

# CIH Awarding Organisation



## QUALIFICATION SNAPSHOT

### CIH Level 2 Certificate in Housing Practice (QCF)

The Qualification Reference Number is 501/0810/4

Regulation start date: 01/09/2010

Qualification review date: 31/08/2015

The qualification is an introductory vocational qualification for the housing sector, which is broadly comparable to a GCSE (grades A-C) or an NVQ Level 2.

The qualification is aimed at:

- People not currently working in housing but considering a front-line housing position as a career option.
- Tenants and residents wishing to explore housing issues to enhance their personal involvement and understanding of housing issues.
- People who are new to housing or workers in a front-line position who want to improve their general awareness of housing issues.
- People working in housing who wish to attain an initial qualification in housing.
- People aged 14+.

**The qualification is the technical / knowledge component of the Level 2 Housing Apprenticeship**

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

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 CIH Level 2 Certificate in Housing Practice aims:

- To provide learners with a basic understanding of housing.
- To introduce some of the skills and knowledge necessary to participate in housing related activities whether paid or voluntary.
- To prepare learners for future study. Learners may progress to the Level 3 Certificate in Housing Practice.

October 11



education



## Qualification Rules of Combination

**Qualification title: CIH Level 2 Certificate in Housing Practice (QCF)**

**Credit value: 13**

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

Mandatory Units (credit value 13)

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Unit Title	Credits	Level	Page
<b>Housing provision and housing organisations</b> Unit number D/6021/1225	4	2	3
<b>Customer care in the housing context</b> Unit Number H/602/1226	3	2	5
<b>Careers and opportunities in housing</b> Unit number K/602/1227	3	2	7
<b>Developing skills for working in housing</b> Unit number M/602/1228	3	2	9

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The CIH recommended guided learning hours are 102.

The qualification is graded on the basis of Pass / Merit / Distinction.

This qualification is not eligible for an aegrotat award.

The Unit and Qualification Certificate will include the logos of the regulators of England (Ofqual), Wales (DCELLS) and Northern Ireland (CCEA) and is accredited only for England, Wales and Northern Ireland. The qualification can be delivered in Scotland.

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Please contact the education team at CIH if you are an existing centre wishing to deliver this qualification or if you are an organisation new to the CIH wishing to become a centre and deliver this qualification at [www.cih.org/education](http://www.cih.org/education) or call CIH on 024 7685 1700.

If you are a learner interested in taking the qualification, all providers of CIH qualifications can be found at [www.cih.org/education](http://www.cih.org/education) or call CIH on 024 7685 1700.



## Units for the Level 2 Certificate in Housing Practice

### CIH Awarding Organisation Unit 2M1

<b>Title</b>	<b>Housing Provision and Housing Organisations (D/602/1225)</b>	
<b>Level</b>	<b>2</b>	
<b>Credit value</b>	<b>4</b>	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
1. Understand different types of housing provision.	1.1 Describe different forms of housing provision and tenure in the UK. 1.2. 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 relationship between different types of landlord and their tenants.	
3. Know about the range of services housing organisations provide.	3.1. Outline the range of housing organisations. 3.2. Describe the range of services housing organisations provide. 3.3 Identify other organisations that work with housing providers to deliver services to tenants. 3.4. Outline the kinds of services provided by these organisations.	
4. Know how housing organisations are regulated and funded.	4.1 Identify the statutory bodies that regulate housing providers. 4.2 List ways of paying for housing.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit requires learners to understand what housing is. Learners will consider different types of housing organisation the relationship between landlord and tenant and the range of services they offer in the housing context.	
Unit expiry date	31/08/2015 (review by 31/05/2013)	



<b>Title</b>	<b>Housing Provision and Housing Organisations (D/602/1225)</b>	
<b>Level</b>	<b>2</b>	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 01 Develop and maintain relationships in a housing context H2 02 Maintain effective working relationships with housing colleagues and other stakeholders H2 20 Enable advice and guidance clients to access referral opportunities H2 28 Support individuals to access and participate in recreational activities	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a SSC or appropriate other body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing Awarding Organisation	
Availability for use	Shared unit	
Unit available from	01/09/2010	
Unit guided learning hours	30	

## Exemptions

Exemption from the credit achievement requirements for the unit may be claimed on the basis of the following NQF Unit:

***Housing Provision and Housing Organisations – NQF accreditation number L/500/9027***



## CIH Awarding Organisation Unit 2M2

<b>Title</b>	<b>Customer Care in the Housing Context (H/602/1226)</b>	
<b>Level</b>	<b>2</b>	
<b>Credit value</b>	<b>3</b>	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
1. Know the diverse range and needs of customers.	1.1. List the different customers of a housing organisation. 1.2. Identify the different needs of customers. <i>(For example, people with sight or hearing impairment, cultural or religious needs, mental health awareness, different tenancies, socio / economic background and individual preferences.)</i>	
2. Understand the principles of equality and diversity.	2.1. Explain the principles of equality and diversity. 2.2. Outline the main provisions of equality and diversity policy and legislation.	
3. Understand the principles of customer care.	3.1. Describe the principles of customer care. 3.2. Explain the importance of confidentiality in customer care. 3.3. Describe appropriate ways of responding to customers in difficult circumstances. <i>(For example angry customers, customers in distress).</i>	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit requires learners to demonstrate an understanding of equality and diversity and an awareness of the needs of different audiences within the housing context.	
Unit expiry date	31/08/2015 ( review by 31/08/2010)	



