

# Course specification: CIH Level 3 Certificate in Providing Homelessness Services

Your online learning programme has been validated by the CIH Awarding Organisation (AO). The CIH AO is approved by Ofqual to design, develop and deliver qualifications at Levels 2, 3, 4 and 5.

In this document we include extracts from the CIH AO's specification for the programme – giving a brief overview and then the details of each individual unit. The unit specification sets out the knowledge, understanding and skills that a learner will have gained on completing the course. These are set out in the form of learning outcomes and assessment criteria – your assignments include tasks to ensure you meet these.

## Overview

The CIH Awarding Organisation (AO) provides nationally recognised housing qualifications, regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Scottish Qualifications Authority Accreditation (SQA Accreditation), Council for the Curriculum, Examinations and Assessment (CCEA) and Qualifications Wales (QW). We are dedicated to providing the highest quality, relevant and up-to-date qualifications for aspiring professionals in the sector.

The objective of this qualification is to provide practitioners with the knowledge and understanding required to support people experiencing homelessness. The qualification explores core areas of homelessness.

### The qualification aims to:

- Develop the skills and knowledge for providing homelessness services.
- Enable learners to develop approaches within their organisations to achieve successful outcomes for their clients.

### The qualification is suitable for learners...

- Working or resident in the UK
- Who work supporting people experiencing homelessness and want to develop their skills and knowledge.
- Who already have a level 2 qualification and/or experience of working in housing or homelessness.

## Units of study on this online programme

The qualification contains the following mandatory units:

Assignments	Units
1	Homelessness Services and Prevention
2	Role of the Practitioner in Supporting Independent Living
3	Engaging People with Lived Experience of Homelessness
4	Professional Practice Skills for Housing

You will have access to a set of learning materials for each unit as the course progresses. We've set out, in the following pages, the Awarding Organisation's Learning Outcomes and Assessment Criteria which each unit addresses.

## Certificates

On successful completion of this course, you'll be eligible for CIH Certified Practitioner status. Your e-certificate will show that you have achieved the Level 3 Certificate in Providing Homelessness Services.

## Homelessness Services and Prevention

**Unit purpose/aim:** The unit aims to provide the learner with knowledge of how people can become homeless, the services which are available to support those who are experiencing or at risk of homelessness and how homelessness may be prevented.

Learning outcomes	Assessment criteria
1. Understand the key factors that can contribute to people becoming homeless.	<p>1.1 Identify the personal/individual factors that can contribute to people becoming homeless.</p> <p>1.2 Describe the structural factors that contribute to levels of homelessness.</p>
2. Understand the statutory framework for the provision of services to people experiencing or at risk of homelessness.	<p>2.1 Outline the legislation relating to people who are experiencing or at risk of homelessness.</p> <p>2.2 Identify the role of the courts and case law in relation to homelessness.</p> <p>2.3 Explain the statutory responsibilities of local authorities to people experiencing or at risk of homelessness.</p> <p>2.4 Describe the other responsibilities of local authorities to people experiencing or at risk of homelessness.</p>
3. Know about the accommodation types and services for people experiencing or at risk of homelessness.	<p>3.1 Describe the suitability of accommodation types that are available for people experiencing homelessness.</p> <p>3.2 Summarise services that are available for people who are experiencing or at risk of homelessness.</p>
4. Understand how homelessness may be prevented.	<p>4.1 Summarise the services, support and other measures organisations use to prevent homelessness.</p> <p>4.2 Explain the role of partnership working and safeguarding in the prevention of homelessness.</p>

## Role of the Practitioner in Supporting Independent Living

**Unit purpose/aim:** The unit aims to provide the learner with an understanding of the role of the practitioner and the values and principles which underpin the provision of support services for independent living.

Learning outcomes	Assessment criteria
1. Understand the values and principles that underpin support services for independent living.	1.1 Identify the key principles and values that underpin support services for independent living.  1.2 Identify different approaches to homelessness support.  1.3 Explain professional boundaries in the context of homelessness support.
2. Understand the role of the practitioner in supporting identified needs, goals and aspirations of individuals.	2.1 Explain the role of the practitioner in providing information, advice and guidance.  2.2 Explain the role of the practitioner in supporting the social and development needs of individuals.  2.3 Explain the role of the practitioner in helping people to move and settle into new environments.
3. Understand the role of the practitioner in safeguarding individuals.	3.1 Explain the role of the practitioner in identifying, assessing and acting on risk of danger, harm or abuse.  3.2 Summarise organisational procedures for safeguarding individuals.

## Engaging People with Lived Experience of Homelessness

**Unit purpose/aim:** The unit is about engagement of customers in the service/s provided. The unit aims to provide the learner with knowledge of the reasons for and tools to enable engagement, and to enable them to plan for engagement of people experiencing or at risk of homelessness. It will cover the spectrum of engagement from communication through to co-creation and co-production.

Learning outcomes	Assessment criteria
1. Understand the importance of engaging people with lived experience of homelessness.	<p>1.1 Summarise any legal or regulatory requirements for engaging people with lived experience of homelessness.</p> <p>1.2 Explain the benefits of engaging people with lived experience of homelessness to both the organisation and the individual.</p>
2. Understand the opportunities for engaging people with lived experience of homelessness.	<p>2.1. Describe the spectrum of ways engagement can be achieved.</p> <p>2.2. Evaluate the effectiveness of different forms of engagement.</p>
3. Understand how to apply engagement of people with lived experience of homelessness in a specific context.	<p>3.1 Examine the effect of engaging people with lived experience of homelessness in a specific context.</p> <p>3.2 Develop a plan for engaging people with lived experience of homelessness.</p>

## Professional Practice Skills for Housing

**Unit purpose/aim:** The unit aims to provide learners with the professional skills required to practice in housing.

Learning outcomes	Assessment criteria
1. Understand the key skills, knowledge and behaviours required for the housing professional.	1.1 Evaluate a range of key skills, knowledge and behaviours that a housing professional requires.
2. Understand ethics in the context of professional practice in housing.	2.1 Explain what 'professionalism' means in a housing context.  2.2 Explain the role of ethics in housing practice.  2.3 Describe how you apply ethics in own professional practice.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.	3.1 Explain the role of equality, diversity and inclusion in housing practice.  3.2 Describe how you apply equality and diversity in own professional practice.
4. Be able to assess own professional performance and development.	4.1 Reflect on own professional practice skills.  4.2 Discuss the role of feedback in improving performance.  4.3 Develop a professional development plan to meet current and future challenges.