



THE  
LEARNING  
FOUNDRY



HOUSING

*CIH Level 2*

## CERTIFICATE IN HOUSING PRACTICE

### Who is it for?

This qualification is ideal for those working in an entry level role in either the social or private housing sector (e.g. Customer Services Assistant, Housing Assistant, Lettings Assistant) dealing with customers on a regular basis and helping to support them with their tenancies.

### Accredited by:

*Chartered Institute  
of Housing (CIH)*



Chartered  
Institute of  
Housing  
*Approved centre*

### Duration:

*Full time  
13 months*



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[thelearningfoundry.co.uk](http://thelearningfoundry.co.uk)

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### Entry requirements

To undertake this programme learners must be working in a housing or property sector. They must hold 5 GCSE's (grade A\* - C / 9-4) or achieve level 1 in English and Maths during initial assessment.

### Qualification

Learners will achieve the CIH Level 2 Certificate in Housing Practice.

### Progression route

Learners could progress on to the CIH Level 3 Certificate in Housing Practice.

### End point assessment

End point assessment will take place after 12 months and will include:

- Assessment of the work-based case study
- Assessment of the portfolio
- A panel interview.

### Results for you

- A good understanding of legislation and regulation in the housing sector
- A clear understanding of the organisation's policies, values and range of services
- Customer service skills including how to respond to vulnerable customers
- Administrative and IT skills
- Decision making and time-management 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 are confident to deal with customer and tenancy enquiries.

### 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.