



Learn with us

Guide to qualifications and training from CIH Scotland

2016





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Learn with us

We're here to help individuals and organisations learn and develop, and we do so in each and every way we can.

Check out our qualification and training courses on offer and our training programme on our website www.cih.org/scotland to find out more about the training courses available to you in 2016.

Open training courses are just the start...

We can offer our qualifications and training courses in-house too. Bringing staff together is also a great way of getting them to learn, since they encourage one another, develop together and learn new things about each other.

You may find in-house training or qualifications an attractive option, if you have 5 or more people in your organisation interested in attending any of our courses, or undertaking any of our qualifications. We can design training and development programmes to match your requirements or we can adapt any of our existing courses and qualifications programmes to suit you.

All of our courses, qualifications and workshops can be delivered exclusively to your organisation, or to a group of organisations, and at a date and location convenient to you.

Whatever your learning and development needs, CIH has the answer. Call 0131 225 4544 or email scotland@cih.org to discuss your options.



Be brilliant

Get a CIH qualification!

Whether you've only just started in housing or been working in the industry for years, people are changing their lives through learning every single day. Approachable tutors, accessible programmes and flexible methods of assessment (without traditional exams) make learning fun at CIH Scotland.

You

Learning something new is a great way to build your confidence and discover talents you never knew you had. Meet new people, develop new skills and improve your career prospects.

Your staff

As well as helping your staff to do a first class job, actively encouraging them to complete a qualification can improve motivation.

Our commitment to you

We'll ensure that everyone who's studying for a CIH qualification gets all the support they need. Every student receives a detailed handbook and our tutors are always on hand should you have any questions.

Find out more

See the CIH Scotland qualifications 2016 section for more details of what your CIH Scotland learning centre can provide.

Did you know?

We can offer our qualifications in-house.

Bringing staff together is also a great way of getting them to learn, since they encourage one another, develop together and learn new things about each other.

Get in touch to find out what we can do for you.

CIH Scotland qualifications for 2016

CIH Housing Academy- Scotland is an accredited learning centre, offering a range of qualifications at levels 2 and 3. See if you can find what you're looking for below or call us on 0131 225 4544 for a more in-depth discussion.

To enrol, please call 0131 225 4544 or email scotland@cih.org

Qualifications 2015
CIH Level 2 Certificate in Housing Practice
CIH Level 2 Certificate in Housing Maintenance
CIH Level 2 Certificate in Neighbourhood Maintenance
CIH Level 3 Award in Housing Practice
CIH Scotland short programmes leading to CIH Level 3 Certificate in Housing Services
CIH Level 3 Certificate in Housing Practice

For full details of the learning outcomes for each course, visit www.cih.org/qualifications

Tutors

Our tutors for 2016 are highly experienced and very approachable, they understand the needs of people who are studying and working at the same time, and have worked with students at all stages of their education and careers.



Level 2 Certificate in Housing Practice

You will gain a general understanding and awareness of housing issues and the skills for participating in customer service and housing-related activities. The four units are delivered over four days, spread over a number of weeks. On average, candidates should expect to take around three to four months to complete the qualification.

Who is the qualification for?

People already working in housing and those new to their housing role.

This qualification is available on an open classroom basis, or can be delivered to an organisation in-house. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is mainly assessed through written assessment. You will also be asked to deliver a brief presentation to other learners on the course.



CIH Level 2 Certificate in Housing Maintenance

You will gain an understanding of required maintenance skills and the knowledge to help you provide an excellent maintenance service to customers. The five units are delivered over five days, spread over a number of weeks. On average, candidates should expect to take around five to six months to complete the qualification.

Who is the qualification for?

Non-technical housing staff likely to be taking initial calls and queries on repairs and maintenance issues.

This qualification is available on an open classroom basis, or can be delivered to an organisation in-house. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is mainly assessed through short written assessment. You will also be asked to deliver a brief presentation to other learners on the course.



CIH Level 2 Certificate in Neighbourhood Maintenance

This qualification will recognise competence in the field of neighbourhood maintenance and enable front line workers to undertake their work more effectively. The time taken to complete this qualification is dependent on the number of units.

Who is the qualification for?

People working in housing who undertake neighbourhood maintenance.

Cost and delivery

This qualification is offered on an in-house basis only. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is assessed through multiple choice testing, workplace observation and 1-1 discussion.

CIH Level 3 Award in Housing Practice

You will gain a greater knowledge and understanding of the key areas in delivering housing services. You will develop communication skills including report writing, team working and customer service skills. The three units are delivered over four days, spread over a number of weeks. On average, candidates should expect to take around three to four months to complete the qualification.

Who is the qualification for?

People who already work in the housing industry and want to further develop their knowledge and skills.

Cost and delivery

This qualification is offered on an in-house basis only. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is mainly assessed through written assessment. In addition to the formal assessments, candidates are also required to complete other exercises between teaching days.



