



Chartered
Institute of
Housing
Awarding
organisation

CIH Level 2 Certificate in Housing Practice

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 603/3583/X.
The operational start date is 01 September 2018.
The CIH scheme code is 2H04.

Contact us:

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



About the qualification

The qualification is a level 2 vocationally related qualification for the housing sector, regulated by Ofqual, Qualifications Wales and CCEA Regulation.

The objective of this qualification is to provide learners with an introduction to housing and to working in housing.

The qualification aims to...

- provide learners with a basic understanding of housing,
- introduce some of the skills and knowledge necessary to participate in housing related activities whether paid or voluntary,
- prepare learners for further study at level 3.

The qualification is suitable for learners...

- who are new to housing or workers in a front-line position who want to improve their general awareness of housing,
- not currently working in housing but considering a front-line housing position as a career option,
- tenants, residents and board members wishing to enhance their personal involvement and understanding of housing,
- working in housing who wish to attain an initial qualification in housing,
- aged 14+. If you are offering the qualification to pre-16's please contact accreditation@cih.org, to enable us to monitor take-up and delivery.

Entry requirements

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

- have the potential and opportunity to gain the qualification

Further details of the level that the learner needs to be able to achieve are provided in the section on level 2 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- at level 3 – if the learner has housing experience or supervisory/management experience and has previously studied at level 2 or 3, they may be able to progress to the CIH Level 3 Certificate in Housing Practice.



Level 2 descriptors

The level 2 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 knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.
Can interpret relevant information and ideas.	Identify, gather and use relevant information to inform actions.
Is aware of a range of information that is relevant to the area of study or work.	Identify how effective actions have been.

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

Apprenticeship

The qualification is the technical / knowledge component of the SASE Level 2 Housing Apprenticeship – Wales/NI.

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



Qualification structure

Qualification title: CIH Level 2 Certificate in Housing Practice

Learners must achieve a minimum of 14 credits in order to be awarded the qualification, from 4 mandatory units.

The recommended guided learning hours for the qualification are 105. 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 is expected to be 140 hours.

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

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

Unit title	Credits	Level	Page
Housing provision and housing organisations Unit number M/617/2120	4	2	9
Customer service for housing Unit number T/617/2121	3	2	10
Professional development in housing Unit number A/617/2122	3	2	11
Assets, repairs and maintenance Unit number F/617/2123	4	2	12

Delivering the qualification

Approval to deliver the qualification

Centres MUST be approved by CIH AO to offer the qualification prior to delivery. 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.
- 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 assessments for the qualification are 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 completed 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.



Housing provision and housing organisations

Unit level:	2
Unit credit value:	4
Unit reference number:	M/617/2120
CIH AO reference number:	HP201
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of how housing is provided. Learners will consider different types of landlord, the range of services they offer, how they finance housing and the relationship between landlord and tenant.

Learning outcomes	Assessment criteria
1. Understand housing provision and tenure in the context of trends in the housing market.	1.1 Outline key trends in the housing market. 1.2 Describe different types of housing tenures. 1.3 Explain the key features of the main tenures.
2. Know about the relationship between landlord and tenant.	2.1 Describe the different types of landlord in the rental sector. 2.2 Describe the range of services landlords and/or housing organisations provide. 2.3 Describe the rights and responsibilities of different types of landlord and their tenants.
3. Know about the partnerships and collaborative working housing organisations engage in to provide services.	3.1 Identify partners, contractors and volunteers that work with housing providers to deliver services. 3.2 Outline the kinds of services provided by these partners, contractors and volunteers. 3.3 Explain the roles and responsibilities of housing organisations and their partners, contractors and volunteers in providing these services.
4. Know how housing organisations are regulated and funded.	4.1 Identify the role of the regulator/s in housing. 4.2 Identify ways housing organisations finance their housing operations.



Customer service for housing

Unit level:	2
Unit credit value:	3
Unit reference number:	T/617/2121
CIH AO reference number:	HP202
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of customer service including equality and diversity and an awareness of the needs of different customers within the housing context.

Learning outcomes	Assessment criteria
1. Understand the principles of customer service.	1.1 Describe the principles of customer service. 1.2 Explain the importance of confidentiality in customer service. 1.3 Describe appropriate ways of responding to customers in difficult circumstances.
2. Know the diverse range and needs of housing customers.	2.1 List the different customers of a housing organisation. 2.2 Identify the different needs of these customers.
3. Understand the principles of equality and diversity.	3.1 Explain the principles of equality and diversity. 3.2 Outline the main provisions of equality and diversity policy and legislation.



Professional development in housing

Unit level:	2
Unit credit value:	3
Unit reference number:	A/617/2122
CIH AO reference number:	HP203
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of different roles within a housing context and the knowledge, skills and behaviours needed to fulfil them. The learner will also explore their personal professional development.

Learning outcomes	Assessment criteria
1. Know about paid and voluntary roles in the housing sector.	1.1 Identify paid and voluntary roles within the housing sector. 1.2 Describe different roles within the housing sector, both paid and voluntary.
2. Understand the knowledge, skills and behaviours required to work within the housing sector.	2.1 Explore the knowledge, skills and behaviours necessary for a particular role, in the housing sector. 2.2 Compare own knowledge, skills and behaviours to those required by a particular role. 2.3 Define ethics and professionalism in housing.
3. Be able to plan personal professional development.	3.1 Identify individual knowledge and skills needs. 3.2 Outline the qualifications, training and development opportunities that would be suitable to meet individual knowledge and skills needs.



Assets, repairs and maintenance

Unit level: 2
Unit credit value: 4
Unit reference number: F/617/2123
CIH AO reference number: HP204
Unit status: Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of main types of dwellings and how they are maintained and repaired.

Learning outcomes	Assessment criteria
1. Know the main types of dwellings across the housing stock.	1.1 Describe the main types of construction of housing stock and how it has changed over time. 1.2 Summarise the main structural features of a typical dwelling. 1.3 Identify the utilities provided to a typical dwelling.
2. Understand the concept of asset management for housing organisations.	2.1 Summarise the purpose of asset management in housing. 2.2 Identify types of activity included in asset management.
3. Understand the process for managing repairs and maintenance of housing stock.	3.1 Describe the process used to deliver a responsive repairs service. 3.2 Describe the process used to deliver planned programmes of work.



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
Housing provision and housing organisations M/617/2120	Housing provision and housing organisations D/602/1225
Customer service for housing T/617/2121	Customer care in the housing context H/602/1226
Professional development in housing A/617/2122	Careers and opportunities in housing K/602/1227
Assets, repairs and maintenance F/617/2123	Achievement of both; House construction D/503/2716 Housing maintenance systems M/503/2719

- This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management Assistant 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 of 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	Quality standards	Organisational policies
Housing provision and housing organisations	✓				✓	✓		
Customer service for housing	✓	✓		✓			✓	✓
Professional development in housing								
Assets, repairs and maintenance			✓					

Skills	Customer service	Respond to vulnerability	Communication	Administration	Information collection / sharing	Team work	Time management	Tools and equipment	Decision making
Housing provision and housing organisations									
Customer service for housing	✓	✓	✓		✓				
Professional development in housing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Assets, repairs and maintenance									

Behaviours	Responsive	Trust and integrity	Adaptability	Dependability	Personal commitment	Customer care	Team work
Housing provision and housing organisations							
Customer service for housing							
Professional development in housing	✓	✓	✓	✓	✓	✓	✓
Assets, repairs and maintenance							