

CIH Level 3

CERTIFICATE IN HOUSING PRACTICE

Who is it for?

This apprenticeship is aimed at housing/ property management officers in an operational role (e.g. Housing Officer, Lettings Officer, Supported Housing Officer).

Accredited by:

*Chartered Institute
of Housing (CIH)*



Chartered
Institute of
Housing
Approved centre

Duration:

*Full time
18 months*



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Entry requirements

To undertake this programme learners must be working in a housing or housing related industry. They must hold 5 GCSE's (grade A* - C / 9-4) or achieve level 2 in English and Maths during initial assessment.

Qualification

Learners will achieve the CIH Level 3 Certificate in Housing Practice.

Progression route

Learners could progress on to the CIH Level 4 Certificate in Housing Practice.

End point assessment

End point assessment will include:

- A work-based project
- A panel interview.

Results for you

- Understanding of legislation and regulation in the property management sector
- Knowledge of the principles, policies and values of the organisation
- Ability to resolve defects, common problems, health and safety issues and repairs
- Improved customer service skills and the ability to respond to the needs of vulnerable customers
- A thorough understanding of housing services, including allocations, lettings, tenancy sustainment, and financial and social inclusion
- Influencing and negotiating skills
- Decision-making skills.

Impact for your employer

- Learning and development delivered in line with the latest apprenticeship standards and tailored to meet individual business objectives and goals
- Motivated, highly professional housing staff who have a in-depth understanding of all aspects of customer, tenancy and repair enquiries
- Housing staff who can make informed decisions which will have a positive impact across the organisation and provide excellent levels of customer service.

Why choose The Learning Foundry?

- Established for over 25 years
- High quality training rated 'Good' by Ofsted
- Part of The Regenda Group - training by the sector for the sector
- Liverpool City Centre campus close to main bus and train links
- Team of expert tutors and assessors
- Careers advice and guidance
- Training tailored to meet your individual needs.