

# CIH SCOTLAND LEARNING GUIDE 2017



## CIH SCOTLAND LEARNING GUIDE 2017

### 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](http://www.cih.org/scotland) to find out more about the training courses available to you in 2017.

### 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 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](mailto:scotland@cih.org) to discuss your options.

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# 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 received a detailed handbook and our tutors are always on hand should you have any questions.

## Find out more

See the CIH Scotland qualifications 2017 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 2017

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](mailto:scotland@cih.org).

## Qualifications 2017

- CIH Level 2 certificate in housing practice
- CIH Level 2 certificate in housing maintenance
- CIH Level 3 award in housing practice
- CIH Level 3 certificate in housing practice
- CIH Level 3 certificate in letting and managing residential property

For full details of the learning outcomes for each course, visit [www.cih.org/qualifications](http://www.cih.org/qualifications).

## Tutors

Our tutors for 2017 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.

## 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, learners 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](mailto:Scotland@cih.org) to discuss pricing patterns and 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, learners should expect to take around five to six months to complete the qualification.

### Who is the qualification for?

Non-technical 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 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, learners 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.

This qualification is offered on an in-house basis only. If you have seven 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 assessment, learners 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 eight days and normally spread over nine to ten months. On average, learners 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 seven 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, learners are also required to complete other exercises between teaching days.

## **CIH LEVEL 3 CERTIFICATE IN LETTING AND MANAGING RESIDENTIAL PROPERTY**

You will gain knowledge and understanding of key areas of managing and letting property. The five units are delivered over five training days in the LETWELL programme – a brand new professional development programme delivered through a partnership between Landlord Accreditation Scotland (LAS) and CIH Scotland and incorporates learning which can lead to this qualification. The programme, created specifically for Scottish letting professionals, takes full account of the Scottish Government's ongoing development of regulation of letting agents and associated training requirement for specific staff within agencies. On average, learners should expect to take around five to six months to complete the qualification.

### **Who is the qualification for?**

Letting agent staff requiring an accredited qualification but should also be of interest to landlords plus local authority staff and others with an interest in residential property letting in Scotland.

### **Assessment**

This qualification is mainly assessed through written assessment. In addition to the formal assessments, learners 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 2017 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](mailto: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](http://www.cih.org/scotland) for what's latest.

## Interested in attending one of the courses listed?

Go to [www.cih.org/scotland](http://www.cih.org/scotland) and click on 'Training and Qualifications' to find the relevant course. Or you can go to [www.cih.org/training](http://www.cih.org/training) 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 6 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 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. These courses are available in-house only.

## FRONTLINE FUTURES – COACHING AT THE FRONTLINE

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 co-operation 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.

### Trainer

Dorothy Bulmer

## FRONTLINE FUTURES – LEADING THE FRONTLINE 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

## FRONTLINE FUTURES – RESILIENCE AT THE FRONTLINE

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?

Frontline staff who want to improve their mental toughness or resilience and develop resilient attitudes

that leads to excellent performance.

### **Trainer**

Dorothy Bulmer

## **FRONTLINE FUTURES – SOCIAL HEART, COMMERCIAL HEAD**

How to 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.

### **Trainer**

Dorothy Bulmer



# UNDERSTANDING TENANTS AND ADDRESSING CHALLENGING SITUATIONS

Housing professionals play a huge part in transforming communities and the lives in them. Good people skills are essential for frontline 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 regulations and helps us 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 frontline staff working in housing and community settings.

### Trainer

Cathy Sharp

This course is available in-house only.

## 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 and 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.

### Trainer

Tony Donohoe

This course is available in-house only.

## FRONTLINE FUTURES: COACHING AT THE FRONTLINE

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 co-operation 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.

### Trainer

Dorothy Bulmer

**This course is available in-house only.**

## HOW TO MAXIMISE RENTAL INCOME THROUGH UNIVERSAL CREDIT AND HOUSING BENEFIT

Advocating on behalf of tenants can sometimes bring landlord staff into direct conflict with those charged with administering the complex and ever changing schemes of Universal Credit and housing benefit. This course explains how tenants and their representatives can best set about questioning and, if need be, challenging decisions through correspondence and telephone contact, and if this fails, make representation to First-tier tribunals and Public Sector Ombudsman.

