

## Housing NVQ Level 2

<b>Description</b>	The level 2 NVQ in Housing is a qualification for those working in customer service, lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance, tenant participation and management.
<b>Qualification Overview</b>	The qualification covers topics such as providing information to customers, organising the maintenance of property and supporting clients.
<b>Timescale</b>	3 to 6 months, dependent on the individual candidates circumstances.
<b>Content</b>	<p><b>Core units</b></p> <ul style="list-style-type: none"><li>• Maintain open and honest relationships with customers</li><li>• Provide information to customers</li><li>• Maintain effective working relationships with colleagues and others</li><li>• Monitor health, safety and security</li></ul> <p><b>Optional units</b></p> <ul style="list-style-type: none"><li>• Process documents relating to housing services</li><li>• Match the needs of customers with available accommodation</li><li>• Allocate accommodation to customers</li><li>• Set up agreements with customers</li><li>• Respond to customer enquiries and concerns</li><li>• Help to develop residents involvement in the local community</li><li>• Support the rights of customers in the community</li><li>• Check and record the condition of property</li><li>• Organise the maintenance of property</li><li>• Help to develop customers to contribute to decision making</li><li>• Hold meetings with customers and others</li><li>• Promote effective communication and relationships</li><li>• Foster people's equality, diversity and rights</li><li>• Contribute to the ongoing support of clients and others significant to them</li><li>• Enable individuals to maintain contacts in potentially-isolating situations</li><li>• Enable individuals to manage their domestic and personal resources</li><li>• Contribute to the protection of individuals from abuse</li><li>• Support individuals when they are distressed</li><li>• Support clients who are substance users</li></ul>
<b>Awarding body</b>	The awarding body for this qualification is City and Guilds
<b>Assessment</b>	The candidate is required to complete 7 units made up of 4 core units and 3 optional units. Candidates will be assessed in their work setting.
<b>Contact us</b>	For more information please contact Mapalim on <a href="mailto:info@mapalim.com">info@mapalim.com</a> or by telephone on 020 7284 3215. 181-187 Queen's Crescent, London NW5 4DS <a href="http://www.mapalim.com">www.mapalim.com</a>

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