CIH Scotland short qualification programmes leading to CIH Level 3 Certificate in Housing Services

You will gain a greater knowledge and understanding of the key areas in delivering housing services. You will develop communication skills including report writing, team working and customer service skills. You can choose either of the following CIH short programmes. The four units are delivered over five days, spread over a number of weeks. On average, candidates should expect to take around five to six months to complete the qualification.

Who is the qualification for?

People who already work in the housing industry and want to further develop their knowledge and skills in more specialised areas of housing.

Cost and delivery

This qualification is offered on an in-house basis only. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is mainly assessed through written assessment. In addition to the formal assessments, candidates are also required to complete other exercises between teaching days.



CIH Level 3 Certificate in Housing Practice

(Pathway 1 – Managing Housing Services)

You will gain a greater knowledge and understanding of the key areas in delivering housing services. You will develop communication skills including report writing, team working and customer service skills. The eight units are delivered over nine days and normally spread over nine to ten months. On average, candidates should expect to take around 12 months to complete the qualification.

Who is the qualification for?

People who already work in the housing industry and want to further develop their knowledge and skills through completing a broad qualification, which also offers a degree of specialism.

This qualification is available on an open classroom basis, or can be delivered to an organisation in-house. If you have six or more staff who would like to take this qualification please call 0131 225 4544 or email scotland@cih.org to discuss pricing and patterns of delivery.

Assessment

This qualification is mainly assessed through written assessment. In addition to the formal assessments, candidates are also required to complete other exercises between teaching days.

Our training courses

Over the next few pages you'll find the menu of training courses we're currently offering to support housing staff in Scotland. Our courses are all based on the latest policy thinking and best practice. Some of these are old favourites and others more recent, so please take a look.

This is not an exhaustive list. We'll be adding to this menu during 2015 so if what you need isn't listed here, just phone us for further advice on all the courses we can deliver – we feel sure we'll have one that meets your needs!

Keep an eye open for updates on twitter @CIHScotland and watch out for our regular emails (contact scotland@cih.org if you don't already get these and we'll add you to our list). You can also go to www.cih.org/scotland for what's latest.

Interested in attending one of the courses listed?

Go to www.cih.org/scotland and click on 'Training and Qualifications' to find the relevant course. Or you can go to www.cih.org/trainingcourses and choose 'Scotland' as a location to find out when we are offering it next. If it's not there, contact us and we'll let you know when it's next running and where.

Did you know?

If you have 5 or more people in your organisation interested in attending any of our courses, let us know and we'll talk to you about whether it's more cost effective for us to come to your organisation to deliver it.

We look forward to hearing from you!



Frontline Futures

In response to the changing housing environment, CIH and Wheatley Housing Group commissioned a research report called 'Frontline Futures'. The report identifies emerging changes in frontline housing roles together with the skills and learning required to address these needs now and in the future. It also makes a number of training recommendations to help frontline staff cope with dramatic changes to their roles and responsibilities.

Based on this up to date research, we have designed a series of workshops for you to acquire essential skills to deal with highly stressful situations, respond to the changing frontline environment and cope under pressure.

Frontline Futures – Coaching at the front line

Frontline workers need to not only to know their patch intimately, but to have personal, informed relationships with the people they serve. The officer at the frontline needs more than ever to create a culture of working in partnership and cooperation with their tenants. This course is designed to provide frontline housing staff with coaching skills –to help them to help tenants take responsibility for their own lives and life choices.

Who is the course for?

Any member of staff carrying out a frontline role.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Dorothy Bulmer

Coach

Maggie Calder

Frontline Futures – Leading the front line of the future

Our frontline housing staff are working differently, they are encouraged to self-manage, and take greater levels of responsibility. Our leaders and managers need to have different skills and mind sets to ensure staff are supported in their challenging and changing environment. This participative workshop will allow leaders and managers to reflect on their current leadership style and develop new techniques to lead an empowered staff at the frontline.

Who is the course for?

All managers and leaders whether new or experienced.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Dorothy Bulmer



Frontline Futures – Resilience at the front line

Frontline housing staff are under increasing pressure, welfare reform has meant a significantly changing role for many, the ability to face up to, and overcome, difficult or challenging situations depends in no small part on personal resilience levels. This workshop has been designed to equip frontline housing staff to assess their own personal resilience and show them the skills and techniques that can help them work well in difficult and sometimes stressful situations.

Who is the course for?

Front line staff who want to improve their mental toughness or resilience and develop resilient attitudes that leads to excellent performance.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Dorothy Bulmer

Frontline Futures – Social heart, commercial head

How do frontline housing workers balance the need to do more for people with the commercial imperatives? This session has been designed to provide frontline housing staff with strategies, tools and techniques to help them manage the tension between supporting their customers more and maximising income and minimising costs.

Who is the course for?

Any member of staff carrying out a frontline role.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Catherine Wilkie



Understanding tenants and addressing challenging situations

Housing professionals play a huge part in transforming communities and the lives of those who live in them. Good people skills are essential for front-line housing workers. The knowledge and awareness of what to do when faced with more difficult situations is essential, especially as increasing numbers of vulnerable people are accessing services.

