



# COMPETENCE AND CONDUCT STANDARD

## APPROVED AND COMPLIANT COURSES

---

HELPING YOU TO INTERPRET, APPLY, AND EMBED THE COMPETENCY  
AND CONDUCT STANDARD THROUGHOUT YOUR WORKFORCE.

# IS YOUR ORGANISATION READY FOR THE COMPETENCE AND CONDUCT STANDARD?

---

The countdown to the new housing regulations is now here. Soon, every housing professional, from your frontline teams to your senior leaders, must be able to prove their skills, knowledge, and qualifications to meet the Competence and Conduct Standard.

At Learning Curve Group, we make it easy for you to prepare with our accredited training programmes and apprenticeships designed to fit around your business, helping your teams upskill while keeping your services running smoothly.

With the government's draft guidance (via DLUHC and the Regulator of Social Housing) stating that all relevant staff must hold Ofqual-regulated qualifications (or equivalent) in housing management, it's crucial that you take action now!



# YOUR GO-TO GUIDE

---

## Qualifications that meet the Standard

For Senior Housing Managers, you need a minimum Level 4 qualification in housing management (regulated by Ofqual).

### Compliant examples include:

- CIH Level 4 Certificate in Housing
- CIH Level 4 Diploma in Housing
- CIH Level 4 Certificate in Managing Homes and Services
- CIH Level 4 Certificate in Housing Practice
- CIH Level 4 Certificate in Housing Maintenance and Asset Management

---

### Other equivalent Level 4 housing management qualifications (from Ofqual-approved awarding bodies) also count, provided that they:

- Include at least 120 Total Qualification Time (TQT)
- Cover required content areas

## Note:

For Senior Housing Executives, you need a minimum Level 5 qualification or foundation degree in housing management or a related field.

### Compliant examples include:

- CIH Level 5 Diploma in Housing
- CIH Level 5 Diploma in Housing Leadership
- Foundation Degree in Housing Studies (e.g. by De Montfort University, University of Westminster, or University of Stirling)
- Level 5 Diploma in Leadership and Management for Housing Professionals

---

### Also acceptable:

- Higher National Diplomas (HNDs) or degrees in Housing Studies
- Level 6 or higher qualifications that meet the same subject criteria

## Apprenticeship Routes (compliant pathways)

If staff complete or are enrolled on an approved apprenticeship that includes one of the above qualifications, it counts as compliant.

### Examples:

- Level 4 Senior Housing/Property Management Apprenticeship includes the CIH Level 4 Certificate or Diploma in Housing
- Level 5 Operational/Departmental Manager Apprenticeship (with a housing specialism) may meet Executive-level requirements if content aligns

# WHAT DOES IT MEAN TO MEET THE COMPETENCE AND CONDUCT STANDARD?

---

To meet the Competence and Conduct Standard, learners are expected to demonstrate the essential knowledge, skills, and behaviours required to perform their role with professionalism and integrity. This includes understanding their responsibilities, applying job-specific skills effectively, and upholding the values and standards of their organisation. Learners should consistently show accountability in their work, communicate effectively with colleagues and customers, and maintain a commitment to high-quality performance, safety, and ethical practice.



## Required Learning Areas (Course Content)

To be compliant, the qualification must cover the following core knowledge and skills areas:

CORE AREA	DESCRIPTION
Professional Practice	Ethical standards, professional conduct, accountability
Equality, Diversity & Inclusion	Fairness, cultural awareness, anti-discrimination
Customer Service	Communicating effectively with residents and stakeholders
Housing Law & Policy	Tenancy law, landlord/tenant obligations, regulatory frameworks
Health & Safety and Building Safety	Compliance, property safety, maintenance
Leadership & Management	People management, decision-making (for Executives)
Housing Management Practice	Repairs, allocations, rent collection, estate services

## Equivalent or Higher-Level Qualifications

The following can also make someone compliant without further study, if they meet content requirements:

- Chartered Institute of Housing (CIH) qualifications at any higher level
- Degree in Housing Studies or Social Housing Management
- Postgraduate Diploma or MSc in Housing
- Degree Apprenticeship in Housing or Leadership and Management
- Professional body memberships (e.g. Chartered Member of CIH) where qualification requirements were previously met

## What Does Not Count (Without Add-Ons)

Courses that are not Ofqual-regulated or don't cover the housing knowledge areas alone are insufficient, for example:

- Generic management qualifications (ILM, CMI) without a housing component
- Health & Safety or compliance-only certificates
- Short CPD or in-house training modules (unless as top-ups to an Ofqual qualification)

However, they can be used to supplement a partially compliant qualification.

