

# Qualification Snapshot – CIH Level 3 Certificate in Supporting Homeless People (QCF)

The Chartered Institute of Housing (CIH) is an awarding organisation for national qualifications at levels 2, 3 and 4.

CIH is the leading awarding organisation for housing qualifications and we are dedicated to providing the highest quality, relevant and up-to-date qualifications for everyone in housing.

Equipping your housing professionals with key skills and expert knowledge, with an accredited qualification from CIH, will drive improvement and add value enabling your organisation to compete more effectively.

The qualification is a vocationally related qualification for the housing sector, which is broadly equivalent / comparable in standard to an A-level or NVQ Level 3.

The qualification is supported by Asset Skills, the Sector Skills Council for Housing.

The qualification reference number is 501/1147/4.



Regulation start date:  
01/09/2010

Qualification review date:  
31/08/2015

## THE QUALIFICATION AIMS TO...

- ...develop the mainstays of key working,
- enable learners to develop approaches within their organisations to achieve successful outcomes for their clients,
- and prepare learners for further study in housing related qualifications at level 3 and 4.

## THE QUALIFICATION IS SUITABLE FOR LEARNERS...

- ...aged over 16
- working or resident in the UK and Ireland,
- who work in the homelessness sector and want to develop their skills and knowledge,
- that already have a level 2 qualification *and/or* experience of working in housing.

9/1/2013  
CIH Awarding Organisation  
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education

## QUALIFICATION RULES OF COMBINATION

Qualification title: CIH Level 3 Certificate in Supporting Homeless People

Credit value: 13

Minimum credit to be achieved at or above the level of the qualification: 13

Learners must achieve a minimum of 13 credits from the four mandatory units, in order to be awarded the qualification.

The recommended guided learning hours for the qualification are 102. It may be delivered in more or fewer hours according to the centres approval to deliver the qualification.

The qualification is graded on the basis of Pass / Refer / Fail only. The qualification is not eligible for an aegrotat award.

THE QUALIFICATION CONTAINS THE FOLLOWING MANDATORY UNIT,  
*13 CREDITS MUST BE ACHIEVED FROM THIS GROUP:*

UNIT TITLE	CREDITS	LEVEL	PAGE
<a href="#"><u>Homelessness services and prevention</u></a>	3	3	3
Unit number D/602/3024			
<a href="#"><u>Involving housing service users</u></a>	3	3	5
Unit number H/602/3025			
<a href="#"><u>Professional practice skills for housing</u></a>	4	3	7
Unit number Y/505/5928			
EXTERNALLY SET ASSESSMENT			
<a href="#"><u>Role of the support worker for independent living</u></a>	3	3	9
Unit number M/602/3027			

## THE UNITS

### CIH Awarding Organisation Unit HP310

<b>Title</b>	<b>Homelessness Services and Prevention</b>	
<b>Level</b>	3	
<b>Credit Value</b>	3	
<b>Unit Ref Num.</b>	D/602/3024	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the statutory framework for the provision of services to people who are homeless or threatened with homelessness.	1.1. Summarise the statutory framework relating to people who are homeless or threatened with homelessness. 1.2. Explain the statutory responsibilities of local authorities to people who are homeless or threatened with homelessness.	
2. Know about accommodation and services for people who are homeless or threatened with homelessness.	2.1. Describe accommodation types that are available for homeless people. 2.2. Summarise services that are available for people who are homeless or threatened with homelessness.	
3. Understand how homelessness may be prevented.	3.1. Summarise the services and other measures organisations use to prevent homelessness. 3.2. Explain the importance of partnership working in the prevention of homelessness.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The purpose of this unit is to raise learner awareness and understanding of the provision of services to both tackle and prevent homelessness. The unit aims to explore the statutory frameworks concerning homelessness. It also aims to examine the range of accommodation and services available and strategies and measures for the prevention of homelessness.	
Unit review date	31/08/2015	

<b>Title</b>	<b>Homelessness Services and Prevention</b>	
<b>Level</b>	3	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	Asset Skills 2008 Housing NOS Level 3 H3 07 Allocate accommodation to meet customers' needs. H3 11 Provide housing advice and guidance to customers. H3 23 Help customers to move and settle into new living environments. H3 27 Provide support to customers to reduce the risk of homelessness.	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Unit guided learning hours	24	
<b>Exemption</b> from the credit achievement requirements may be claimed on the basis of the following:	L/501/5118 – Homelessness Services and Prevention	

