



**Chartered  
Institute of  
Housing**  
Approved Centre



Hackney  
Tower Hamlets  
Redbridge  
Epping Forest

# CHARTERED INSTITUTE OF HOUSING

## LEVEL 2 CERTIFICATE IN HOUSING PRACTICE

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### What is the Level 2 Certificate in Housing Practice?

The Level 2 Certificate in Housing Practice provides a general introduction to the housing sector. You will cover the following units:

- Housing provision and housing organisations
- Customer care in the housing context
- Careers and opportunities in housing
- Developing skills for working in housing

### What does the course cost and how long does it take?

**Course cost:** FREE to the unemployed in receipt of benefits or those earning less than £15,726.50.

**Duration:** 6 weeks, Monday, Tuesday and Wednesday at the New City College. **Parent friendly hours, 10.00 AM to 3.00 PM.**

### How will this course benefit me and my organisation?

Gaining a qualification is a great way to develop your career prospects. This will give you a basic understanding of housing and introduce you to some skills and knowledge necessary to participate in housing related activities.

CIH membership is provided at no extra cost for the duration of your course.

Successful completion of this course will prepare you for the Level 3 Certificate in Housing Practice.

### Who can apply to study?

- People not currently working in housing but considering a frontline housing position as a career option
- People volunteering in housing who wish to attain an initial qualification
- People who are new to housing or work in a frontline position who want to improve their general awareness of housing
- Tenants, residents and board members wishing to enhance their personal involvement and understanding of housing
- Applicants must be 19+. This programme is for applicants who have successfully completed our English and Maths Assessment.

### What can I expect as a New City College Learner?

The classes take place at New City College, our induction day will provide you with an introduction to the course and information on how it is delivered structured and assessed. You will also be advised of the support you will receive from the college.

For each module, you will be provided with a full set of learning materials. Links to useful websites and other online and non-online resources.

You will receive support throughout the course from your tutor knowledgeable in housing and additional learning support from our supportive team at the college if this is required.

## What are the learning outcomes?

### Housing Provision and Housing Organisations

On completion of this unit, learners will:

1. Understand different types of housing provision
2. Know about the relationship between landlord and tenant
3. Know the range of services housing organisations provide.

### Customer Care in housing context

On completion of this unit, learners will:

1. Know the diverse range and needs of customers
2. Understand the principles of Equality and Diversity
3. Understand the principles of customer care.

### Careers and opportunities in housing

On completion of this unit, learners will:

1. Know about a range of paid and voluntary roles in the housing context
2. Understand the knowledge and skills required to work in the housing sector
3. Understand how to plan personal development.

### Developing skills for working in housing

On completion of this unit, learners will:

1. Know how to learn from their own experience
2. Know the key practical skills necessary for working within a housing organisation
3. Know the key communication skills necessary for working in housing organisations.

## About the Chartered Institute of housing

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our courses are informed by our engagement at all levels of the industry and the expert knowledge of our policy and practice teams.

A housing professional who is equipped with key skills and expert knowledge with an accredited qualification from CIH will drive improvement and add value enabling the organisation to perform and compete more effectively.

[www.cih.org](http://www.cih.org)

## APPLY NOW

### New Course Starts in January 2019

**16/01/2019 – 13/02/2019**

To book an assessment session, or for more information please call our friendly team on **020 7613 9583** or email us at

[joyce.conway@ncclondon.ac.uk](mailto:joyce.conway@ncclondon.ac.uk)