## Summary Table

ROLE	MINIMUM LEVEL	TYPICAL COMPLIANT QUALIFICATIONS	NOTES
Senior Housing Manager	Level 4	CIH Level 4 Certificate/Diploma in Housing	Must include housing law, customer service, and management
Senior Housing Executive	Level 5	CIH Level 5 Diploma / Foundation Degree / Housing Studies Degree	Broader leadership and governance focus
Service Provider Manager	Level 4	CIH Level 4 Certificate/Diploma	Equivalent housing qualification accepted
Equivalent or Higher Level Qualification Holder	Level 6+	Degree / Postgraduate in Housing	Automatically compliant

## Social Housing Staff Training & Qualifications

This guidance summarises approved qualifications and training pathways to comply with the Competence & Conduct Standard for social housing staff.

### Who Needs Training?

- Senior Housing Managers
- Senior Housing Executives
- Relevant Managers in Service Providers delivering comprehensive housing management

### Qualification Requirements

ROLE	MINIMUM LEVEL	TYPICAL COMPLIANT QUALIFICATIONS	NOTES
Senior Housing Manager	Level 4 (Ofqual)	CIH Level 4 Certificate/Diploma in Housing	Housing law, customer service, equality & diversity, professional practice, asset management, leadership basics
Senior Housing Executive	Level 5 / Foundation Degree (Ofqual)	CIH Level 5 Diploma, Foundation Degree in Housing, Housing Studies Degree	Leadership & management, stakeholder engagement, governance, housing law & policy, technical housing management, professional practice
Service Provider Manager	Level 4	CIH Level 4 Certificate/Diploma, equivalent housing qualification	Same as Senior Housing Manager
Equivalent or Higher Level Qualification Holder	Level 6+	Degree, Postgraduate Diploma, MSc in Housing, CIH Chartered Professional Qualification	Automatically compliant if covering required housing management areas

### Apprenticeship Routes

- Level 4 Senior Housing / Property Management Apprenticeship → includes CIH Level 4 Certificate or Diploma
- Level 5 Operational / Departmental Manager Apprenticeship with housing specialism → may meet Executive requirements
- Apprenticeships must include 120+ total qualification time (TQT) and cover housing law, management, leadership, and customer service

### Timescales

For example, if your organisation has 20 staff in scope when the Standard starts:

- By Month 6 → every individual in post should either have enrolled or have a plan to start imminently.
- By Month 12 → at least 10 of those staff (50%) should actually be enrolled or have begun studying.
- By Month 36 (or 48) → all 20 should have completed or be working towards completion.

### Partially Compliant Qualifications

- Must complete additional training modules to cover missing course content
- Must be completed by end of Transition Period or within 12 months of obtaining partial qualification, whichever is later
- Modules completed more than 2 years before the Standard came into force cannot be counted
- Adjustments allowed for disability or extended leave

## Content Coverage Requirements

All qualifications must cover:

- Professional practice & ethics
- Equality, diversity & inclusion
- Customer service & tenant engagement
- National housing policy, law & regulation
- Health & safety / building safety management
- Leadership & stakeholder management (Executives)
- Technical or general housing management (repairs, asset management, allocations, anti-social behaviour management, estate management)

