

CIH Level 3 Certificate in Housing

Core Units compulsory

3C1 Social factors affecting housing in the UK

3C2 The delivery of housing services in the UK

3C3 Professional practice skills for housing

Plus any six optional units

H301	Involving housing service users	H319	Managing resources for caretaking and concierge services
H302	Financing housing services	H320	The framework for housing advice
H303	Occupancy, tenure and lettings	H321	Introducing social welfare
H304	Managing housing and assets	H322	Social exclusion
H305	Repairs and maintenance in a housing organisation	H323	Introducing sustainable communities
H306	Planning, construction and development	H324	Community development
H307	Homelessness services and prevention	H325	Accessible housing
H308	Housing and the law	H326	Cleaning public areas
H309	Managing disputes, conflict and anti-social behaviour	H327	Security for housing sites
H310	Managing leasehold services	H328	UK welfare benefit system
H311	Identifying the needs of supported housing clients	H329	UK neighbourhood management
H312	Supported housing and housing related services	H330	Housing regeneration and renewal
H313	Funding, monitoring and reviewing housing with support	H331	The context of call and control centre provision
H314	Housing and older people	H332	Providing call and control centre services
H315	Housing and health	H333	Skills for the call and control centre operator
H316	Housing and young people	H334	Handling customer data safely and securely
H317	Housing and support for asylum seekers, refugees and new migrants	H335	Understanding gypsy and traveller identity in society
H318	Neighbourhood and community warden services	H336	The legal context for gypsy and traveller sites
		H337	Managing accommodation and support for gypsies and travellers

CIH/CIOB Level 3 Housing Maintenance Certificate

Apprentices need to take the following six mandatory units

- Housing Technology
- Housing Maintenance & Refurbishment
- Supervising Information & Resources
- Customer Service
- Health & Safety
- Housing Organisations in Context

This technical certificate will be taken by apprentices who provide housing maintenance related customer service either face-to-face or from a call centre and who want to qualify and progress to become a housing maintenance professional.

CIH Level 2 Certificate in Housing

Candidates must take four compulsory core units.

CIH Unit Code	Unit Title	Accreditation Number
2C1	Housing Provision and Housing Organisations	L/500/9027
2C2	Customer Care and Communication Skills for Housing	F/500/9025
2C3	Careers and Opportunities in Housing	J/500/9026
2C4	Developing Skills for Working in Housing	Y/500/9029

CIOB/CIH level 2 Certificate in Housing Maintenance

Candidates must take the following mandatory units:

- Customer Service & Standards
- Housing Technology and Maintenance
- Housing Organisations in Context
- Housing Regulations and Structure

This technical certificate will be taken by apprentices who provide housing maintenance related customer service either face-to-face or from a call centre and who want to qualify and progress to become a housing maintenance professional.

APPRENTICESHIP IN HOUSING

(Levels 2 and 3)

What is an apprenticeship?

Apprenticeships are nationally recognised qualifications that offer an excellent way of mastering practical skills in the workplace. They give people the opportunity to train as they work and earn money, and are increasingly recognised as the gold standard for work-based training.

Who is it for?

Anyone who is not in full-time education and above 16 years of age can become an apprentice.

Who provides training?

Employers can use external training providers for all aspects of the apprenticeship or can choose to provide some or all of the training in-house, with verification undertaken by external providers where required.

How much does an apprenticeship cost?

For apprentices aged 16-19, all training costs are met by the government. For apprentices aged 19+, the employer will be expected to pay a percentage amount, although in some cases funding for the entire programme will be met. The employer is expected to meet the cost of the apprentices' wages.

How long will it take?

Typically the level 2 apprenticeship can be gained in 12-18 months and the level 3 apprenticeship in around 24 months

What is the format?

There are a number of components to an apprenticeship framework. Details of the units are listed overleaf. The framework for the Apprenticeship in Housing levels 2 and 3 comprises:

NVQ - a qualification that assesses competence in a work situation

CIH Certificate - qualifications offered by the Chartered Institute of Housing that are relevant and specific to the housing industry

Key/Functional skills - required standards in key non-housing specific skills

ERR - awareness of the rights and responsibilities that are essential in the workplace.

What are the benefits?

For employees:

- gain a qualification that is valued by employers
- earn while training
- gain practical, job-specific skills
- work alongside experienced members of staff
- enhance prospects for career progression

For employers:

- improve productivity and profitability
- fill skills gaps now and in the future
- become more attractive as an employer
- government funded training
- improve levels of service.

