safety legislation on individuals 1.4 Explain the consequences of non compliance with health and safety legislation

2. Understand how housing organisations manage cyclical compliance with health and safety regulations.	2.1. Summarise the key health and safety regulatory requirements that housing organisations need to comply with:
	   • Gas and electric safety
	   • Oil and LPG
	   • Fire safety
	   • Legionella and asbestos
	   • Chemical and biological hazards
	   • Lifts, stair lifts and hoists
	   • Other
	2.2. Evaluate organisational process and procedure for managing cyclical health and safety regulatory requirements.
	2.3. Describe own responsibilities in compliance with health and safety regulatory requirements.

3. Understand personal safety for housing and repairs and maintenance workers.	3.1. Explain lone working procedures for housing workers. 3.2. Explain how to work safely in physically risky situations. 3.3. Summarise measures for ensuring contractors work safely.

Housing construction and maintenance

Unit level: 3
Unit credit value: 5
Unit reference number: J/615/4075
CIH AO reference number: H3027
Unit status: Optional

Unit purpose/aim
The unit aims to provide the learner with an understanding typical housing construction methods and common housing maintenance problems.

Learning outcomes	Assessment criteria
1. Understand the common forms of construction for housing stock.	1.1 Summarise the main structural features of a range of typical dwelling types. 1.2 Compare the common forms of construction for housing stock in a housing organisations portfolio. 1.3 Summarise industry standards including, schedule of rates for construction.
2. Understand the utility services provided to a typical dwelling.	2.1 Explain drainage systems above and below ground. 2.2 Summarise gas, electricity and water mains supplies and distribution. 2.3 Explain legal requirements to check and service gas and electricity installations. 2.4 Describe the main types of space and water heating systems. 2.5 Describe the benefits of greener homes to their occupiers.
3. Understand common housing defects and repairs.	3.1. Identify common housing/building or property defects and propose remedial action. 3.2. Perform an onsite survey and recommend remedial action. 3.3. Perform a post inspection and report on performance.

Housing repairs and maintenance services

Unit level: 3
Unit credit value: 3
Unit reference number: L/615/1999
CIH AO reference number: H3015
Unit status: Optional

Unit purpose/aim
The unit aims to provide the learner with an introduction to systems developed to deliver short, medium and long term maintenance programmes. Learners will also learn about the client and contractor roles.

Learning outcomes	Assessment criteria
1. Understand the approaches to delivering a responsive repairs service.	1.1 Identify the types of work included in responsive repairs. 1.2 Explain the key stages in a responsive repairs service. 1.3 Evaluate approaches to delivering an economic, efficient and effective responsive repairs service.
2. Understand the approaches to delivering long term asset management programmes.	2.1 Summarise the types of work included in asset management. 2.2 Evaluate approaches to delivering economic, efficient and effective asset management programmes.
3. Understand the relationship between the client and contractor roles in the delivery of repairs and maintenance services.	3.1. Define the role of client and contractor in the delivery of repairs and maintenance services. 3.2. Summarise the factors that contribute to an effective client-contractor relationship.

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Managing empty properties

Unit level:	*3*
Unit credit value:	*3*
Unit reference number:	*L/615/4076*
CIH AO reference number:	*H3028*
Unit status:	*Optional*

Unit purpose/aim

The unit aims to provide the learner with an understanding of the context for managing empty properties and how organisations manage empty properties.

Learning outcomes	Assessment criteria
1. Understand the context for managing empty properties.	1.1 Explain the importance for organisations of managing empty properties, and the significance for individuals and communities. 1.2 Describe the causes and effects of high and low demand in the context of managing empty properties. 1.3 Explore wider strategic initiatives for tackling empty properties considering the role that housing organisations play.
2. Understand how housing organisations manage empty properties.	2.1 Evaluate end-to-end organisational processes for the management of empty properties, including efficiency, value and interface with other functions. 2.2 Explain the effect of quality, standards and customer focus considerations on processes for the management of empty properties. 2.3 Examine approaches to increasing demand for hard to let properties. 2.4 Explain circumstances in which organisations may choose to dispose of the property.

Regeneration

Unit level: *3*
Unit credit value: *3*
Unit reference number: *T/615/2015*
CIH AO reference number: *H3020*
Unit status: *Optional*

Unit purpose/aim
The unit aims to provide the learner with an understanding of the policy, strategic economic, social and spatial context for housing regeneration and approaches to regeneration.