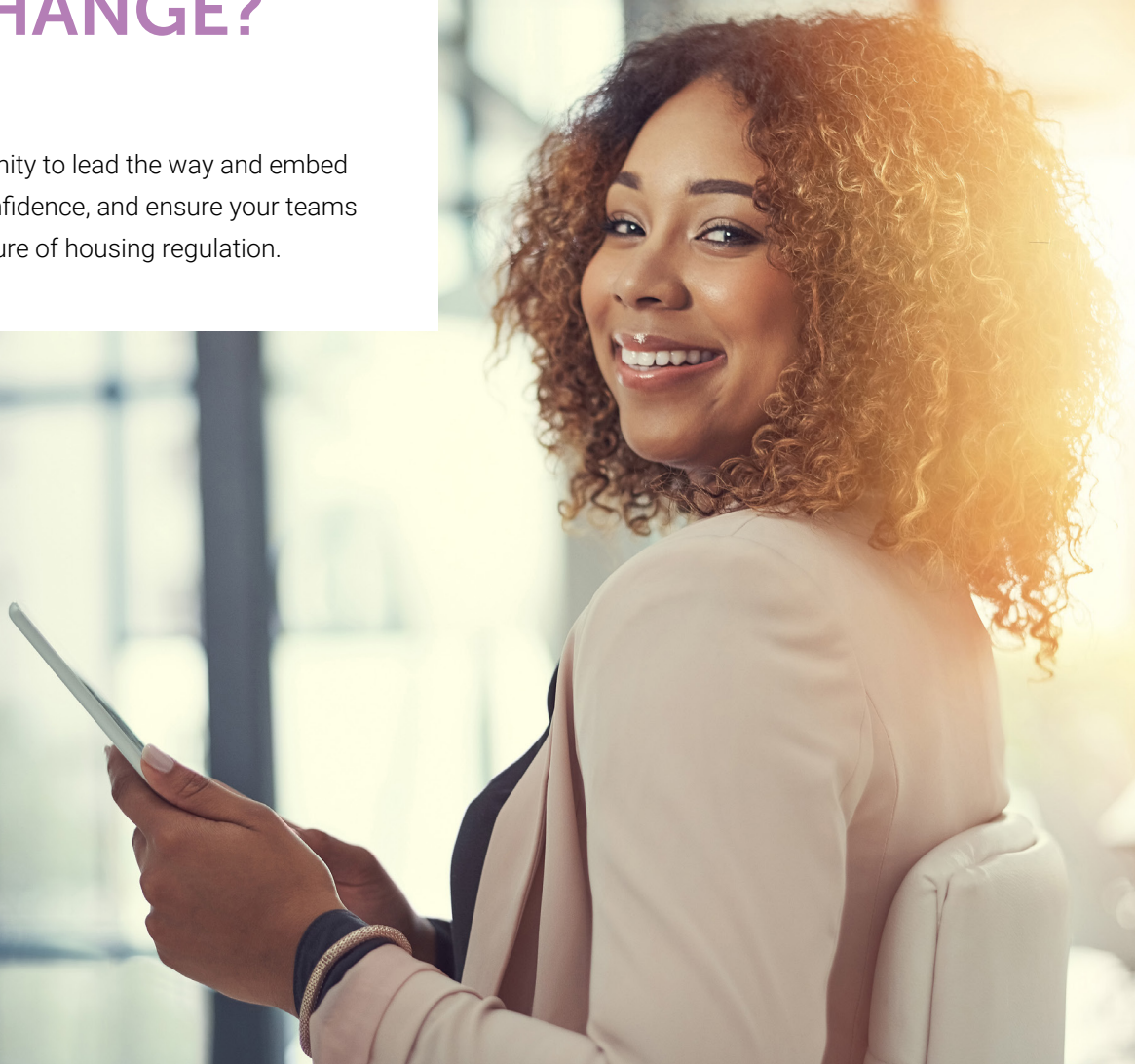
## Key Takeaways

- Mandatory: all relevant staff must hold or be working towards approved qualifications
- Start training within 6 months of role appointment
- Complete within transition periods (36 months standard, 48 months small providers)
- Keep records of enrolment, progress, and completion
- Use approved courses and apprenticeships; generic management or short CPD courses alone do not count

## READY FOR THE CHANGE?

---

This is your opportunity to lead the way and embed excellence, build confidence, and ensure your teams are ready for the future of housing regulation.



SCAN ME



To take a look at our latest  
Housing and Property  
apprenticeship offer...



# NEED A TRAINING SOLUTION THAT FITS YOUR NEEDS?

Whether you're strengthening professional standards, developing essential skills, or aligning learning with the Competence and Conduct Standard, we're here to help. Our team will guide you in finding the right training solution to build competence, promote positive conduct, and support lasting professional growth.

**For more information:**

Please get in touch with our Housing at Property expert.



**John Williams**

📞 07516 427700

✉️ [john.williams@learningcurvegroup.co.uk](mailto:john.williams@learningcurvegroup.co.uk)

🌐 [www.learningcurvegroup.co.uk](http://www.learningcurvegroup.co.uk)



**Chartered  
Institute of  
Housing**  
Approved centre

Learning Curve Group is a Chartered Institute of Housing Approved Centre, offering Housing and Property qualifications accredited by the UK's largest awarding body for housing. Designed and quality assured by industry experts, these qualifications are widely recognised as the most relevant and comprehensive in the sector.