



**Level 4 Award in
Understanding
Professionalism,
Customer Service and
Communication in Housing**

Qualification
Specification

610/6702/7
AwardUPCSCHL425

November
2025

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Contents

1. ABBE	4
1.1 Introduction	4
1.2 Mission Statement	4
1.3 Qualification Specification	4
1.4 Enquiries	4
2. Qualification Information	5
2.1 Qualification Purpose	5
2.2 Who could take this Qualification?	5
2.3 Qualification Number	5
2.4 Qualification Level	5
2.5 Total Qualification Time	5
2.6 Age ranges	5
2.7 Structure of the Qualification	5
2.8 Grading	6
3. Qualification Unit(s)	7



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1. ABBE

1.1 Introduction

ABBE, the Awarding Body for the Built Environment, is a forward-thinking organisation that offers a range of qualifications, benefits and support.

ABBE is regulated by Ofqual for the delivery of a range of qualifications. Our qualifications are nationally recognised helping learners to achieve their full potential and ambitions.

The full range of qualifications can be found on our website at www.abbqa.co.uk

1.2 Mission Statement

Our Values - Quality through Standards: Our aim is to provide a high-quality experience by building a strong community of mutual support and trust. We can use our collective talents to build meaningful partnerships to help us all to achieve our goals. ABBE is a recognised Awarding Organisation with strong professional integrity.

Our Vision: Is that every learner is confident, successful and has the opportunity to achieve their full potential.

Our Mission: ABBE Educates, inspires and empowers learners

1.3 Qualification Specification

The aim of this specification is to provide learners and centres with information about the content of this qualification. This specification is a live document and, as such, will be updated when required.

1.4 Enquiries

Any enquiries relating to this qualification should be addressed to:

ABBE

Birmingham City University

Curzon Building

4 Cardigan Street

Birmingham

B4 7BD

Tel: 0121 331 5174

Email: abbeenquiries@bcu.ac.uk

Website: www.abbqa.co.uk



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2. Qualification Information

2.1 Qualification Purpose

Successful achievement of this qualification gives the learner knowledge and understanding relating to Professionalism, Customer Service and Communication in Housing. Learners should be able to understand housing policy, regulatory frameworks and professional bodies which could be at risk of compliance issues or breach of standards. They will also need to understand core customer service, as well as resident's needs and backgrounds which will enable professional and effective communication .

Learners wishing to complete this qualification to may have some experience within the residential housing industry.

2.2 Who could take this Qualification?

The ABBE Level 4 Award in Understanding Professionalism, Customer Service and Communication in Housing is aimed at those seeking to update their knowledge and understanding within residential building industry.

2.3 Qualification Number

ABBE Level 4 Award in Understanding Professionalism, Customer Service and Communication in Housing: 610/6702/7

2.4 Qualification Level

This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 4

2.5 Total Qualification Time

This qualification is allocated Total Qualification Time (TQT) this includes Guided Learning (GL) expressed in hours, which indicates the number of hours of supervised or directed study time and assessment. Credit has also been allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 20 hours
- Guided Learning (GL) for this qualification is: 10 hours
- Credit Value: 2 credits

2.6 Age ranges

Pre 16	No
16-18	No
18+	Yes
19+	Yes

2.7 Structure of the Qualification

To achieve this qualification, learners must achieve **one** mandatory unit.

Mandatory Units				
Unit No.	URN	Unit Name	Credit Value	Level
1	D/651/8503	Understanding Professionalism, Customer Service and Communication in Housing	2	4



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2.8 Grading

This qualification is: Pass/Fail.



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3. Qualification Unit(s)

Unit 1 – Understanding Professionalism, Customer Service and Communication in Housing

Unit reference Number: D/651/8503

Level: 4

Credit: 2

GLH: 10

Learning outcomes:

1. Understand the strategic nature and importance of social housing
2. Understand the current housing stock and profile of residents
3. Understand the regulatory and organisational context for resident engagement
4. Understand the current drivers for social landlords and the priorities for landlords and residents
5. Understand the importance of ethics and maintaining professional standards within your business
6. Understand the role of professionalism and conduct within the housing sector
7. Understand the core principles of customer service in housing
8. Understand how to respond empathetically to residents with different needs and backgrounds
9. Understand how to deliver services to support health and wellbeing in housing
10. Understand the implications of service failures to the business



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