

Housing NVQ Level 3



Mandatory Units

- Manage yourself
- Ensure your own actions reduce risks to health and safety
- Develop and maintain open and honest relationships with customers
- Obtain and provide information to customers and others
- Process documents relating to housing services

Optional Units—3 must be completed

- Promote people's equality, diversity and rights
- Promote communication with individuals where there are communication differences
- Enable individuals to maintain contacts in potentially isolating situations
- Enable individuals to find out about and use services and facilities
- Enable individuals to administer their financial affairs
- Assist individuals to move from a supportive to a more independent living environment
- Contribute to the protection of individuals from abuse
- Contribute to the provision of advocacy for individuals
- Support individuals when they are distressed
- Support individuals who are substance users
- Respond to issues which customers have identified
- Support and promote the rights of customers in the community
- Identify and access the use of property owned by others
- Identify and match the needs of customers with available accommodation

Please contact us on 0114 281 5718 for more information



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Optional Units contd.

- Allocate accommodation to meet customers' needs
- Accompany customers to view accommodation
- Set up and manage agreements
- Respond to possible breaches of agreements
- Complete the necessary checks and documentation at the end of the occupancy
- Consult with customers on needs and issues within the local community
- Encourage customer associations and networks
- Develop and promote customer involvement in the local community
- Promote the resolution of disputes
- Assess customers' needs and agree support
- Develop and maintain joint-working to meet individual customer needs
- Respond to customer requests for repairs
- Inspect the condition of property
- Organise the maintenance and repair of property
- Encourage and develop customers to participate and contribute to decision making
- Arrange and conduct meetings with customers and others
- Contribute to maintaining accounting systems
- Operate rent accounting systems
- Monitor, and respond to, the potential for legal proceedings

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