



Chartered
Institute of
Housing
Approved centre



LEARNING CURVE
GROUP



CIH LEVEL 3

CERTIFICATE IN HOUSING PRACTICE



learningcurvegroup.co.uk



The Course

Housing Practice is an occupational area which requires an individual to have relevant knowledge, understanding and skills to practice within the Housing context, primarily as a customer service. Gaining a qualification is a great way to develop your career prospects.

Qualifications at this level will enable you to be an effective housing practitioner and will provide you will a broader understanding of how your organisation and others in the housing industry work.



Full tutor support



12 Months Duration



You could study this course for £1,395



Online delivery

Benefits

- Achieve a nationally recognised Level 3 qualification
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

Visit our landing page for more information

How to Sign Up

Head to our website and add the course to your basket. At the checkout you can choose from payment options such as, Credit or Debit Card, PayPal and Klarna. Once your payment has been processed, you will be sent a unique link to register for your account on our online study platform, eAssessor Pro. As soon as you have registered on eAssessor Pro, you will have instant access to your course and can start learning!

What happens after enrolment?

You will have access to 2 CIH support drop-in sessions per month. Additionally, you will also have access to 1 drop in session around assignments and referencing.

1. Get instant access to begin your course

2. A tutor will be assigned to support you through your course

3. Receive text reminders when your work is due

4. Your work will be marked and returned to you within 14 days

5. Once you've submitted your work, we'll apply for your certificate

What you will learn

The Housing System

- Know the different ways that individuals access the housing market
- Understand the role of the main providers of housing
- Understand the features of the housing market
- Understand how the government intervenes in the housing system.

Professional Practice Skills for Housing

- Understand the key skills, knowledge and behaviours required for the housing professional
- Understand ethics in the context of professional practice in housing
- Understand equality, diversity and inclusion in the context of professional practice in housing
- Be able to assess own professional performance and development.

Customer Service in Housing

- Understand the role of customer service in housing
- Understand how to communicate effectively with the housing customer
- Understand the role of customer feedback in housing.

Dealing with Anti-Social Behaviour in Housing

- Understand what anti-social behaviour means in a housing context
- Understand the statutory and non-statutory interventions available to tackle anti-social behaviour
- Understand approaches to tackling and preventing anti-social behaviour in housing.

Delivery of Housing Services

- Know the main types of housing providers nationally and the services they deliver
- Know the agencies that work with housing providers to deliver services
- Understand how housing providers are regulated
- Understand how housing providers can improve the services they deliver.

Housing Repairs and Maintenance Service

- Understand the approaches to delivering a responsive repairs service
- Understand the approaches to delivering long term asset management programmes
- Understand the relationship between the client and contractor roles in the delivery of repairs.

Occupancy, Tenure and Lettings

- Understand types of occupancy and tenure
- Understand different types of tenancy
- Understand different approaches to allocation and lettings.

Rental Income Management

- Understand the importance of rental income management
- Understand good practice in effective income management
- Understand the legal framework for arrears management.



It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2022



A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2022



The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2022



Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2022



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🌐 www.learningcurvegroup.co.uk

TRANSFORMING LIVES THROUGH LEARNING.