

# Qualification factsheet

## Qualification overview

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|--|---|-----------------------------------|-----|
| <b>Qualification title</b>             | NCFE CACHE Level 2 Certificate in Understanding Tenant Support in Social Housing  |                                   |     |
| <b>Qualification number (QN)</b>       | 603/4273/0  |                                   |     |
| <b>Total qualification time (TQT):</b> | 130   | <b>Guided learning hours (GL)</b> | 105 |
| <b>Entry requirements:</b>             | There are no specific entry requirements for this qualification. This qualification is suitable for learners aged 16 and above. |                                   |     |

## About this qualification

This qualification is designed for learners who want to improve their knowledge of the functions of housing associations and ways in which their tenants can be supported. It will support learners within the housing sector to develop their knowledge of how to better support tenants. Learners may also progress onto further study. This qualification is suitable for a range of learners, either working or wishing to work in the housing sector specifically for a housing association or social landlord.

## Qualification structure

To be awarded the Level 2 Certificate in Understanding Tenant Support in Social Housing, learners must achieve a pass in the 5 mandatory units.

### Mandatory units

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|--|
| Unit 01 Introduction to the Social Housing Sector                            |
| Unit 02 Understand the Principles of Safeguarding and Equality and Diversity |
| Unit 03 Understand Mental and Physical Ill-Health                            |
| Unit 04 Understand Reasons for Problematic Behaviour                         |
| Unit 05 Understand issues Affecting Isolated Tenants                         |

## Assessment

Internally assessed via a portfolio of evidence and externally quality assured.

## Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE CACHE Level 2 Certificate in Preparing to Work in Adult Social Care (600/0047/8)
- NCFE CACHE Level 2 Certificate in Health and Social Care (601/8854/6)
- NCFE Level 2 Diploma in Customer Service (601/3973/0)

The learner will likely be able to proceed into entry level employment within a housing association or seek alternative housing sector employment.



## Contact us

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