

Housing Qualifications Factsheet

(Competency based)

Level 3 Certificate in Housing (NVQ) (QCF) = 27 credits

Level 3 Diploma in Housing (NVQ) (QCF) = 37 credits

Mandatory units:

Promote safe, ethical and sustainable practice in housing	5
Plan own professional development within housing	3
Develop positive relationships with customers and housing colleagues in providing a housing service	5
Total mandatory units	13

Managing housing and assets. *Optional units from:*

Respond to customers requests for repairs	2	Inspect the condition of property	4	Organise the maintenance and repair of property	4
Allocate accommodation to meet customers' needs	3	Set up and manage tenancy, licence and leaseholder agreements	4	Respond to possible breaches of agreement in the housing sector	4
Sell property to customers within a housing organisation setting	3	Provide housing advice and guidance to customers	3	Manage empty properties	2
Provide a housing rent service	3	Manage temporary accommodation	3	Deal with customers by telephone (Level 2 - imported from customer service)	7

Developing and involving individuals and communities. *Optional units from:*

Support the customers engagement with the local community through identification of support networks and development opportunities	3	Arrange and facilitate meetings with housing customers and others	3	Work with customers and groups to develop the community	3
Develop and sustain partnership working arrangements in a housing environment	2	Develop and promote customer involvement in a housing organisation	3		

Housing and support services. *Optional units from:*

Contribute to the development, implementation and review of support plans with individuals within a housing environment	4	Support social and personal development needs of customers within a housing environment	4	Enable housing customers to establish and maintain contacts and interests in isolating situations	4
Contribute to protecting customers from danger, harm and abuse in a housing environment	6	Direct work with customers who use a housing service	4	Help customers to move and settle into new living environments	4
Provide support to customers to reduce the risk of homelessness	2				

Candidates, in conjunction with employers, can select units from any pathway, or units from one pathway. Candidates must take the mandatory units which equal 13 credits. A minimum of 27 credits must be achieved in total. However, candidates can achieve more units if they wish. Recognition is given to all credits achieved and once 37 credits have been accumulated a Diploma will be awarded.