SHELTER
for professionals

Learning pathway: Private Rented Sector Officer

Structured webinars and eLearning courses for professionals who:

- help homeless households find or keep private rented accommodation
- develop relationships with private landlords

The modules are in a recommended sequence. We encourage you to follow this order, although you do not have to.

There is no timescale for completion. We recommend giving yourself time between modules to reflect on your learning and how to apply it.

The webinars and courses are free.

Funded by the Ministry of Housing, Communities & Local Government

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How to join this Learning Pathway

Book your place on the Private Rented Sector Officer Learning Pathway.

You need to select one date for each live webinar session when booking.

Once you're signed up, the modules will be available.

You will receive a welcome email with instructions on how to work through the Pathway.

You will receive a certificate when you complete the Pathway.

You can book for more than one person if you have manager access. We recommend you do not book more than 6 people on the same course date.

Please email training@shelter.org.uk with any questions or booking problems.

What this Learning Pathway covers

Total completion time: 5 hours 30 minutes

Local authority homelessness duties

Method: eLearning

Time: 30 minutes

This eLearning covers:

- the tests a local authority must apply in homeless applications
- the duties a local authority has towards homeless people

The main housing sectors in England

Method: eLearning

Time: 30 minutes

This eLearning covers:

- what the main housing sectors in England are
- the benefits and drawbacks of each sector

Introduction to housing status

Method: Webinar

Time: 90 minutes

This webinar covers:

- where housing rights come from
- how a tenancy differs from a licence
- what fixed term and periodic mean
- an overview of the key housing tenures in the private and social sector

The importance of identifying housing status

Method: eLearning

Time: 15 minutes

This eLearning covers:

- what housing status and security of tenure is
- why it is important to identify housing status
- asking diagnostic questions to help a client identify their housing status

Identifying housing status (1): tenancy or licence

Method: eLearning

Time: 15 minutes

This eLearning covers:

- the key differences between a tenancy and a licence
- how the case of Street v Mountford [1985] applies to tenancies
- what exclusive possession means

How to identify a landlord in the private rented sector

Method: eLearning

Time: 20 minutes

This eLearning covers:

- why it is important to be able to identify a landlord
- a tenant's legal rights to information about a landlord's identity
- what to do when you can't easily find the landlord's details

Understanding tenancy deposits

Method: Webinar

Time: 90 minutes

This webinar covers:

- what is a tenancy deposit scheme
- what a landlord must do with a deposit
- how deposit protection rules can impact the eviction process
- processes for returning deposits and resolving disputes

Introduction to housing disrepair

Method: eLearning

Time: 40 minutes

This eLearning covers:

- which terms of a tenancy agreement determine responsibility for repairs
- the options available to tenants dealing with disrepair