



LETWELL – Frequently Asked Questions

What is LETWELL?

LETWELL, is a professional development programme delivered via a partnership between Landlord Accreditation Scotland (LAS) and the CIH Housing Academy (CIH). It affords those working in a letting agency or in a Housing Association dealing with Mid-Market Rentals, the opportunity to obtain an accredited qualification.

LAS is responsible for delivering the training, whilst the CIH Housing Academy manages the qualification within the LETWELL Programme.

What does the training programme involve?

For 2025, the LETWELL programme will comprise a mix of virtual delivery and in-person delivery to assist completion of five units of learning and five written assignments.

Virtual delivery:

The virtual format will focus on the five units of learning, with each unit (i.e. each training course) delivered over three separate training sessions (i.e. webinars) run over three consecutive days. Each webinar lasts for 90 minutes and covers different content. This structure of 'small bite-sized chunks' affords learners time to digest information and fit learning around other commitments. Each webinar is live and attendance at the allotted time is required. Recordings are not provided.

Delivery of the five training courses is staggered, with the full programme taking approximately 5 months to complete. To complete the LETWELL programme, and obtain the qualification, attending all training sessions is mandatory.

Face to face delivery:

LAS believe face to face learning is of huge value, allowing learners to meet course tutors in person, share experiences and make connections. For these reasons we are delighted to offer an element of in-person contact for 2025. We will be providing face-to-face sessions to compliment the formal online training. Attendance is optional and there is no additional fee to attend the face-to-face component.

Is there an exam?

There is NO exam with the LETWELL Programme. However, you are required to complete five written assignments which are issued and marked by the CIH Housing Academy. You will be given a set period in which to complete and submit each assignment. The assignments will correlate to the corresponding course content.

Do I need to do the assignments?

You can participate in LETWELL without completing the assignments, but please be advised you will NOT be awarded the associated qualification.

What qualification will I receive?

On attending all training sessions and successfully passing all five written assignments, learners will be awarded the CIH Level 3 'Certificate in letting and managing residential property'. This is equivalent to Scottish Credit and Qualifications Framework (SCQF) Level 6.

When do I receive my qualification?

The issue of certificates to successful candidates can take in the region of 12-14 weeks from the final assessment submission deadline, although every effort will be made by the CIH Awarding Organisation to ensure certificates are issued to candidates as quickly as possible. Certificates will be issued directly by the CIH Housing Academy and will be delivered via their online platform.

What information do I need to provide LAS?

To register for training, Landlord Accreditation Scotland requires the following information:

- Delegate name (clearly specifying if certificates should be issued to an alternative title)
- Company name (if relevant)
- Direct telephone number and email address for each delegate (due to the online format we require personalised email addresses to register every participant and provide unique webinar access codes)
- Address for invoicing.

Once LAS has received your registration request, we will contact you to discuss your preferred payment structure. An invoice will be issued (if required), and on receipt of payment, a place on the programme is confirmed. If the staggered payment option has been selected, LAS will issue further invoices in due course for courses 2 and 3 combined, and courses 4 and 5 combined.

Do I have to contact the CIH Housing Academy separately?

Once you have committed to attending LETWELL and any LAS invoices have been paid, LAS will contact you directly to seek your permission to pass on your contact details to the CIH Housing Academy. In compliance with GDPR regulations, we are unable to pass on personal details without your express permission. Once this has been acquired, and details have been sent to the CIH Housing Academy, they will contact you directly to register you for the assignments and qualification.

Any queries pertaining to the assignments and the qualification should be directed to the CIH Housing Academy. They can be contacted via email Housing.Academy@cih.org or telephone on 024 7685 1700.

Why have the CIH Housing Academy sent an invoice?

The CIH Housing Academy are responsible for the LETWELL assignments and qualification. This is separate to delivery of the LETWELL training provided by LAS. The CIH Housing Academy charge a one-off fee to cover administration of the aforementioned elements and this is payable directly to the CIH on registration for the qualification. The fee charged by the CIH is specified on the LAS website on the [LETWELL](#) page. This charge is in addition to the fees paid to LAS to attend the training courses.

How do I access learning materials?

Once registered with the CIH Housing Academy, you will be issued personalised log-in details to access their online portal (called 'Moodle'). Here you can view learning materials for each training course, access/upload assignments, and contact the CIH tutor allocated to you regarding assignments.

The online format permits immediate access to resources and allows materials to be revisited and reviewed at any point.