Our course programmes are designed to help tackle a range of situations with tenants and other service users. Our trainers are experts in their own specialist fields.

Creating conversations that matter

Engaging with tenants and other service users is key to effective service delivery and regulation and helps make the work you do accountable, relevant and targeted. This course supports staff to make the most of the everyday opportunities to engage with people that use services or work in them to routinely gather feedback and build positive relationships that support learning and change. This course introduces participants to a number of approaches that generate dialogue to explore what's working well, help people express their views and share their experiences in the pursuit of finding solutions, and produce ideas about how to improve services and enhance quality of life.

Who is the course for?

Managers and front line staff working in housing and community settings.

Trainer

Cathy Sharp

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Customer care skills for difficult situations

Some customers are easy to deal with; they make a request and are happy with the answer. Others are not so easy; they are demanding and can sometimes display difficult behaviour. This practical course looks at how to handle such behaviour without compromising the care that your customers expect.

Who is the course for?

All staff who deal face to face with customers.

Trainer

Eileen McCallum

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Improving written communications

Writing is something many people struggle with. For some people, it's many years since school and the writing of essays, comprehension and analysis of poetry. For others, they have become used to text speak, abbreviations and acronyms. Whether you write emails, letters, reports or procedures, this course will ensure that your communication is clear, concise and easily understood.

Who is the course for?

This course is suited to staff of all levels that regularly produce written material for communication. It is particularly suitable for anyone writing lengthy reports, difficult letters, policies and procedures and newsletters.

Trainer

Eileen McCallum



Enhancing service user engagement in designing and improving services in housing

The terms co-production or co-creation, and what they convey in respect of effective and full engagement of service users or customers in the design and improvement of services, are now common in other sectors. The thinking and the practices underpinning these terms are increasingly being adopted by the housing sector and are applicable to both local authorities and RSLs. This participative course provides an introduction to co-production and how it can be applied in housing to improve engagement with residents and service users.

Who is the course for?

Housing staff in both local authorities and housing associations involved in service development, participation and engagement, equalities and scrutiny activities.
Tenants and residents involved in housing.

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Tony Donohoe

Frontline Futures – Coaching at the front line

Frontline workers need to not only know their patch intimately, but to have personal, informed relationships with the people they serve. The officer at the frontline needs more than ever to create a culture of working in partnership and cooperation with their tenants. This course is designed to provide frontline housing staff with coaching skills - to help them to help tenants take responsibility for their own lives and life choices.

Who is the course for?

Any member of staff carrying out a frontline role.

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Dorothy Bulmer

Coach

Maggie Calder

Mediation skills

This practical course is designed to explain the mediation process and teach you some of the skills mediators use in dealing with neighbourhood conflicts. It will help you understand the role of mediation in neighbourhood conflict and how to help neighbours consider mediation as an option.

Who is the course for?

All staff interested in dispute resolution.

This course is available in-house only.

Trainer

Ian McDonough



Motivational interviewing

This intensive session will give you a good understanding of motivational interviewing principles, skills and strategies that will offer you, as the 'interviewer', effective ways to have useful conversations with customers considering change. You will also have the opportunity to practice motivational interviewing techniques.

Who is the course for?

Anyone who works in an information or advice role with customers or tenants.

This course is available in-house only.

Trainer

Bridie Mackenzie

Reducing rent arrears by maximising housing benefit entitlement and minimising problems

This course will illustrate, by use of case examples, and group exercises, a number of the areas of Housing Benefit administration which frequently are misunderstood and sometimes misapplied by staff administering the scheme, creating in turn unnecessary delays in processing, increased exchanges of letters/telephone calls, punitive overpayment recoveries, leading to unnecessary gaps in tenants' entitlement and rent arrears.

Who is the course for?

Housing association staff and those involved with advice agencies who need some level of knowledge of housing benefit to ensure they can help tenants maximise their entitlement to Housing Benefit and in so doing reduce the potential for rent arrears accruing.

Trainer

Bill Irvine

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Supporting tenants to reduce energy costs

Fuel poverty exists in the social rented sector and it is set to rise further. All frontline staff – not just maintenance staff or energy advice teams should be involved in helping tenants mitigate impacts of high fuel costs and rising carbon emissions. This interactive course is designed to raise awareness about practical help which can be given to tenants to reduce their energy costs and carbon emissions, to enjoy better quality of life and to increase levels of satisfaction with services delivered by their landlords.

Who is the course for?

All staff who deal with customers face to face

Trainer

Misia Jack

Useful skills for isolated staff

Working with some members of the public can pose a potential safety risk to all housing staff. This practical course has been designed to help you to stay safe in a range of settings, in and out of the office. It will cover the key elements of planning ahead, the use of social media and assessing potential risk in the office, in someone's home and when lone working.

Who is the course for?

