

Level 2 Certificate in

Creating a Business Start-Up

The aim of this qualification is designed for learners who want to improve their knowledge of the functions of housing associations and ways in which their tenants can be supported. It will support learners within the housing sector to develop their knowledge of how to better support tenants.

Unit 1 - Introduction to the social housing sector

- Understand the housing sector
- Understand customer service in the context of the housing sector
- Know how to direct tenants to useful support services and information

Unit 2 - Understand the principles of safeguarding an equality and diversity

- Understand what is meant by the term safeguarding
- Understand what is meant by equality and diversity

Unit 3 - Understand mental and physical ill health

- Understand how to recognise and report mental ill-health
- Understand how to recognise and report physical ill-health
- Understand how to recognise and report possible dementia

Unit 4 - Understand reasons for problematic behaviour

- Understand behaviour that challenges
- Understand substance misuse
- Understand antisocial behaviour

Unit 5 - Understand issues affecting isolated tenants

- Understand the issue of loneliness
- Understand the term "mate crime"
- Understand the term "cuckooing"



We are currently able to provide distance learning courses without any cost to the individual learner. However due to the limited funding we have at our disposal that provision may be limited to one course per person per financial year.