

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?

The qualification explores core areas of homelessness and has four compulsory units:

- Homelessness services and prevention
- Role of the practitioner for independent living
- Engaging people with lived experience of homelessness
- Professional practice skills for housing

Homeless Link trainers will deliver four sessions during the course and CIH Housing Academy

tutors will assess and provide feedback on the written assignments that you will be required to submit for each unit. These assignments are designed to enable you to demonstrate your knowledge in relation to the four qualification units listed above.

You can see more details about these units in 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, with an average of 8 hours study a week - this can include investigation undertaken at work and independent study time working through the online materials, doing additional reading and research, and writing your submissions.

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.

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.

“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)**



What are the entry requirements?

To register on to this qualification, you should be **working in either a paid or voluntary capacity in housing or homelessness** and must also have completed **a level 2 qualification (equivalent to GCSE) or higher**.

If you do not meet either of the above criteria you may still be eligible, but must have at least six months experience of working in the homelessness sector.

You will be asked to provide evidence of your qualifications and experience of working in the sector as part of the application process.

What can I expect as a learner?

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

This is supported with the ongoing guidance of a CIH Housing Academy tutor. Your tutor will assess your assignments and provide you with feedback as well as providing you with advice and support on any academic issues.

You will be supported by the Homeless Link and the CIH Housing Academy team throughout your qualification, who will offer guidance when personal or work-related problems arise which may affect your studies.

Other benefits

- Access to Moodle, a virtual learning platform, which allows you the flexibility to access and upload your assignments and fit your study alongside your other commitments.
- No examinations – assessment and feedback is through assignments, spread over three submissions.



Apply Now

To request an application form for the Level 3 Certificate in Providing Homelessness Services or for more information please contact Homeless Link Training Manager, James Cuming:

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

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