Anyone who deals with customers face-to-face, particularly alone.

Trainer

Eileen McCallum



Estate management and maintenance

Our short courses for staff involved in repairs and estate management are designed to give you the tools and techniques to overcome the challenges you face day to day.

Courses cover the latest developments and are designed to improve both your knowledge and understanding. Our experienced trainers combine learning with practical examples and tips to give you the confidence to tackle the real-life problems and issues you face.

Addressing dampness and rot, and their health implications

Dealing with reactive, day-to-day repairs can be fairly simple if you have well trained staff and an efficient system. But what about the more complicated stuff – the rot, subsidence, dampness and condensation problems? This very practical course will help explore the more difficult aspects of the repairs service and how you can deal with them.

Who is the course for?

Staff who visit properties and maintenance staff who don't have a background in housing.

Trainer

Eileen McCallum

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Estate management

The area surrounding housing has an immense impact on how people feel about living there. Whether it's fly tipping, graffiti or overgrown gardens, run-down estates can lead to other problems such as difficult to let properties. This course will look at the problems in managing estates and teach you new methods to try to alleviate them.

Who is the course for?

Staff with responsibility for estate and neighbourhood management.

Trainer

Eileen McCallum

This course is available in-house, and as an open course. Visit our website

www.cih.org/scotland for course dates and to book on to this course.



Home owner housing panel part 1: Factoring made simple

This half-day introductory course helps to simplify the complex issue of Factoring in Scotland. It looks at the historical situation and all up to date legislation. This course will give you knowledge regarding the past and present factoring situation in Scotland, equip you to deal with enquiries about factoring from customers, and enable you to assist your organisation in complying with the code of conduct..

Who is the course for?

Any staff responsible for delivering a factoring service or a repairs service to mixed tenure flats.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Eileen McCallum

Home owner housing panel part 2: Understanding panel decisions

The Home Owner Housing Panel (HOHP) was set up following the introduction of the Property Factors (Scotland) Act 2011. This tribunal hears complaints from homeowners who feel that their factor has not complied with the code of conduct. This particular half-day course looks at decisions of the panel and how they affect current practice.

Who is the course for?

Anyone with responsibility for factoring services who may be required to attend a Tribunal. This workshop is suitable for anyone already familiar with the Property Factors (Scotland) Act 2011 and other topics covered in the HOHP Part I course.

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Eileen McCallum

Housing law - factoring and property management

This session will look at the impact of the new Property Factors Act and Code of Conduct on the day-to-day working of property factors in Scotland, with particular reference to the written statement of services. It will also look at the interpretation of title deeds for the purposes of property management..

Who is the course for?

Housing management staff involved in any part of property management or factoring.

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Susan McDonald



Housing law - repairs

This session will look at the law relating to repair duties in rented properties. It will consider the obligations landlords have to maintain their properties in good order and repair. It will also briefly look at the new regime in the private rented sector involving the use of the Private Rented Housing Panel – the body that will enforce the new ‘repairing standard’ in the private sector.

Who is the course for?

Any staff who deal with repairs queries and managers with responsibility for managing such staff.

Trainer
HBJ Gately

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Maintaining standards in temporary accommodation

Following the introduction of the Homeless Persons (Unsuitable Accommodation) Order, many organisations are looking at the standard now required. This course looks at the provision of temporary accommodation and how to maintain the standard of provision. It also examines the Order and explores what impact this has for providers of temporary accommodation.

Who is the course for?

Managers and those with responsibility for provision of temporary accommodation

Trainer
Eileen McCallum

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Repairs reporting skills

This session will look at the basics of repairs for those who are responsible for taking repairs enquiries either over the phone or on reception. This session will also examine the right questions to ask to report a repair, and how you might prioritise repairs.

Who is the course for?

Any staff who deal with repairs queries, and any member of staff who has never previously dealt with issues around repairs and requires a general understanding.

Trainer
Eileen McCallum

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.



Housing options, housing management and tenancy sustainment

Working in front line housing services has never been more demanding. You need to be multi-skilled and have sufficient knowledge of the sector and housing legislation to identify solutions to tenancy issues and offer effective housing advice. Many tenants also face unprecedented challenges in sustaining their tenancies and rely on housing staff with up to date knowledge and skills to support them.

We offer a range of short courses to help you provide the most effective services you can in this demanding environment. In this section we provide a flavour of the courses we deliver on these topics.

Foreign nationals and rights to housing assistance

What are the main Housing Options for people coming to Scotland and are there any time limits as to when they can access Council Housing? Where do the Housing Scotland Acts fit into Immigration Legislation or where does Immigration Law sit within the Housing Scotland Acts? This one day course will give you the knowledge and skills to provide housing advice, homeless assistance and rights to housing.

Who is the course for?

