

CIH Level 3 Certificate in Providing Homelessness Services

Homeless Link and CIH Housing Academy are working in partnership to deliver the CIH Level 3 Certificate in Providing Homelessness Services.

This qualification provides a challenging and highly relevant grounding in all aspects of supporting people with lived experience of homelessness.

By looking at service delivery through a Trauma-informed and Strengths-based lens, the four units of the course will enhance your knowledge of supporting people. It will give you the skills to practically support someone who is experiencing or at risk of homelessness whilst understanding their needs and focusing on their strengths and personal goals.

Training days

The course is delivered through a series of four day-long online sessions led by expert Homeless Link Trainers, which every learner must attend.

After each unit the learner will be required to complete and submit an assignment which will be graded.

Each session will be focusing on a different unit of the qualification:

Training day, unit one: Homelessness Services and Prevention

Training day, unit two: Role of the Practitioner in Supporting Independent Living

Training day, unit three: Engaging People with Lived Experience of Homelessness

Training day, unit four: Professional Practice Skills for Housing

A schedule will be sent to every learner ahead of the qualification starting, with session dates and assignment deadlines included, below is an example of a learning schedule:

Course Title	Learner attendance of training session	Learner assignment submission deadline
Homelessness Services and Prevention	Week 1	6 weeks later
Role of the Practitioner in Supporting Independent Living	Week 7	5 weeks later
Engaging People with Lived Experience of Homelessness	Week 11	5 weeks later
Professional Practice Skills for Housing	Week 15	5 weeks later

Joining instructions for each session will be sent to all learners no later than a week before the session is due to take place, the instructions will be sent via Homeless Link.

It is recommended that a commitment is made between learners and their managers for a minimum of 1 hour of protected study time a day during working hours and the duration of the qualification.

Learners must attend every session and complete and pass each assignment to pass the qualification.

Learning materials

All learning materials and slide packs will be made available to download via Moodle (online learning platform) ahead of each unit being delivered.

Assignments

Each assignment will be made available via Moodle ahead of each unit being delivered. It's recommended that every learner reviews the assignment question ahead of the unit being delivered and refers to it throughout the session. After each session learners will be required to complete the written assignment that they will be given 5-6 weeks to complete and submit. If your assignment doesn't pass on the first attempt, you will be given feedback and time to make changes before submitting it again. You will have three attempts to submit your assignment.

You will get assignment support from your CIH tutor via Moodle.

Submitting your assignments

You will submit every assignment via the Moodle. A pre-recorded 'how to' video will be provided to show you how to submit your assignment on time and hassle free. A live online welcome session will also be delivered on a set date ahead of starting the qualification, to give learners an additional opportunity to be shown Moodle and ask questions.

Learner Support

An online welcome session will be set-up ahead of your first live training session, where you will be able to ask any questions ahead of your first unit.

You will be supported by a CIH Tutor who will normally remain with you until you have completed your course. They will maintain regular contact with you, and other learners that they have been allocated, throughout the period of your studies. They will:

- advise and support you in how to go about your studies
- make decisions on applications for extensions (max 2 weeks)
- advise you on completing the requirements of your assignments
- assess your assignments and give you feedback answer queries you may have

You will be supported by the CIH Housing Academy team throughout your qualification, you can contact them if:

- you are experiencing any difficulties with your tutor
- you are experiencing any difficulties with contacting your tutor
- you are having difficulties accessing Moodle or if you are having difficulties uploading your assignment onto Moodle
- there are any changes in your circumstances

Your access to the in-person/online sessions will be supported by the Homeless Link training team, you can contact them if:

- you are running late to or can no longer attend a training session
- you need your joining instructions to be re-sent to you
- you are unable to speak to your tutor or a member of the CIH team
- you are unsure of course dates or assignment deadlines
- you have any queries about the live sessions

Your manager or person who placed you on the qualification

It's advisable that a manager or person responsible for the learner doing the qualification from the organisational side, checks in with their learner(s) throughout the duration of the qualification.

Certification

If you pass all four modules an E-Certificate will be sent to you, if you would like a paper copy of your certificate there will be a fee of £35.

The benefits of E-Certificates:

- Learners can view electronic versions of their qualification (in PDF format) which can be downloaded using a QR code.
- They are extremely secure with multi-layered security protocols built in to prevent fraud.
- They can be issued very quickly and will never get lost in the post or sent to the wrong address.
- Learners can share E-Certificates with third parties such as employers online by creating connections which they can control.
- They can never be lost at home or if learners move house.

Course Contacts

Homeless Link contact
James Cuming qualifications@homelesslink.org.uk 07375 042 815
CIH Training Academy Contact
Housing Academy Team Housing.Academy@cih.org 024 7685 1789
Your Tutor
Contactable via the Moodle online learning platform