

ONLINE LEARNING

LEVEL 3 CERTIFICATE IN HOUSING SERVICES

CIH is the independent voice for housing and the home of professional standards. Our qualifications are informed by our engagement at all levels of the industry and the expert knowledge of our policy and practice teams.

A housing professional who gains an accredited qualification from CIH will be equipped with key skills and expert knowledge, and able to add value to their organisation and contribute to performance improvement in a fast-changing environment.

What is the Level 3 Certificate in Housing Services?

The Level 3 Certificate in Housing Services is a UK regulated 6 month qualification which provides you with knowledge and understanding of a range of key areas in delivering housing services.

You will study a total of four units. These provide essential underpinning knowledge for working in housing organisations:

- The housing system
- Professional practice skills for housing
- Housing repairs and maintenance services
- Customer service in housing

You can see more details about these units in the following pages.



What does the qualification cost and how long does it take?

Cost: For the latest qualification and membership fees visit cihcanada.ca/qualifications

Duration: Approximately 6 months, with an average of 8 hours study a week - this can include investigation undertaken at work and independent study time working through the online materials, completing additional reading and research, and writing up your submissions.

How will this qualification benefit me and my organisation?

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 the Level 3 Certificate in Housing Services will provide you with a vocational qualification. It will prepare you for further study at the next level, the Level 5 Diploma in Housing, which CIH also offers online as a one-year qualification and is the route towards CIH chartered membership.

On completion of this qualification you will be eligible for CIH Certified Practitioner status.



Who can apply for this qualification?

To register on this qualification you should be working in either a paid or voluntary capacity in housing.

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.

You must be a CIH Canada member for the duration of your studies.

What can I expect as a CIH online learner?

CIH supports you as an online learner in a range of ways.

When you begin your studies, during your online induction, you will be able to familiarise yourself with the qualification and how it is delivered, structured and assessed. You will find out where to get help, and have a chance to try out the online learning processes before you start your main study topics.

For each unit, you will be provided with a full set of online learning materials to work through. You will submit an assignment at the end of each module of study (approximately every six 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 task.

You will be assigned a tutor who will assess and provide feedback on your work, and will

be available to support and advise you on any queries about your assignments and study topics.

You will be supported by the Housing Academy team and CIH Canada throughout your qualification, who will offer guidance when personal or work-related problems arise which may affect your studies.

Other benefits of learning with CIH

- Your membership with CIH entitles you entitles you to a range of benefits designed to keep you up to date with the latest developments in the sector to support you in your studies. It also allows you to use the designatory letters CIHM after your name.
- The flexibility of learning online - fit your study alongside your other commitments.
- No examinations - assessment and feedback is through assignments, spread over four submissions.



Units you will study

You will study the following four units.

The housing system

Learning outcomes:

1. Know the different ways that individuals access the housing market.
2. Understand the role of the main providers of housing.
3. Understand the features of the housing market.
4. Understand how government intervenes in the housing system.

Professional practice skills for housing

Learning outcomes:

1. Understand the key skills, knowledge and behaviours required for the housing professional.
2. Understand ethics in the context of professional practice in housing.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.
4. Be able to assess own professional performance and development.

Housing repairs and maintenance services

Learning outcomes:

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

Customer service in housing

Learning outcomes:

1. Understand the role of customer service in housing.
2. Understand how to communicate effectively with the housing customer.
3. Understand the role of customer feedback in housing.



APPLY NOW

Apply online at <https://cihcanada.ca/qualifications/how-to-apply/>, choose your qualification and complete the application form.

For more information, call our friendly team at **343-882-3364** or email us at cihcanada_info@cih.org

You will require either authority to invoice from your employer or, if you are paying for the qualification yourself, your payment.