



Chartered  
Institute of  
Housing  
Approved Centre



## ONLINE LEARNING

# LEVEL 3 CERTIFICATE IN SUPPORTING HOMELESS PEOPLE

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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 gains an accredited qualification from CIH will be equipped with the key skills and expert knowledge, and able to add value to their organisation and contribute to performance improvement in a fast-changing environment.

### What is the Level 3 Certificate in Supporting Homeless People?

The Level 3 Certificate in Supporting Homeless People is an online programme that will provide you with the knowledge and understanding required to support homeless people at an operational level.

The qualification explores core areas of homelessness. If you work with homeless people and have already completed the Level 2 Certificate in Housing Practice (or an equivalent qualification) then this qualification is ideal for you.

This qualification has four mandatory units.

- Homelessness services and prevention
- Involving housing service users
- Professional practice skills for housing
- Role of the support worker for independent living outcomes.

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

**Course cost:** For the latest course fees visit [www.cih.org/qualifications](http://www.cih.org/qualifications)

**Duration:** 24 weeks, approximately 8 hours study a week.

This can include investigations undertaken at work and independent study time working through the online materials, doing additional reading and research, and writing up your submissions.

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

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 with a broader understanding of how your organisation and others in the housing industry work. You will gain valuable skills including researching and writing reports, evaluating your organisation's approach to key housing issues, and reflecting on your own professional practice and planning ahead for your own development.

On successful completion of the Level 3 Certificate in Supporting Homeless People you could go on to study an additional 4 units in order to be awarded the L3 Certificate in Housing Practice. This is a practice-based qualification, aimed at front-line housing workers, and provides an excellent foundation in housing law and best practice. It is ideal if you work with homeless people but want to expand your knowledge of housing practice in general.

An alternative option is the Level 4 Certificate in Housing. This qualification provides learners with technical knowledge and understanding across a broad range of housing topics, exploring areas of housing policy, law, finance, and professional practice in four mandatory units. The qualification is more theoretical in nature, looking beyond housing practice to the housing system.

## What are the learning outcomes?

### Homelessness services and prevention

#### Learning outcomes:

1. Understand the key factors that contribute to people becoming homeless.
2. Understand the statutory and non-statutory framework for the provision of services to people who are homeless or threatened with homelessness.
3. Know about accommodation and services for people who are homeless or threatened with homelessness.
4. Understand how homelessness may be prevented.

### Involving housing service users

#### Learning outcomes:

1. Understand why service user involvement is important in a range of housing related settings.
2. Understand the opportunities for service user involvement in housing.
3. Understand how to maximise the impact of service user involvement in a specific context.

## Role of the support worker for independent living

#### Learning outcomes:

1. Understand the values and principles that underpin support services for independent living.
2. Understand the role of the support worker in supporting identified needs, goals and aspirations of individuals.
3. Understand the role of the support workers in safeguarding individuals.

## Professional practice skills for housing

#### Learning outcomes:

1. Understand the key skills required for the housing professional.
2. Be able to assess own professional performance through reflective practice.
3. Be able to manage and plan own professional development.

## What are the entry requirements?

To benefit from this programme you should be working in either a paid or voluntary capacity in housing and must also have completed either:

- the CIH Level 2 Certificate in Housing Practice, or an equivalent Level 2 qualification or higher.

If you don't meet either of the above criteria you may still be eligible, but must have at least 6 months experience of working in the housing sector.

You will be asked to provide evidence of your qualifications and/or experience of working in the sector as part of the application process.



AS AN ONLINE LEARNER, YOU RECEIVE CIH MEMBERSHIP AT NO EXTRA COST FOR THE DURATION OF YOUR COURSE.

## What can I expect as a CIH online learner?

CIH has a range of ways to support you as an online learner.

At the beginning of the programme, during your online induction, you will be able to familiarise yourself with the course and how it is delivered, structured and assessed.

You will find out where to get help, and have chance to try out the online learning platform, 'Moodle' before you start on your main study topics.

For each module, you will be provided with a full set of online learning materials to work through. You will submit an assignment at the end of each module (approximately every 8 weeks).

Each module contains self-assessment exercises, and forums in which you can share your thoughts on the issues raised - and on the assignment task - with your fellow learners.

You will be assigned a tutor who will assess and provide feedback on your work, and will be available to support and advise you on any queries about your assignments and study topics.

The CIH learning team will offer guidance if personal or work-related problems arise which may affect your studies.

## Other benefits of learning with CIH

- Membership of CIH is included in the cost of study - this allows you to use the designatory letters CIHM after your name
- The flexibility of e-learning - fit your study alongside your other commitments
- Induction period to settle in and get to know your tutor and fellow learners
- Assessment and feedback through coursework



## APPLY NOW

Apply online at [www.cih.org/qualifications](http://www.cih.org/qualifications) choose your course and click book to complete the registration process.

For more information, call our friendly team on 024 7685 1789 or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

*You will require either authority to invoice from your employer or, if you are paying for the course yourself, your payment.*

## DID YOU KNOW?

As an online learner, you receive CIH membership at no extra cost for the duration of your course. This means you get access to a range of practical briefings, based on our in-house policy knowledge, that are invaluable to learners and housing staff delivering housing services in a rapidly changing policy environment.

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