Those working in housing options, housing advice or homelessness, or those who work directly with national groups. In addition, frontline staff and applications, allocations and letting staff may also find this course useful.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer
Jamie Stewart

Home owner housing panel part 1: Factoring made simple

This half-day introductory course helps to simplify the complex issue of Factoring in Scotland. It looks at the historical situation and all up to date legislation. This course will give you knowledge regarding the past and present factoring situation in Scotland, equip you to deal with enquiries about Factoring from customers, and enable you to assist your organisation in complying with the code of conduct.

Who is the course for?

Any staff responsible for delivering a factoring service or a repairs service to mixed tenure flats.

This course is available in-house, and as an open course. Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer
Eileen McCallum



Home owner housing panel part 2: Understanding panel decisions

The Home Owner Housing Panel (HOHP) was set up following the introduction of the Property Factors (Scotland) Act 2011. This tribunal hears complaints from homeowners who feel that their factor has not complied with the code of conduct. This particular half-day course looks at decisions of the panel and how they affect current practice.

Who is the course for?

Anyone with responsibility for factoring services who may be required to attend a Tribunal. This workshop is suitable for anyone already familiar with the Property Factors (Scotland) Act 2011 and other topics covered in the HOHP Part I course.

Trainer

Eileen McCallum

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Homelessness legislation in practice

This course focuses on the principal aspects of the law, guidance, regulations and good practice in relation to homelessness. You will also look at recent and any forthcoming changes, such as the duty to provide housing support and the possible impact for practice.

Who is the course for?

Information and advice staff who deal with enquiries from homeless applicants.

Trainer

Alice Ann Jackson

This course is available in-house only.

Housing options – advising on the private rented sector

The role the private rented sector plays in housing households, including homeless households, is being increasingly emphasised. Staff working in housing, and related areas, are increasingly expected to provide comprehensive advice on the private rented sector and where possible assist in preventing homelessness. The course draws on relevant legislation and considers any forthcoming changes.

Who is the course for?

Frontline staff and housing advice workers

Trainer

Susan McDonald

Improving tenancy sustainment

Failing tenancies and tenancies coming to a premature end are costly for social landlords in terms of lost income, re-letting preparation and staff time, and usually for tenants themselves in personal terms. You will come away from this course with a full understanding of the contribution you and your organisation can make to reducing tenancy failure amongst your tenants.

Who is the course for?

Front line managers and staff.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Nick Hopkins



Making use of short Scottish secure tenancies (SSSTs)

This is a practical session where you will look at what SSSTs are, the legislative context and related guidance, and how and when SSSTs can be used (including in cases of antisocial behaviour and where they may be used for those who require housing support).

Who is the course for?

Homelessness staff, housing management staff and those providing information and advice.

This course is available in-house only.

Trainer

Alice Ann Jackson

Mediation skills

This practical course is designed to explain the mediation process and teach you some of the skills mediators use in dealing with neighbourhood conflicts. It will help you understand the role of mediation in neighbourhood conflict and how to help neighbours consider mediation as an option.

Who is the course for?

All staff interested in dispute resolution.

This course is available in-house only.

Trainer

Ian McDonough

Motivational interviewing

This intensive session will give you a good understanding of motivational interviewing principles, skills and strategies that will offer you, as the 'interviewer', effective ways to have useful conversations with customers considering change. You will also have the opportunity to practice motivational interviewing techniques.

Who is the course for?

Anyone who works in an information or advice role with customers or tenants.

This course is available in-house only.

Trainer

Bridie Mackenzie



Reducing rent arrears by maximising housing benefit entitlement and minimising problems

This course will illustrate, by use of case examples, and group exercises, a number of the areas of Housing Benefit administration which frequently are misunderstood and sometimes misapplied by staff administering the scheme, creating in turn unnecessary delays in processing, increased exchanges of letters/telephone calls, punitive overpayment recoveries, leading to unnecessary gaps in tenants' entitlement and rent arrears.

Who is the course for?

Housing association staff and those involved with advice agencies who need some level of knowledge of housing benefit to ensure they can help tenants maximise their entitlement to Housing Benefit and in so doing reduce the potential for rent arrears accruing.

Trainer
Bill Irvine

Supporting tenants to reduce energy costs

Fuel poverty exists in the social rented sector and it is set to rise further. All frontline staff – not just maintenance staff or energy advice teams should be involved in helping tenants mitigate impacts of high fuel costs and rising carbon emissions. This interactive course is designed to raise awareness about practical help which can be given to tenants to reduce their energy costs and carbon emissions, to enjoy better quality of life and to increase levels of satisfaction with services delivered by their landlords.

Who is the course for?

All staff who deal with customers face to face

Trainer
Misia Jack

Universal credit: key risks to rent collection, arrears and debt recovery explained

This course has been designed to address the concerns and problems mentioned above; the likely effect this will have on your tenants, and your organisation's collection arrangements, rental income and arrears management. You will leave this course well informed on how best to maximise tenant entitlement; minimise landlord problems and reduce the potential for rental income loss.

Who is the course for?

Any member of staff involved in housing management, finance, providing advice & support to tenants and those responsible for collecting arrears and complying with pre-action protocols.

