

Getting Housing Qualified

CIH Level 4 Certificate in Housing Management and Service Delivery

This qualification aims to provide housing managers with the opportunity to demonstrate and develop the knowledge and understanding required to manage housing services effectively at a senior level. This qualification meets the requirements for the Competence and Conduct Standard for social housing.

With the introduction of the Social Housing (Regulation) Act, all senior managers and executives in housing are now required to hold a professional housing qualification. Now more than ever, housing providers need to invest in developing their teams to perform at their best.

As a CIH-approved study centre, we're equipped to support your team's growth and career progression in housing.



Course dates:

Please contact us for availability.



Delivery method: An assessment-led programme recognising existing housing-sector experience, delivered through 1:1 tutor support, self-study, and two group workshops.



Assessment method:

Portfolio of evidence, case scenario based report and professional discussion with CIH.



Duration of programme:

6-8 months.



Progression: On completion of this qualification, individuals can apply to become a certified practitioner of the CIH (CertCIH).



Cost:

Please contact our Engagement team to discuss costings.



What does the qualification cover?

The qualification includes four units and individuals can expect to learn the following;

Professionalism in Housing

This unit aims to provide the learner the opportunity to reflect on what professionalism means in a housing context, they will analyse their own professional practice against professional standards. It also examines the importance of exercising professional judgement, using a reflective practice model and continuing professional development, along with an opportunity to create a professional development plan.

Customer Focus in Housing

This unit aims to provide an understanding of the importance of good customer service, and communication. It covers the fundamentals of customer service, how to capture and use customer data to improve services and how equality, diversity and inclusion practice supports good service delivery. Learners will understand the importance of developing and delivering services that meet the needs of a diverse range of housing customers.

Policy Law and Regulation in Housing

This unit aims to provide the learner with a comprehensive understanding of the national policy and law that relates to housing, including the historical development of housing policy, legislation, and regulation, and their practical application in the housing sector.

Delivering a Housing Service

This unit aims to provide the learner with an opportunity to demonstrate an understanding of how to plan and deliver a housing service effectively in practice.

Entry requirements

Learners must:

- Be working in a senior housing management role in England.

Plus hold one of the following:

- A non-regulated housing qualification at a minimum of level 4.
- Chartered Membership of CIH, or membership of another related professional body at a comparable level (e.g. RICS, CIOB, CMI, TPI) for a minimum of two years.
- A regulated qualification at a minimum of level 4 in a housing related subject.

ENQUIRE TODAY

To apply or to discuss your individual requirements, contact our Engagement team who will be happy to help.

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 www.atem.co.uk