### Who is the course for?

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

### Trainer

Bill Irvine

## MANAGING CHALLENGING BEHAVIOUR

The aims of this one day course are to increase knowledge and understanding of why people sometimes act in ways that challenge; and to offer practical strategies for supporting service users and colleagues with dignity and respect whilst meeting your health and safety responsibilities.

### Who is the course for?

All who work with people whose behaviour challenges

### Trainer

Mary Andrews

## MANAGING CHALLENGING CALLS FOR CONTACT CENTRE STAFF

This half day course provides the opportunity to discuss appropriate, professional approaches to managing the telephone conversations which challenge us the most.

## Who is the course for?

Contact centre staff and managers

### Trainer

Mary Andrews

## MANAGING PROFESSIONAL BOUNDARIES

This one day course provides an understanding of why clear boundaries of behaviour are important in maintaining safe, professional relationships with our service users.

## Who is the course for?

All staff who work with service users, relatives, colleagues, external agencies and want to be confident that they are managing the boundaries of these relationships in a professional manner.

### Trainer

Mary Andrews

## 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

### Trainer

Ian McDonough

## MENTAL HEALTH IN HOUSING PRACTICE

This one day course will provide an introduction to mental ill-health, increasing knowledge and understanding and thereby offering you a greater level of confidence in supporting service users who are in mental distress.

## Who is the course for?

Staff who work with service users who have mental health issues

### Trainer

Mary Andrews

## PROTECTING VULNERABLE TENANTS FROM SCAMS

This half-day course provides an introduction of the work of Trading Standards Scotland (TSS). The course covers the three national priorities for the team: doorstep crime, scams and illicit trade, which the team coordinates on behalf of local authorities, as well as illegal money lending which the team takes primacy for. The course outlines the definitions of these areas along with highlighting the potential warning signs that someone may have been a victim of these crimes. In addition, the course provides guidance on the various support mechanisms in place to mitigate these, including some of the recent innovative work that

is ongoing.

### **Who is the course for?**

Anyone who works with vulnerable members of the public and wishes to know how to support them with the major consumer issues.

### **Trainers**

Laura Jamieson/John Pollock, Trading Standards Scotland

## **SUPPORTING ADULTS WITH MENTAL CAPACITY ISSUES**

The aims of this one day course are to provide a background and understanding of the Adults with Incapacity (Scotland) Act 2000 and who it affects. Heavily scenario based, it will provide an opportunity for participants to apply the five principles of the Act to practical situations.

### **Who is the course for?**

All staff who work with service users, relatives, colleagues, external agencies and want to be confident that they understand and are applying the principles of the Act appropriately.

### **Trainer**

Mary Andrews

## **SAFEGUARDING VULNERABLE ADULTS**

This one day course provides an overview of the Adult Support & Protection (Scotland) Act 2007 and an opportunity to explore its implications and your responsibilities in accordance with the Code of Practice 2014.

### **Who is the course for?**

All staff who work with adults who may be at risk of harm.

### **Trainer**

Mary Andrews

## **SUPPORTING PEOPLE TO LIVE WELL WITH DEMENTIA**

In line with the Standards of Care for Dementia in Scotland, the aims of this one day course are to develop your knowledge of dementia and its causes whilst increasing your understanding of how positive approaches and interactions can support residents to lead active, fulfilling lives whilst adapting to this deteriorating condition.

### **Who is the course for?**

Everyone who has contact with people who are experiencing dementia

### **Trainer**

Mary Andrews

## **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

**This course is available in-house only.**

## **TENANT PARTICIPATION USING A COMMUNITY DEVELOPMENT APPROACH**

This practical course explores a range of approaches and techniques to develop effective practice in tenant and customer engagement. The aim of this course is to equip practitioners for action by providing the information and knowledge required to drive forward effective tenant engagement in your organisation.

### **Who is the course for?**

Housing staff involved in tenant participation

### **Trainer**

Jamie Ballantine

## **WORKING ALONE IN SAFETY**

The aims of this one day course are to raise awareness of the potential risks faced when working alone and to offer sound safe working practices and techniques.

### **Who is the course for?**

Lone workers and their managers

### **Trainer**

Mary Andrews

# 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

## 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 and alleviate them.

### Who is the course for?

Staff with responsibility for estate and neighbourhood management.