Trainer
Bill Irvine

Voids management

The course explains the reasons and causes of voids. It will help attendees gain a deeper understanding of how to develop an effective strategy for tackling voids. The course focuses on the practical organisational issues such as developing policies and procedures and effective monitoring systems.

Who is the course for?

Policy officers, housing officers and maintenance officers involved in developing and implementing voids policy and/or practice

Trainer
Eileen McCallum



Housing law series

We have been delivering our popular housing law series for the past four years. The series is delivered by expert legal practitioners from leading Scottish law firms who work closely with Scottish social housing, and the private rented sector.

The series of seven courses covers the essentials for housing professionals. All sessions are delivered in half day blocks and can also be delivered in-house with topics combined into a full day. Visit our website www.cih.org/scotland for course dates and to book on to any of our open Housing Law courses.

Housing law – anti-social behaviour

This session will look at the range of legal remedies available to deal with antisocial behaviour. It will also look at the various remedies introduced by the Antisocial Behaviour (Scotland) Act 2004, such as closure orders, noise control powers and the extension of antisocial behaviour orders to those under 16.

Who is the course for?

Housing staff involved with anti-social behaviour.

Housing law – evictions

In this session, the law relating to eviction and recovery of possession in Scotland will be considered with particular reference to the relevant legal procedures, both before a Court case is raised and during a Court case. This session will also concentrate on the grounds for recovery of possession involved in Scottish Secured Tenancies.

Who is the course for?

Housing management staff involved in any part of the eviction process.

Housing law – factoring and property management

This session will look at the impact of the new Property Factors Act and Code of Conduct on the day-to-day working of property factors in Scotland, with particular reference to the written statement of services. It will also look at the interpretation of title deeds for the purposes of property management.

Who is the course for?

Housing management staff involved in any part of property management or factoring.



Housing law – repairs

This session will look at the law relating to repair duties in rented properties. It will consider the obligations landlords have to maintain their properties in good order and repair. The session will also briefly look at the new regime in the private rented sector involving the use of the Private Rented Housing Panel – the body that will enforce the new ‘repairing standard’ in the private sector.

Who is the course for?

Any staff who deal with repairs queries and managers with responsibility for managing such staff.

Housing law – allocations

This half day session looks at the relevant provisions relating to housing lists, allocation policies, housing registers and tenants’ rights on stock transfer. It also examines appropriate methods that can be used by housing providers to suspend applicants from allocation.

Who is the course for?

Staff dealing with allocations either from a policy viewpoint or specific practical viewpoint.

Housing law – homelessness

This session looks at the law on homelessness and considers the basic definitions that are essential in this area. Of particular relevance for housing association staff is consideration of the powers local authorities have to require Registered Social Landlords (RSLs) to provide accommodation for homeless persons in terms of Section 5 of the Housing (Scotland) Act 2001.

Who is the course for?

Front line staff dealing with homelessness applications and staff in housing associations who deal with Section 5 referrals from their local authority.

Housing law – introduction to tenancy law

This session will look at how to create a tenancy agreement and the various rules relating to the different types of tenancies, with a particular focus on the rules relating to the Scottish secured tenancy and the short Scottish secured tenancy.

Who is the course for?

All staff working in housing management, but it may be particularly useful for front-line staff and housing managers with specific responsibility for the initial involvement with tenants at the time of tenancy sign up.



Equality and diversity in housing

Ensuring that housing services understand and meet the diverse needs of our communities and service users, that the rights of everyone are met and that we are able to engage with people from a multitude of backgrounds and circumstances, is essential in the planning and delivery of housing services.

Listed here are some of the key courses we deliver.

Enhancing service user engagement in designing and improving services in housing

The terms co-production or co-creation, and what they convey in respect of effective and full engagement of service users or customers in the design and improvement of services, are now common in other sectors. The thinking and the practices underpinning these terms are increasingly being adopted by the housing sector and are applicable to both local authorities and RSLs. This participative course provides an introduction to co-production and how it can be applied in housing to improve engagement with residents and service users.

Who is the course for?

Housing staff in both local authorities and housing associations involved in service development, participation and engagement, equalities and scrutiny activities. Tenants and residents involved in housing.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer
Tony Donohoe

Equalities data gathering and monitoring

There can be confusion about gathering information for organisational planning purposes. This two hour briefing will help you understand why collecting equality data is important, how it can be used and how to respond appropriately about the disclosure or non-disclosure of information.

Who is the course for?

Anyone who is routinely involved in asking questions for equality monitoring.

This course is available in-house only.

Trainer
Wendy Davies



Equality and working cross culturally

This half day briefing will explore the key issues that are relevant when working in a multi-racial agency and delivering services to a multi-racial community. It will give you basic information about cultural norms and religious requirements, balanced with the need to remember that not all individuals will interpret those norms or requirements in the same way.

Who is the course for?

Anyone whose role involves working cross culturally.

This course is available in-house only.