We strongly recommend opening Moodle in advance of each webinar to view accompanying training materials and reference key documents.

We also suggest having the Letting Agent Code of Practice accessible during each webinar as it will be referenced.

Please be advised that electronic materials for each training course will not be made available until shortly before each training session commences to ensure they reflect the latest legislation.

How do I access the online webinars?

The webinars are delivered via the Zoom Platform so you will need to download this free application in advance. You can join webinars from PC, Mac, iPad, iPhone, or Android devices, although we advise viewing webinars on larger devices so you can see the presentation clearly. The Zoom application can be accessed via <https://zoom.us/download>.

Prior to the start of each of the five training courses, LAS will provide information about how to join individual webinars. Each learner will be allocated a unique connection to register for each training session, but if you require assistance at any point, please contact the LAS office.

You DO NOT need a camera or microphone to access the webinars as you will not be seen or heard. However, you do require a stable broadband connection. If you wish to raise questions during the webinar, these can be submitted via the chat function on Zoom.

We advise signing into Zoom ahead of the start time of each webinar so you are ready for the start of the training session.

Please read the LETWELL Webinar Etiquette Guidance document in advance of webinar participation.

What happens if I miss a webinar?

Each webinar is live and attendance at the allotted time is required. Recordings will not be made available.

To complete the LETWELL programme, and obtain the qualification, attending all training sessions (i.e. webinars) is mandatory. LAS registers the attendance of all delegates.

What should I do if I have problems accessing the webinar?

Occasionally learners may encounter an issue when accessing webinars. Here are some solutions:

Q. The link in my registration information e-mail is not working

- Ensure you are using a Zoom account that has the same email address as the one you registered for the webinar.
- Try the link sent to you in the reminder sent from Landlord Accreditation Scotland@Zoom.US one hour before the webinar start time. If the link is not working, call the LAS office for assistance.

Q. I do not know how to use the Q&A during a webinar

If you are using a desktop/laptop:

- Step 1 - Click in the Q&A icon in the middle of the black tool bar, a Question and Answer box should pop up
- Step 2 - Click into the box in the bottom section where it should say "Type your question here" and type in your question
- Step 3 - Check the box if you prefer to send your question anonymously
- Step 4 - Click "Send"

If you are using an I-Phone:

- Step 1 - Tap phone screen and toolbar will appear, click on Q&A and “welcome to Q&A” box should pop up
- Step 2 - Click onto the button “Ask a question” and type in your question
- Step 3 - Scroll down to check the box if you prefer to send your question anonymously (bottom left of screen)
- Step 4 - Click “Send” (bottom right opposite to the anonymous option)

Q. I cannot see the slides during the webinar

- While viewing a shared screen, click on **View** options and choose **side by side** mode

Q. My sound quality is poor

- This is likely due to an unstable internet connection. If it does not improve, we recommend watching the slides being displayed on the main device and using the telephone to listen to the audio. Joining instructions for telephone can be provided in advance upon request, but during the webinar refer to the Zoom reminder you received an hour before the webinar start time as telephone joining instructions can be found there.

Where should I do my online learning?

Each webinar lasts approximately 90 minutes. During this period, we advise viewing the session in a quiet environment with minimal distractions as note taking will be required and questions may be asked/answered.

Completion of assignments is to be undertaken at a time/location convenient to you.

What happens if I need to make a change?

Dependent on the time frame, it may be possible to amend the name of the delegate participating in the training, but an administration fee will be charged (see LAS Terms and Conditions), and the new candidate will be required to attend all five training courses. Furthermore, please be advised that once the training programme has commenced, the CIH will charge the full registration fee for any change to delegate name.

If you are unable to attend a specific training date, please inform LAS in writing at info@landlordaccreditationscotland.com. An administrative fee will be charged for any date change (see LAS Terms and Conditions) and be advised that it may be necessary to defer the Programme for up to 1 year before re-commencing and obtaining the qualification.

If you wish to withdraw from the LETWELL Programme, please inform LAS in writing at info@landlordaccreditationscotland.com. Please be advised a fee may be charged as outlined in the LAS Terms and Conditions.

Contact details

You can contact Landlord Accreditation Scotland by calling the office Monday – Friday 9am-5pm on 0131 553 2211 or email at info@landlordaccreditationscotland.com.

You can contact the CIH Housing Academy on 024 7685 1700 or by email Housing.Academy@cih.org.