



Managing Housing Maintenance

Level 4 Chartered Institute of Housing Qualification Brochure



Chartered
Institute of
Housing
Approved centre

ENROLMENT

AKG Learning believe in “right learner, right course”. By that we mean it is crucial that all learners are accurately matched to a professional qualification that suits their job role. To achieve this, anyone wishing to enrol on one of our professional qualifications will be required to complete the following process:

INITIAL CONSULTATION

We discuss your organisation's needs and identify suitable qualifications for your team members.

EMPLOYER REFERRALS

AKG Learning is provided with a list of learners and their contact details.

ENROLMENT FORM AND I.D. CHECK

Learners will receive their enrolment form. This must be returned to AKG Learning alongside a copy of their photo identification.

FIRST LEARNING SESSION

Learners join their first tutor-led session and begin working towards the completion of their qualification.

DELIVERY

Our flexible learning model minimises disruption to your business while maximising outcomes for your team:



WEBINARS

Delivered via Microsoft Teams, covering key topics in two-three hour interactive sessions



1:1 SESSIONS

Individualised sessions to review progress, receive feedback, and address challenges.



PROGRESS REVIEWS

Regular check-ins with learners and managers to ensure alignment with organisational goals.



FACE-TO-FACE DELIVERY

Available for higher-level qualifications*, encouraging deeper engagement and networking.



ONLINE LEARNING

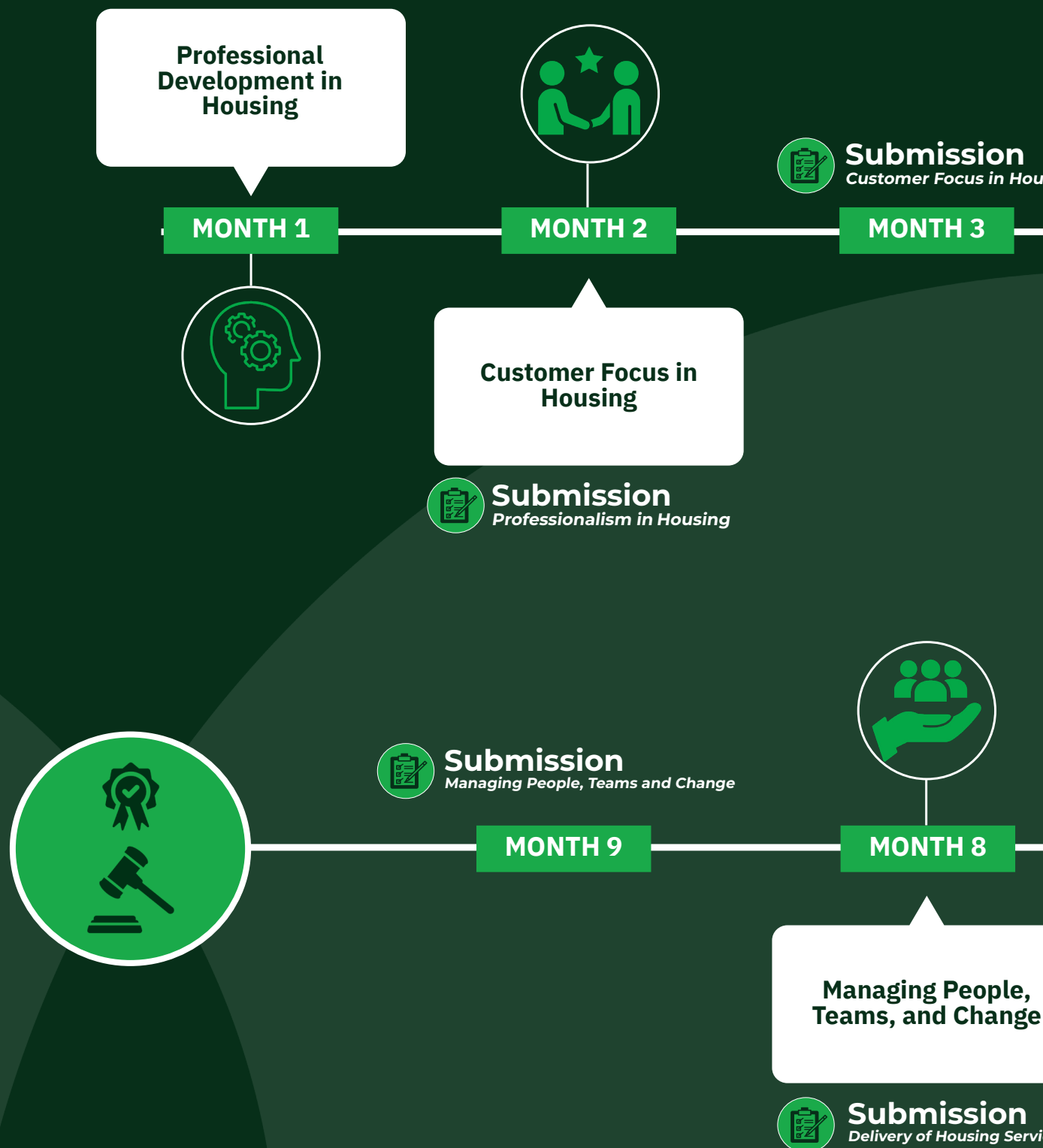
Access additional resources and courses through our Laser Learning platform.