## TRAINER

Eileen McCallum

## HOMEOWNER HOUSING PANEL PART I: 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.

### Trainer

Eileen McCallum

## HOMEOWNER HOUSING PANEL PART II: UNDERSTANDING PANEL DECISIONS

The Homeowner 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 the code of conduct. This 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

## 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.

### Trainer

Susan McDonald

## 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

## VOIDS MANAGEMENT

This 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 OPTIONS, HOUSING MANAGEMENT AND TENANCY SUSTAINMENT

Working in frontline 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.

## HOMEOWNER HOUSING PANEL PART I: 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.

### Trainer

Eileen McCallum

## HOMEOWNER HOUSING PANEL PART II: UNDERSTANDING PANEL DECISIONS

The Homeowner 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 the code of conduct. This 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

## HOUSING OPTIONS: ADVISING ON THE PRIVATE RENTED SECTOR

The role the private rented sector plays in housing households, including homeless households, is 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

HBJ Gateley

This course is available in-house only.

## THE HOUSING RIGHTS OF NON-UK NATIONALS

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? How does nationality affect a person's ability to access benefits such as housing benefits or Jobseeker's Allowance? This one day course will give you the knowledge and skills to provide housing advice, homeless assistance and the main rights to housing and welfare benefits for nationals of countries other than the UK.

### 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.

## Trainer

Jamie Stewart

## HOW TO MAXIMISE RENTAL INCOME THROUGH UNIVERSAL CREDIT AND HOUSING BENEFIT

Advocating on behalf of tenants can sometimes bring landlord staff into direct conflict with those charged with administering the complex and ever changing schemes of Universal Credit and housing benefit. This course explains how tenants and their representatives can best set about questioning and, if need be, challenging decisions through correspondence and telephone contact, and if this fails, make representation to First-tier tribunals and Public Sector Ombudsman.

### Who is the course for?

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

## Trainer

Bill Irvine

## 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?

Frontline managers and staff.

## Trainer

Nick Hopkins

### **SUPPORTING REFUGEES AND SUSTAINING TENANCIES**

This course aims to equip participants with the skills and knowledge to support refugees and help them sustain their tenancies. This course will: outline the basis for having an integration-led approach to helping refugees; outline the refugee journey through homelessness, tenancy allocation, moving into a property and sustaining a tenancy; provide information on how to help people who are having difficulty integrating; introduce participants to relevant signposting organisations for further help and outline the common scenarios that present themselves when supporting refugees.

#### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights, particularly housing officers and housing support workers working to help refugees get into and sustain housing.

## Trainer

Jamie Stewart

### **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

**This course is available in-house only.**

### **UNDERSTANDING REFUGEE RIGHTS**

This course aims to familiarise participants with the rights and entitlements of refugees in the UK and their role in fulfilling those rights. This course covers the routes to protection in the UK – the Syrian Vulnerable Persons Relocation (VPR) Scheme and asylum. It notes the legal context, the variety of immigration statuses and what they bring.

#### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights.

## Trainer

Jamie Stewart

## UNIVERSAL CREDIT: KEY RISKS TO RENT COLLECTION, ARREARS AND DEBT RECOVERY EXPLAINED

This course has been designed to address the common concerns and problems; 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 and support to tenants and those responsible for collecting arrears and complying with pre-action protocols.

### Trainer

Bill Irvine

## VOIDS MANAGEMENT

This 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 several 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 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.

## HOUSING LAW: ANTI-SOCIAL BEHAVIOUR

This session will look at the range remedies available to deal with anti-social behaviour. It will also look at the various remedies introduced by the Anti-social Behaviour (Scotland) Act 2004, such as closure orders, noise control powers and the extension of anti-social 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 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: 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 frontline 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.

## CULTURAL COMPETENCY: WORKING WITH PEOPLE FROM DIFFERENT BACKGROUNDS

This course looks at how culture affects all our lives, and how much culture influences and governs our beliefs, attitudes, behaviours and decision-making. It explores our own practice and attitudes to cultural difference, and examines different worldviews, so that participants can confidently work with people no matter where they come from. This course aims to build confidence, knowledge and skills to work effectively with people from different cultures.

### Who is the course for?

This course is for anyone who works with people who come from a different cultural background and have concerns over potential misunderstandings

### Trainer

Jamie Stewart

## 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.

### Trainer

Tony Donohoe

This course is available in-house only.

## 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

## **Trainer**

Wendy Davies

**This course is available in-house only.**

## **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.

## **Trainer**

Wendy Davies

**This course is available in-house only.**

## **THE HOUSING RIGHTS OF NON-UK NATIONALS**

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? How does nationality affect a person's ability to access benefits such as housing benefits or Jobseeker's Allowance? This one day course will give you the knowledge and skills to provide housing advice, homeless assistance and the main rights to housing and welfare benefits for nationals of countries other than the UK.

