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TELFORD COLLEGE of Arts and Technology

HOUSING NVQs

Housing NVQs are designed to meet the needs of those working in the housing sector and related fields across England, Wales and Northern Ireland. These qualifications address the particular requirements of the housing sector for respecting the rights and diversity of people, ensuring that they live in a healthy and safe environment and one which is conducive to social inclusion, stability and well-being. Emphasis within these qualifications is on the development of communities and of the role of the individual within them. They set out to address some of the issues raised by the government in terms of focusing on the needs of tenants, promoting active citizenship and social inclusion and ensuring a full understanding of procedures and policies relating to the sector.

The **Level 2 NVQ in Housing** is aimed at those working in the following housing functions: housing assistants, caretakers, concierges, personal carers in supported housing, hostel workers, call and control centre operators, tenants and residents. It can include those involved in lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance and tenant participation and management.

The **Level 3 NVQ in Housing** is aimed at individuals working in the following housing functions: housing officers, sheltered scheme managers, estate managers, tenant participation officers, community workers, housing aid and advice workers, hostel managers and individual private sector landlords. Staff working at this level may be involved in the supervision of others.

The **Level 4 NVQ in Housing** is aimed at individuals operating in all of the functions as at level 3. Plus housing managers, student accommodation officers and members of registered social landlord and tenant management organisation boards. They will have a substantial degree of personal responsibility and autonomy and will have responsibility for the management of staff and resources.

LEVEL 2	LEVEL 3	LEVEL 4
<p>MANDATORY UNITS</p> <ul style="list-style-type: none"> 1 – Maintain open and honest relationships with customers 2 – Provide information to customers 3 – Maintain effective working relationships 4 – Monitor and maintain health, safety and security <p><i>Plus Three Optional Units.</i></p>	<p>MANDATORY UNITS</p> <ul style="list-style-type: none"> 1 – Process documents relating to housing services 2 – Develop and maintain open and honest relationships with customers 3 – Obtain and provide information to customers and others 4 – Ensure your own actions reduce risks to health and safety 5 – Manage yourself <p><i>Plus Three Optional Units.</i></p>	<p>MANDATORY UNITS</p> <ul style="list-style-type: none"> 1 – Develop and maintain open and honest relationships with interested parties 2 – Obtain and provide information relating to housing 3 – Manager activities to meet requirements 4 – Manage the use of financial resources 5 – Develop your own resources 6 – Lead the work of teams and individuals to achieve their objectives <p><i>Plus Three Optional Units</i></p>

Telford College is committed to a policy of promoting equality of opportunity and access through its services. There are specific policies on disability, race and gender as well as the Colleges – Equality and Diversity Policy – please contact Student Services for copies on 01952 642237 or visit our website at www.tcat.ac.uk

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