**CIH Awarding Organisation Unit HP314**

<b>Title</b>	<b>Involving Housing Service Users</b>	
<b>Level</b>	3	
<b>Credit Value</b>	3	
<b>Unit Ref Num.</b>	H/602/3025	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand why service user involvement is important in housing in a range of settings.	1.1. Summarise the legal requirements for service user involvement. 1.2. Summarise the regulatory requirements for service user involvement. 1.3. Explain the potential benefits of service user involvement in housing.	
2. Know a range of opportunities for service user involvement in housing.	2.1. Summarise opportunities for service users to be involved in housing. 2.2. Compare different approaches to service user involvement.	
3. Understand how to plan for service user involvement.	3.1. Analyse the current level of service user involvement in a specific context. 3.2. Develop a plan to increase service user involvement.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit aims to give learners a deeper appreciation of the drivers for service user involvement, and to enable them to plan for more effective involvement. This is designed as a broad, introductory unit for learners at Level 3.	
Unit review date	31/08/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	Asset Skills 2008 Housing NOS Level 3 H3 03 Develop relationships with others to improve customer service in housing H3 18 Work with customers and groups to develop the community H3 20 Develop and promote customer involvement in the organisation	
Assessment requirements or guidance specified by a sector or regulatory body	None	

<b>Title</b>	<b>Involving Housing Service Users</b>	
<b>Level</b>	3	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Unit guided learning hours	24	
<b>Exemption</b> from the credit achievement requirements may be claimed on the basis of the following:	F/501/5097 – Involving Housing Service Users	

## CIH Awarding Organisation Unit HP3M4

<b>Title</b>	Professional Practice Skills for Housing
<b>Level</b>	3
<b>Credit Value</b>	4
<b>Unit Ref Num.</b>	Y/505/5928
<b>Learning outcomes</b>	<b>Assessment criteria</b>
1. Understand the key skills required for the housing professional.	1.1. Identify and evaluate a range of key skills required for the housing professional. 1.2. Explain what 'professionalism' means in a housing context.
2. Be able to assess own professional performance.	2.1. Explain the concept of 'reflective practice'. 2.2. Reflect on own professional practice skills. 2.3. Evaluate the role of feedback in improving performance.
3. Be able to manage own professional development.	3.1. Describe their working experience in housing. 3.2. Plan own training and professional development to meet current and future challenges. 3.3. Develop a professional development plan.
<b>Additional information about the unit</b>	
Unit purpose and aim(s)	The unit aims to develop a learners understanding of what it means to be a housing professional, to understand and use reflective practice and to develop a personal professional development plan.
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	Asset Skills 2008 Housing NOS Level 3 H3 02 Manage your own resources and professional development

<b>Title</b>	Professional Practice Skills for Housing
<b>Level</b>	3
Assessment requirements or guidance specified by a sector or regulatory body	The assessment for the unit is externally set by CIH Awarding Organisation and must be used by centres to assess learners undertaking the qualification.
Support for the unit from a sector skills council or other appropriate body	Support sought from Asset Skills
Location of the unit within the subject/sector classification system	01.4 Public services
Unit available from	01 Sep 2013
Unit guided learning hours	30
Exemption from the credit achievement requirements for the unit may be claimed on the basis of the following units:	Professional Practice Skills for Housing – D/501/3373 Professional Practice Skills for Housing – R/602/3019



**CIH Awarding Organisation Unit HP326**

<b>Title</b>	<b>Role of the Support Worker for Independent Living</b>	
<b>Level</b>	3	
<b>Credit Value</b>	3	
<b>Unit Ref Num.</b>	M/602/3027	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the values and principles that underpin support services for independent living.	1.1. Identify the key principles and values that underpin support services for independent living. 1.2. Explain professional boundaries in the context of housing support.	
2. Understand the role of the support worker in supporting identified needs, goals and aspirations of individuals	2.1. Explain the role of the support worker in providing information, advice and guidance. 2.2. Explain the role of the support worker in supporting the social and development needs of individuals. 2.3. Explain the role of the support worker in helping people to move and settle into new environments.	
3. Understand the role of the support workers in safeguarding individuals	3.1. Explain the role of the support worker in identifying, assessing and acting on risk of danger, harm or abuse. 3.2. Summarise organisational procedures for safeguarding individuals.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit looks at the role of the support worker and the values and principles which underpin the provision of support services for independent living.	
Unit review date	31/08/2015	

<b>Title</b>	<b>Role of the Support Worker for Independent Living</b>	
<b>Level</b>	3	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	Asset Skills 2008 Housing NOS Level 3 H3 01 Promote safe, ethical and sustainable practice in your area of responsibility H3 11 Provide housing advice and guidance to customers H3 16 Help customers to identify and access development opportunities H3 22 Support social and personal development needs of individuals H3 23 Help customers to move and settle into new living environments H3 24 Contribute to assessing and act upon risk of danger, harm or abuse H3 25 Work within appropriate boundaries of customers H3 26 Enable individuals to maintain contacts in potentially isolating situations H3 27 Provide support to customers to reduce risk of homelessness	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Unit guided learning hours	24	
<b>Exemption</b> from the credit achievement requirements may be claimed on the basis of the following:	L/501/5121 - Identifying the Needs of Supported Housing Clients	