<b>Title</b>	<b>Customer Care in the Housing Context (H/602/1226)</b>	
<b>Level</b>	<b>2</b>	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 01 Develop and maintain relationships with housing customers H2 02 Maintain effective working relationships with housing colleagues and other stakeholders H2 14 Give customers a positive impression of yourself and your organisation H2 15 Recognise and deal with customer service queries, requests and problems H2 35 Relate to and interact with individuals	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a SSC or appropriate other body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing Awarding Organisation	
Availability for use	Shared Unit	
Unit available from	01/09/10	
Unit guided learning hours	24	

## Exemptions

Exemption from the credit achievement requirements for the unit may be claimed on the basis of the following NQF Unit:

***Customer Care and Communication Skills for Housing – NQF accreditation number F/500/9025***



## CIH Awarding Organisation Unit 2M3

<b>Title</b>	<b>Careers and Opportunities in Housing (K/602/1227)</b>	
<b>Level</b>	2	
<b>Credit value</b>	3	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
1. Know about a range of paid and voluntary roles in the housing context.	1.1 Identify a range of roles within the housing sector. 1.2 Describe a number of different roles within the housing sector, both paid and voluntary.	
2. Understand the knowledge and skills required to work within the housing sector.	2.1. Identify the knowledge and skills necessary for a particular role, paid or unpaid. 2.2. Outline the qualifications, training and development opportunities that would be suitable for that role. 2.3. Assess the difference between own knowledge and skills and those required by a particular role.	
3. Understand how to plan personal development.	3.1. Assess individual knowledge and skills needs. 3.2. Develop a personal development plan.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit requires learners to recognise different roles within housing context and the knowledge and understanding needed to fulfil them.	
Unit expiry date	31/08/2015 (Review unit by 31/08/13)	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 02 Maintain effective working relationships with housing colleagues and other stakeholders	



<b>Title</b>	<b>Careers and Opportunities in Housing (K/602/1227)</b>	
<b>Level</b>	<b>2</b>	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a SSC or appropriate other body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing Awarding Organisation	
Availability for use	Shared Unit	
Unit available from	01/09/10	
Unit guided learning hours	24	

## Exemptions

Exemption from the credit achievement requirements for the Unit may be claimed on the basis of the following NQF Unit:

***Careers and Opportunities in Housing –NQF accreditation number L/500/9027***





## CIH Awarding Organisation Unit 2M4

<b>Title</b>	<b>Developing Skills for Working in Housing (M/602/1228)</b>	
<b>Level</b>	<b>2</b>	
<b>Credit value</b>	<b>3</b>	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
1. Know how to learn from their own experience.	1.1 Describe a housing related activity. 1.2 Describe the role they played in the housing related activity. 1.3 Assess their part in the activity.	
2. Know the key practical skills necessary for working within a housing organisation.	2.1 Identify and prioritise daily responsibilities. 2.2 Identify a range of time management techniques. 2.3 Describe the importance of team working.	
3. Know the key communication skills necessary for working in a housing organisation	3.1. Communicate effectively in oral and written formats. <i>(For example produce a report and give a presentation.)</i> 3.2 Use IT to do two of the following; produce: <ul style="list-style-type: none"> <li>▫ A report</li> <li>▫ Presentation</li> <li>▫ E-mail</li> <li>▫ Leaflet</li> </ul> 3.3 Describe how to handle a difficult situation in an assertive way. 3.4 Describe how to use active listening techniques.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit requires learners to understand housing related activities, the skills they will need to carry them out and an understanding of how they gain these skills in the future.	



<b>Title</b>	<b>Developing Skills for Working in Housing (M/602/1228)</b>	
<b>Level</b>	<b>2</b>	
Unit expiry date	31/08/2015 (review by 31/05/2013)	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 01 Develop and maintain relationships with housing customers H2 02 Maintain effective working relationships with housing colleagues and other stakeholders H2 03 Monitor and maintain health, safety and security H2 15 Recognise and deal with customer service queries, requests and problems H2 19 Interact with clients using a range of media	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a SSC or appropriate other body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing Awarding Organisation	
Availability for use	Shared unit	
Unit available from	01/09/2010	
Unit guided learning hours	24	

## Exemptions

Exemption from the credit achievement requirements for the unit may be claimed on the basis of the following NQF Unit:

***Developing Skill for Working in Housing – NQF accreditation number Y/500/9029***