

CIH Level 3 Certificate in Providing Homelessness Services

Homeless Link and CIH Housing Academy are working in partnership to deliver a 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.

What is the Level 3 Certificate in Providing Homelessness Services?

This qualification covers core areas of homelessness and includes four compulsory units:

1. Homelessness services and prevention
2. Role of the practitioner for independent living
3. Engaging people with lived experience of homelessness
4. Professional practice skills for housing

For the qualification, you are required to attend four sessions led by experienced Homeless Link trainers. Additionally, you will need to submit written assignments for each unit, which will be assessed by CIH Housing Academy tutors. These assignments are designed to help you demonstrate your understanding of the core areas covered by the qualification.

For more detailed information on these units, please refer to the following pages

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

Cost: £1065 £532.50

This training opportunity is part funded by [St Martin-in-the-Fields Charity](#) so we're able to offer a 50% reduction in the course fees to make it more accessible to homelessness organisations.

Duration: Approximately **20 weeks**. Expect to dedicate around **8 hours of study per week**. This can include work-based investigations, independent study, engaging with online materials, additional reading and research, and completing your assignments.

How will this qualification benefit me and my organisation?

Gaining a qualification is a great way to develop your career prospects. Qualifications at this level will enable you to be an effective homelessness practitioner and will provide you with a broader understanding of how your organisation and others in the homelessness sector work.

You will gain valuable skills to help you support people experiencing or at risk of homelessness to navigate services positively by:

- developing up-to-date knowledge around the latest homelessness policy and practice
- understanding how to work in a Trauma-informed and Strengths-based way
- evaluating your organisation's approach to key homelessness issues
- creating effective service user involvement
- implementing reflective practice techniques

Successful completion of the Level 3 Certificate in Providing Homelessness Services will provide you with a vocational qualification of an equivalent standard to an A-level.

What are the learning outcomes?

Homelessness services and prevention

1. Understand the key factors that contribute to people becoming homeless.
2. Understand the statutory framework for the provision of services to people experiencing or at risk of homelessness.
3. Know about the accommodation types and services for people experiencing or at risk of homelessness.
4. Understand how homelessness may be prevented.

Role of the practitioner in supporting independent living

1. Understand the values and principles that underpin support services for independent living.
2. Understand the role of the practitioner in supporting identified needs, goals and aspirations of individuals.
3. Understand the role of the practitioner in safeguarding individuals.

“When you have a qualification behind it just gives you that little step forward and can help you progress in your career.”

**Becky Steel, St Martins
(Course Alumni)**

Engaging people with lived experience of homelessness

1. Understand the importance of engaging people with lived experience of homelessness.
2. Understand the opportunities for engaging people with lived experience of homelessness.
3. Understand how to apply engagement of people with lived experience of homelessness in a specific context.

Professional practice skills for housing

1. Understand the key skills, knowledge and behaviours required for the housing professional.
2. Understand ethics in the context of professional practice in housing.
3. Understand equality, diversity and inclusion in the context of professional practice in housing.
4. Be able to assess own professional performance and development.



What are the entry requirements?

To apply for this qualification, you should:

- be working in a paid or voluntary capacity within the housing or homelessness sector

AND

- have completed a Level 2 qualification (equivalent to GCSE) or higher.

If you do not have a Level 2 qualification, you may still be eligible if you have at least six months of experience working in the homelessness sector.

As part of the application process, you will be required to provide evidence of your qualifications and work experience in the sector. If you cannot provide proof of your qualifications, you will need to submit a supporting statement that will allow us to assess your ability to manage the course assignments.

What can I expect as a learner?

This qualification is delivered through a series of expert-led sessions by Homeless Link trainers. You will be required to attend four learning sessions as part of the programme.

Throughout your studies, you'll receive ongoing guidance from a dedicated tutor from the CIH Housing Academy. Your tutor will assess your assignments, provide detailed feedback, and offer advice and support on any academic challenges you may encounter.

Both the Homeless Link and CIH Housing Academy teams will support you throughout your qualification. They are available to offer guidance if personal or work-related issues arise that could affect your studies.

Other benefits

- Access to Moodle, a virtual learning platform that offers the flexibility to manage your studies alongside other commitments. You can access course materials, submit assignments, and track your progress.
- No examinations – your progress will be assessed through three assignment submissions, with feedback provided to help you succeed.



Apply Now

To request an application form or for more information, please contact Homeless Link's Training Manager, James Cuming:

- Call James directly on 07375 042 815
- Email: Qualifications@homelesslink.org.uk

You will need either authorisation to invoice from your employer or, if you are paying for the qualification yourself, payment.