ASSESSMENT METHODS

- Written assignments
- Workplace evaluations
- Case studies
- Practical projects
- Presentations
- Professional Discussions
- Verbal essays

**Provided on a case-by-case basis.*

Learner Journey (example)



LEVEL 4 CERTIFICATE IN MANAGING HOUSING MAINTENANCE

These learning topics will be delivered via webinar sessions with your tutor.
They will be via the Microsoft Teams platform and will be a maximum of three hours.
This qualification supports compliance with The Social Housing Regulation Act (2023)

**Performance
Management for
Responsive Repairs**

MONTH 4



MONTH 5



**Procurement
and Contract
Administration for
Planned Maintenance**



Submission

*Performance Management for
Responsive Repairs*

**Delivery of Housing
Services**

MONTH 7



MONTH 6



Submission

*Procurement and Contract
Administration for Planned
Maintenance*

WRAPAROUND SUPPORT SERVICE

We're committed to ensuring all learners succeed. Our additional support services include:

ESOL (English for Speakers of Other Languages)

Tailored resources for employees whose first language is not English.

Employer Benefit: Enhances communication and reduces misunderstandings, leading to a more cohesive and productive workforce.

Mental Health & Wellbeing resources

Tools and initiatives that promote resilience and a healthy work-life balance.

Employer Benefit: Boosts employee productivity and minimises time off by supporting mental health and promoting work-life balance.

Additional Learning Support

Tailored support for learners with specific needs or disabilities.

Employer Benefit: Encourages an inclusive work environment and enhances job performance for employees with specific needs or disabilities.

English & Maths Development

Focused support to improve core skills, benefiting both learners and workplace performance.

Employer Benefit: Improves core skills, increasing employee productivity, reducing errors, and enabling them to take on more complex tasks.

Enriched & Extended Curriculum

We elevate the learning experience by integrating supplementary activities and training beyond the standard curriculum. These include sector-specific workshops, professional networking events, and targeted skill-building sessions. This approach equips learners with a diverse and comprehensive skill set, enabling them to adapt to and excel in the dynamic demands of your sector.

Employer Benefit: Equips employees with a broader skill set, increases engagement, and helps them adapt to industry changes and challenges.





TESTIMONIALS

“I was diagnosed with dyscalculia and really struggled to understand how to work out math problems and fractions. However with numerous sessions by various Tutors, who patiently guided me and supported me. I was able to slowly progress to the point where I have been able to pass my math exams.”

“It is a totally judgement free environment, and I actually look forward to attending sessions because the conversations are always positive and beneficial to me.”

“The lessons were engaging, well-structured, and tailored to my needs.”

INTERESTED?

If you are interested in starting your CIH journey Please contact us at sales@akglearning.co.uk.



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