

NVQ Level 2 in Housing

This course aims to enable learners to develop specific skills and apply them in practical situations in the Housing workplace.

This qualification offers the opportunity to achieve a City & Guilds award in Housing directly related to the Housing workplace. At the same time employers benefit from well-trained and motivated members of staff who can make a significant contribution to the company.

The Housing NVQ is divided into several units, which cover a wide range of Housing activities. Each unit is aimed at giving the learner practical experience together with underpinning knowledge. The full NVQ consists of four mandatory and three optional units.

The award is intended for people who are involved in Housing as their primary work activity and wish to receive recognition for their experience in this occupational area.

Entry requirements

A job analysis will be completed to ensure the relevant workplace evidence can be gathered.



Content to be covered

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Four core units:

- H1 - Maintain Open and Honest Relationships with Customers
- H2 - Provide information to customers
- H3 – Maintain effective working relationships with colleagues and others
- H4 – Monitor and maintain health, safety and security

Plus three additional units from a wide selection of topics including:

Processing documents relating to housing services, responding to customer enquiries and concerns, hold meetings with customers and others, promote effective communication and relationships.

Staffing

Learners are visited in the workplace on a regular basis by ProCo. Training Consultants for one to one coaching and assessment of the NVQ. A review of progress will be carried out every six weeks.

Resources

Occupationally competent staff for assessing and internal verification.

Recommended reading

Information can be sourced on the Chartered Institute of Housing website: www.cih.org

Duration of programme

Depending on experience – up to 12 months

Venue

- > 1:1 coaching and assessment carried out in the workplace
- > Training facilities at Prescott Street

For further information please contact us on:

01942 488 500

or Email: enquiries@proconw.co.uk
www.proconw.co.uk