Trainer

Wendy Davies

Equality impact assessment (EqIA)

The Equality Act 2010 requires that public bodies demonstrate their compliance with the Single Equality Duty. One of the main ways that this is carried out is through the completion of EqIAs. This popular half day briefing will identify the main stages of the EqIA process and ways of ensuring that your organisation's policies are effectively targeted.

Who is the course for?

All staff involved in policy development and review.

This course is available in-house only.

Trainer

Wendy Davies

Foreign nationals and rights to housing assistance

What are the main Housing Options for people coming to Scotland and are there any time limits as to when they can access Council Housing? Where do the Housing Scotland Acts fit into Immigration Legislation or where does Immigration Law sit within the Housing Scotland Acts? This one day course will give you the knowledge and skills to provide housing advice, homeless assistance and rights to housing.

Who is the course for?

Those working in housing options, housing advice or homelessness, or those who work directly with national groups. In addition, frontline staff and applications, allocations and letting staff may also find this course useful.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer

Jamie Stewart



Understanding mental health

We can all benefit from understanding mental health issues and recognising the signs and symptoms of poor mental health in ourselves, our colleagues and the people we support. We also need to know how to intervene and what to say. This half day course is interactive with a wide range of approaches to help you participate and learn practical ways of helping people in distress.

Who is the course for?

All staff but especially those working with vulnerable people.

This course is available in-house only.

Trainer

Stuart Campbell

Understanding substance dependency

This interactive half day workshop looks at the reasons why some people are more vulnerable than others to developing problems with substance use. It will raise your awareness and help you consider different approaches to working with people who are substance dependent.

Who is the course for?

Anyone who deals face-to-face with customers.

This course is available in-house only.

Trainer

Bridie Mackenzie

Be inspirational

With our in-house leadership and management development training

Working with experts in the field, we tailor our programmes for each organisation, focusing on those areas that will deliver the maximum, most cost-effective improvements.

At the start of each project, we'll work closely with you to agree the required outcomes and build the programme around these.

Enjoyable and informative, our management programmes are interactive and participative rather than old school 'chalk and talk'. Participants get access to all the development tools and support they need, when they need it.



Building effective teams

Every team needs to deliver if an organisation is to achieve its overall objectives. This course will help you examine the factors that influence how effectively teams are able to deliver their targets, as well as helping you improve the effectiveness of your own team.

Who is the course for?

Managers who are new to their role or have some experience and are keen to refresh and build on their existing skills.

Trainer
Alistair Tait

This course is available in-house only.

Frontline Futures – Leading the front line of the future

Our frontline housing staff are working differently, they are encouraged to self-manage, and take greater levels of responsibility. Our leaders and managers need to have different skills and mind sets to ensure staff are supported in their challenging and changing environment. This participative workshop will allow leaders and managers to reflect on their current leadership style and develop new techniques to lead an empowered staff at the frontline.

Who is the course for?

All managers and leaders, whether new or experienced.

Trainer
Dorothy Bulmer

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

How to be an effective manager

It is essential that all teams are managed effectively if organisations are to achieve their overall objectives. This course is designed to help you identify how to select the appropriate management tools and techniques to effectively manage your team in different circumstances, from the daily routine to the difficult situations that arise from time to time.

Who is the course for?

Managers who are new to their role or have some experience and are keen to refresh and build on their existing skills.

Trainer
Alistair Tait

This course is available in-house only.



How to make difficult decisions

As a manager, you are required to make decisions every day. This course will examine what makes some decisions more difficult than others and introduce you to a number of practical tools, techniques and tips you can use to make more effective decisions.

Who is the course for?

Managers who are new to their role or have some experience and are keen to refresh and build on their existing skills.

This course is available in-house only.

Trainer
Alistair Tait

Improving team communication

This course is designed to examine the factors that can influence how your team communicates and introduce tools and techniques to help you improve the effectiveness of your team communication. The day will include designing and implementing a communication plan for your team.

Who is the course for?

Managers who are new to their role or have some experience and are keen to refresh and build on their existing skills.

This course is available in-house only.

Trainer
Alistair Tait



Planning and managing the housing business and other skills development

If we don't get the basics right and apply sound business knowledge and skills within the organisations we work for, we won't be able to effectively deliver the services and the outcomes service users need and expect.

This section provides just a few examples of the courses we offer to help you plan and manage your business. If you need bespoke training just contact the team at CIH Scotland who will discuss your needs and identify the correct training and learning solutions for you and your organisation's business needs.

Data protection in practice

This half-day course provides a practical introduction to Data Protection legislation across a social housing context. Using real life examples, the course will outline the obligations of your organisation and you as an individual under the Act and provide practical steps that will help you mitigate risks and ensure compliance within the workplace.

Who is the course for?

Anyone with responsibility for ensuring compliance with Data Protection and wishes to have a basic understanding of the Freedom of Information Act.

