



Chartered  
Institute of  
Housing  
Approved Centre

## ONLINE LEARNING

# LEVEL 2 AWARD IN LETTING AND MANAGING RESIDENTIAL PROPERTY - ENGLAND, WALES AND NORTHERN IRELAND

CIH is the independent voice for housing and the home of professional standards. Our qualifications 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 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 2 Award in Letting and Managing Residential Property?

The Level 2 Award in Letting and Managing Residential Property is a qualification suitable for residential private landlords, letting/managing agents and housing association staff letting and managing market-rented housing, in England, Wales and Northern Ireland.

The qualification provides the skills and knowledge to enable landlords and agents working in the market-rented sector to perform their role at a high standard.

The qualification consists of three units:

- Tenancies and the law
- Property and tenancy management
- Customer care in the private-rented sector

The learning outcomes for each unit are listed overleaf.

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

**Cost:** For the latest qualification fees visit [www.cih.org/qualifications](http://www.cih.org/qualifications)

**Duration:** Approximately 12 weeks, with an average of 8 hours study a week.

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

Gaining a qualification is a great way to ensure that you are able to perform your role to a high standard, provide an excellent service to your tenants, and develop your knowledge of housing legislation and best practice.

Successful completion of this qualification will prepare you for the Level 3 Certificate in Letting and Managing Residential Property (England), which CIH also offers online.

## Who can apply to study this qualification?

This qualification focuses on the housing industry in England, Wales and Northern Ireland and is suitable for:

- Individual landlords, letting one or a small portfolio of residential properties
- Letting and managing agents
- Housing association staff letting and/or managing market-rented properties
- Housing advice workers
- People not currently working in housing but considering a frontline housing position as a career option

Applicants must be aged 16 or over, should be confident using IT and have access to a computer. A basic level of literacy is also recommended to complete online tasks. If you are unsure whether this qualification is for you please contact us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

## What are the learning outcomes?

### Tenancies and the law

1. Understand the different types of tenancies in the private rented sector
2. Know the legislation relating to private tenancies
3. Know about other legal requirements pertaining to property condition of homes that are let.

### Property and tenancy management

1. Know how to create and renew a tenancy
2. Know how to end a tenancy
3. Know the financial aspects of letting a home
4. Know how to maintain the property.

## Customer care in the private rented sector

1. Know the key trends in the rental market
2. Understand the principles of equality and diversity
3. Understand how to deal with complaints and disputes
4. Know the principles of customer care.



THE OPTION OF FREE CIH MEMBERSHIP IS PROVIDED DURING THE PERIOD OF STUDY FOR YOUR QUALIFICATION

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

CIH supports you as an online learner in a range of ways.

When you begin your studies, during your online induction, you will be able to familiarise yourself with the qualification and how it is delivered, structured and assessed. You will find out where to get help, and have a chance to try out the online learning processes before you start your main study topics.

For each unit, 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 unit of study (approximately every four weeks).

Each unit contains activities to help support your learning and forums in which you can stay in contact with your fellow learners and share your thoughts on the study topics and assignment task.

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 assignment and study topics.

The CIH Housing Academy will offer guidance if personal or work-related problems arise that may affect your studies.

### Other benefits of learning with CIH

- We provide the option of free membership during the period of study for your qualification. This entitles you to a range of benefits designed to keep you up to date with the latest developments in the sector to support you in your studies. It also allows you to use the designatory letters CIHM after your name.
- The flexibility of learning online - fit your study alongside your other commitments.
- No examinations - assessment and feedback is through assignments, spread over three submissions.

Apply online at [www.cih.org/qualifications](http://www.cih.org/qualifications), choose your qualification 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 qualification yourself, your payment.*