Next steps

For more information visit www.apprenticeships.org or call the National Apprenticeship Service on 0800 015 0 600.

Alternatively, visit www.assetskills.org or call 0845 678 2 888.

What are the Housing Apprenticeship levels 2 & 3 framework components?

Level 2	Level 3
NVQ	
NVQ Level 2 in Housing	NVQ level 3 in Housing
CIH Certificate	
CIH level 2 certificate in Housing or CIH/CIOB level 2 certificate in Housing Maintenance	CIH level 3 certificate in Housing or CIH/CIOB level 3 certificate in Housing Maintenance
Key Skills or Functional Skills	
Communication level 2	Communication level 2
Application of number level 1	Application of number level 2
Information Technology level 1	*Information Technology level 2
ERR	
Employment Rights and Responsibilities workbook	Employment Rights and Responsibilities workbook

* recommended but not required

Apprentices receive a certificate as each qualification is achieved and a completion certificate when all qualifications are obtained

NVQ Level 3 Housing certificate

Candidates must achieve a minimum of 27 credits (13 mandatory and 14 optional).

Unit Title	Mandatory Units
Mandatory Units	
Promote safe, ethical and sustainable practice in housing	5
Plan own professional development within housing	3
Develop positive relationships with customers and housing colleagues in providing a housing service	5
	13
Managing housing and assets	
Respond to customer requests for repairs	2
Inspect the condition of property	4
Organise the maintenance and repair of property	4
Allocate accommodation to meet customers needs	3
Set up and manage tenancy, licence and leaseholder agreements	4
Respond to possible breaches of agreement in the housing sector	4

Unit Title	Mandatory Units
Sell property to customers within a housing organisation setting	3
Provide housing advice and guidance to customers	3
Manage empty properties	2
Provide a housing rent service	3
Manage temporary accommodation	3
Deal with customers by telephone (level 2 – imported from Customer Service)	7
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Developing and involving individuals and communities	
Support the customer’s engagement with the local community through identification of support networks and development opportunities.	3
Arrange and facilitate meetings with housing customers and others	3
Work with customers and groups to develop the community	3
Develop and sustain partnership working arrangements in a housing environment.	2
Develop and promote customer involvement in a housing organisation.	3
	14
Housing Support Services	
Contribute to the development, implementation and review of support plans with individuals within a housing environment	4
Support social and personal development needs of customers within a housing environment	4
Help customers to move and settle into new living environments	4
Contribute to protecting customers from danger, harm and abuse in a housing environment	6
Direct work with customers who use a housing service	4
Enable housing customers to establish and maintain contacts and interests in isolating situations	4
Provide support to customers to reduce the risk of homelessness	4
	30

Candidates, in conjunction with employers, can select units from any pathway, or units from one pathway. Candidates must take the mandatory units which equal 13 credits. A minimum of 27 credits must be achieved in total. However, candidates could achieve more units if they wished. Recognition is given to all credits achieved and once 37 credits have been accumulated a Diploma will be awarded.

NVQ level 2 Qualification

Mandatory Units - you must achieve all of the units in this group

- Unit H1 Maintain open and honest relationships with customers
- Unit H2 Provide information to customers
- Unit H3 Maintain effective working relationships with colleagues and others
- Unit H4 Monitor and maintain health, safety and security

Optional Units – you must achieve three of the optional units

- Unit H5 Process documents relating to housing services
- Unit H6 Match the needs of customers with available accommodation
- Unit H7 Allocate accommodation to customers
- Unit H8 Set up agreements with customers
- Unit H9 Respond to customer enquiries and concerns
- Unit H10 Help to develop residents' involvement in the local community
- Unit H11 Support the rights of customers in the community
- Unit H12 Check and record the condition of property
- Unit H13 Organise the maintenance of property
- Unit H14 Help to develop customers to contribute to decision making
- Unit H15 Hold meetings with customers and others
- Unit H16 Foster people's equality, diversity and rights
- Unit H17 Promote effective communication and relationships
- Unit H18 Contribute to the ongoing support of clients
- Unit H19 Enable individuals to maintain contacts in potentially isolating situations
- Unit H20 Enable individuals to manage their domestic and personal resources
- Unit H21 Contribute to the protection of individuals from abuse
- Unit H22 Support individuals when they are distressed
- Unit H23 Support clients who are substance users