Trainer
Heather Jack

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

How to plan strategically

This half day practical workshop is designed for those who want to know more about the importance of strategic planning and how this operates in the housing sector.

Who is the course for?

Any housing staff for whom strategic planning is part of their role, or anyone who wishes to find out more about strategic planning.

Trainer
Gary Dalziel

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Improving written communications

Writing is something many people struggle with. For some people, it's many years since school and the writing of essays, comprehension and analysis of poetry. For others, they have become used to text speak, abbreviations and acronyms. Whether you write emails, letters, reports or procedures, this course will ensure that your communication is clear, concise and easily understood.

Who is the course for?

This course is suited to staff of all levels that regularly produce written material for communication. It is particularly suitable for anyone writing lengthy reports, difficult letters, policies and procedures and newsletters.

Trainer
Eileen McCallum



Understanding finance

This intensive course is designed to give you an understanding of the role finance plays in the housing industry. You will cover areas including financial terminology, efficiencies, strategic planning, management of risk and monitoring performance.

Who is the course for?

Managers and officers with a non-finance role.

Trainer

Gary Dalziel

This course is available in-house only.

Universal credit: key risks to rent collection, arrears and debt recovery explained

This course has been designed to address the concerns and problems mentioned above; the likely effect this will have on your tenants, and your organisation's collection arrangements, rental income and arrears management. You will leave this course well informed on how best to maximise tenant entitlement; minimise landlord problems and reduce the potential for rental income loss.

Who is the course for?

Any member of staff involved in housing management, finance, providing advice & support to tenants and those responsible for collecting arrears and complying with pre-action protocols.

Trainer

Bill Irvine

New to housing

As the professional institute for those working in the housing sector, CIH knows how important it is to get the best start possible to help you get your career off to a flying start. CIH Scotland offers short training courses and introductory qualifications to help you on your way to being a brilliant housing professional!

In addition to other courses listed in this guide, the courses in this section are particularly appropriate for those who are new to the housing sector. All of these courses are available as open courses or as part of your organisation's in-house induction and development programmes.



Introduction to housing

The objective of this one-day course is to provide you with a general awareness of key aspects of housing and current housing issues in Scotland. It will put social housing in context by looking at some past policies to show how current policies have been shaped.

Who is the course for?

Anyone who is new to the housing sector, anyone planning to move into a housing role and those who are in a housing role but wish to improve their general appreciation of the field in which they work.

This course is available in-house, and as an open course.

Visit our website www.cih.org/scotland for course dates and to book on to this course.

Trainer
Alan Smith

If you are new to the housing sector and wish to further your career in housing, you may also be interested in studying for one of our Level 2 qualifications.

CIH Level 2 Certificate in Housing Maintenance

You will gain an understanding of required maintenance skills and the knowledge to help you provide an excellent maintenance service to customers. The five units are delivered over five days, spread over a number of weeks. On average, candidates should expect to take around five to six months to complete the qualification.

Who is the qualification for?

Non-technical housing staff likely to be taking initial calls and queries on repairs and maintenance issues.

CIH Level 2 Certificate in Housing Practice

You will gain a general understanding and awareness of housing issues and the skills for participating in customer service and housing-related activities. The four units are delivered over four days, spread over a number of weeks. On average, candidates should expect to take around three to four months to complete the qualification.

Who is the qualification for?

People already working in housing and those new to their housing role.



Booking information

Booking your place on a course is as easy as 1,2,3...

1. Go to www.cih.org/scotland and click on **Training**
2. Find the training course you are looking for
3. Click **Book** and follow the step-by-step instructions

Need any additional support?

Please tell us if you or the member of staff you are booking for require training material in Braille, large print, audio tape, disk or an induction/hearing loop when you book.

Are you a CIH member? Don't forget that your learning and development counts towards your Continuing Professional Development (CPD) record.

Got a question? Please call **0131 225 4544** or email scotland@cih.org

Did you know?

CIH members receive a discount on all courses. Contributing organisations are also given discount on our courses. For further information on becoming a contributing organisation, please call 0131 225 4544 and talk to Marian Reid or email marian.reid@cih.org



Terms and conditions - Training

All fees are subject to VAT and payable within 7 days of receipt of invoice. Cancellations made more than 10 working days before the course is due to run will incur a cancellation fee of £50.00. The full course price will be charged for cancellations made within 10 working days of the course date. Please note that there will be a £15.00 administration fee for each delegate name change. CIH reserve the right to cancel an event, in this case we'll return any fees already received, we will not refund any other costs you incur as a result of the cancellation. CIH reserves the right to change the trainer/tutor and date of a course.

Terms and conditions – Qualifications

All fees are subject to VAT and payable immediately upon receipt of invoice. CIH Scotland reserves the right to request payment of fees in advance. Cancellations made more than 10 days working days before the course is due to run will incur a cancellation fee of 25% of the course fee. The full course price will be charged for cancellations made within 10 working days of the course date. If you are changing the name of the person originally booked on the qualification please note there will be a £15.00 administration fee.



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