

Housing NVQ Level 3

Description	The level 3 NVQ in Housing is a qualification for those who work in the following housing functions: customer service, lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance and tenant participation and management. It is aimed at individuals who might be private sector landlords, involved in housing development or who have a considerable amount of responsibility and autonomy.
Qualification overview	The qualification covers topics such as allocating accommodation, maintaining property, and responding to customer enquiries. The candidate will also have the opportunity to develop their relationships with customers and learn self-management skills.
Timescale	3 to 9 months, dependent on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Process documents relating to housing services• Develop and maintain open and honest relationships with customers• Obtain and provide information to customers and others• Ensure your own actions reduce risks to health and safety• Manage yourself <p>Optional units</p> <ul style="list-style-type: none">• Respond to issues which customers have identified• Support and promote the rights of customers in the community• Identify and access the use of property owned by others• Identify and match the needs of customers with available accommodation• Allocate accommodation to meet customers' needs• Accompany customers to view accommodation• Set up and manage agreements• Respond to possible breaches of agreements• Complete the necessary checks and documentation at the end of the occupancy• Consult with customers on needs and issues within the local community• Encourage customer associations and networks• Develop and promote customer involvement in the local community• Promote the resolution of disputes• Assess customers' needs and agree support• Develop and maintain joint-working to meet individual customer needs• Respond to customer requests for repairs• Inspect the condition of property• Organise the maintenance and repair of property• Encourage and develop customers to participate and contribute to decision making• Arrange and conduct meetings with customers and others• Contribute to maintaining account systems• Operate rent accounting systems

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- Monitor and respond to the potential for legal proceedings
- Promote communication with individuals where there are communication differences
- Promote people's equality, diversity and rights
- Enable individuals to maintain contacts in potentially-isolating situations
- Enable individuals to find out about and use services and facilities
- Enable individuals to administer financial affairs
- Assist individuals to move from a supportive to a more independent living environment
- Contribute to the protection of individuals from abuse
- Contribute to the provision of advocacy for individuals
- Support individuals when they are distressed
- Support clients who are substance users

Awarding body

The awarding body for this qualification is City and Guilds

Assessment

The candidate is required to complete 8 units made up of 5 core units and 3 optional units. Candidates will be assessed at their work setting using observation and supporting evidence.

Contact us

For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215.

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