Learning outcomes	Assessment criteria
1 Understand the policy context for regeneration.	1.1 Summarise the policy context for regeneration. 1.2 Explain how housing organisations contribute to the regeneration policy and strategic framework.
2 Know the wider social, economic and spatial processes in the regeneration of areas and communities.	2.1. Summarise key factors influencing regeneration of areas and communities with particular reference to social, economic and spatial processes.
3 Understand the key organisations, agencies and groups, and their roles in the regeneration process.	3.1 Summarise the role of key organisations, agencies and groups in the regeneration process. 3.2 Evaluate the role of housing organisations in the regeneration process, including engagement with residents.

Repairs and maintenance in housing organisations

Unit level: *3*
Unit credit value: *3*
Unit reference number: *R/615/4077*
CIH AO reference number: *H3029*
Unit status: *Optional*

Unit purpose/aim
The unit aims to provide the learner with an understanding of approaches to repairs and maintenance in a housing organisation and the legal rights and obligations of both tenants and housing organisations.

Learning outcomes	*Assessment criteria*
1. Understand the legal obligations relating to repairs and maintenance.	1.1 Summarise the rights and obligations of landlords in relation to repairs. 1.2 Summarise the rights and obligations of tenants and leaseholders in relation to repairs.
2. Understand how housing organisations manage and deliver long term and cyclical maintenance.	2.1. Explain how organisations manage and deliver planned maintenance. 2.2. Explain how organisations manage and deliver cyclical maintenance.
3. Understand the methods landlords use to manage their responsive repairs and maintenance service.	3.1 Summarise the different approaches to managing responsive repairs. 3.2 Evaluate methods landlords use to monitor and improve their responsive repairs and maintenance services.

Exemption

The following units are deemed to be allowed as exemption from the achievement of certain units of this qualification because they cover at least 80% of the assessment criteria. This is to support transition and to avoid the unnecessary burden of duplication of learning while upholding the validity of the qualification.

Unit title	*Exemption*
Professional practice skills for housing J/615/0849	Professional practice skills for housing Y/505/5928
Housing repairs and maintenance services L/615/1999	Housing maintenance systems D/503/8211
Repairs and maintenance in housing organisations R/615/4077	Repairs and maintenance in housing organisations A/602/4326
Housing construction and maintenance J/615/4075	House construction Y/503/8210
Accessible and adaptable housing H/615/3998	Accessible and adaptable housing H/602/3865
Customer service in housing A/615/1996	Customer service in a housing context J/504/5704
Customer service standards for housing maintenance L/615/4000	Customer service standards for housing maintenance D/503/8208
Delivery of housing services J/615/1998	Delivery of affordable housing services R/602/3201
Equality and diversity for housing A/615/4073	Equality and diversity for housing R/602/3196
Health and safety awareness for housing management and maintenance F/615/4074	Health and safety for housing management and maintenance H/503/8209
Managing empty properties L/615/4076	Managing empty properties Y/602/4382
Regeneration T/615/2015	Regeneration and renewal Y/602/3913

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- 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
Professional practice skills for housing							✓
Accessible and adaptable housing			✓	✓	✓	✓	
Customer service in housing				✓		✓	✓
Customer service standards in housing maintenance		✓		✓		✓	
Delivery of housing services	✓	✓			✓	✓	✓
Equality and diversity for housing	✓			✓		✓	✓
Health and safety awareness for housing management and maintenance	✓						✓
Housing construction and maintenance	✓		✓			✓	
Housing repairs and maintenance services		✓	✓			✓	
Managing empty properties							
Regeneration							
Repairs and maintenance in housing organisations		✓	✓			✓	✓

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
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Accessible and adaptable housing										
Customer service in housing	✓	✓			✓					
Customer service standards in housing maintenance	✓				✓					
Delivery of housing services			✓		✓					
Equality and diversity for housing	✓				✓					

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
Health and safety awareness for housing management and maintenance										
Housing construction and maintenance								✓	✓	
Housing repairs and maintenance services			✓			✓				
Managing empty properties	✓				✓					
Regeneration					✓					
Repairs and maintenance in housing organisations					✓					

Behaviours	Responsive	Trust and integrity	Adaptability	Independence	Dependability	Personal commitment	Resilience	Role model	Customer care	Team work
Professional practice skills for housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Accessible and adaptable housing										
Customer service in housing									✓	
Customer service standards in housing maintenance									✓	
Delivery of housing services										
Equality and diversity for housing									✓	
Health and safety awareness for housing management and maintenance										
Housing construction and maintenance										
Housing repairs and maintenance services										
Managing empty properties										
Regeneration										
Repairs and maintenance in housing organisations										