

Housing NVQ Level 2



Mandatory Units

- Maintain open and honest relationships with customers
- Provide information to customers
- Maintain effective working relationships with colleagues and others
- Monitor and maintain health, safety and security

Optional Units—3 must be completed

- Foster people's equality, diversity and rights
- Promote effective communication and relationships
- Contribute to the ongoing support of clients and others significant to them
- Enable individuals to maintain contacts in potentially isolating situations
- Enable individuals to manage their domestic and personal resources
- Contribute to the protection of individuals from abuse
- Support individuals when they are distressed
- Help to develop residents involvement in the local community
- Support the rights of customers in the community
- Check and record the condition of property
- Organise the maintenance of property
- Help to develop customers to contribute to decision making
- Hold meetings with customers and others
- Process documents relating to housing services
- Match the needs of customers with available accommodation
- Allocate accommodation to customers
- Set up agreements with customers
- Respond to customer enquiries and concerns
- Support clients who are substance abusers

Please contact us on 0114 281 5718 for more information



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