### **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.

## **Trainer**

Jamie Stewart

## **MENTAL HEALTH IN HOUSING PRACTICE**

This one day course will provide an introduction to mental ill-health, increasing knowledge and understanding and thereby offering you a greater level of confidence in supporting service users who are in mental distress.

### **Who is the course for?**

Staff who work with service users who mental health issues.

## **Trainer**

Mary Andrews

## **SAFEGUARDING VULNERABLE ADULTS**

This one day course provides an overview of the Adult Support & Protection (Scotland) Act 2007 and an opportunity to explore its implications and your responsibilities in accordance with the Code of Practice 2014.

### **Who is the course for?**

All staff who work with adults who may be at risk of harm.

### **Trainer**

Mary Andrews

## **SUPPORTING ADULTS WITH MENTAL CAPACITY ISSUES**

The aims of this one day course are to provide a background and understanding of the Adults with Incapacity (Scotland) Act and who it affects. Heavily scenario based, it will provide an opportunity for participants to apply the five principles of the Act to practical situations.

### **Who is the course for?**

All staff who work with service users, relatives, colleagues, external agencies and want to be confident that they understand and are applying the principles of the Act appropriately.

### **Trainer**

Mary Andrews

## **SUPPORTING PEOPLE TO LIVE WELL WITH DEMENTIA**

In line with the Standards of Care for Dementia in Scotland, the aims of this one day course are to develop your knowledge of dementia and its causes whilst increasing your understanding of how positive approaches and interactions can support residents to lead active, fulfilling lives whilst adapting to this deteriorating condition.

### **Who is the course for?**

Everyone who has contact with people who are experiencing dementia

### **Trainer**

Mary Andrews

## **SUPPORTING REFUGEES AND SUSTAINING TENANCIES**

This course aims to equip participants with the skills and knowledge to support refugees and help them to sustain their tenancies. This course will: outline the basis for having an integration-led approach to helping refugees; outline the refugee journey through homelessness, tenancy allocation, moving into a property and sustaining a tenancy; provide information on how to help people who are having difficulty integrating; introduce participants to relevant signposting organisations for further help and outline the common scenarios that present themselves when supporting refugees.

### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights, particularly housing officers and housing support workers working to help refugees get into and sustain housing.

## **Trainer**

Jamie Stewart

## **UNDERSTANDING REFUGEE RIGHTS**

This course aims to familiarise participants with the rights and entitlements of refugees in the UK and their role in fulfilling those rights. This course covers the routes to protection in the UK – the Syrian Vulnerable Persons Relocation (VPR) Scheme and asylum. It notes the legal context, the variety of immigration statuses and what they bring.

### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights.

## **Trainer**

Jamie Stewart

## **WORKING WITH INTERPRETERS**

This course aims to build confidence, knowledge and skills to work effectively with spoken language interpreters. This course covers the process of using an interpreter, where the responsibility lies for the success of the interpreted session, examines the pitfalls and their consequences, and set out best practice for using interpreters.

### **Who is the course for?**

Anyone who has never used an interpreter or who uses interpreters either occasionally or frequently in their day-to-day work.

## **Trainer**

Jamie Stewart



# 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 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. The course covers both the current UK Data Protection Act and also the new EU General Data Protection Regulation which will replace it in May 2018. Using real life examples, the course outlines data privacy and protection obligations of your organisation and provides 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.

### Trainer

Heather Jack

## 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

## 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

**This course is available in-house only.**

## **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

## **UNIVERSAL CREDIT: KEY RISKS TO RENT COLLECTION, ARREARS CONTROL 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 and support to tenants and those responsible for collecting arrears and complying with pre-action protocols.

## **Trainer**

Bill Irvine

# WORKING WITH REFUGEES AND NON-UK NATIONALS

Refugees and asylum seekers come to Scotland from across the world and make great contributions to our cultural diversity. With growing refugee crises around the world and commitment to resettle more refugees in Scotland, housing professionals need to increase their focus on this challenging issue. It's a frequently heard line in housing that we 'build communities', but how do we support people with different cultural backgrounds that are joining our communities. The housing sector has a significant role to play in supporting integration.

This suite of courses, developed and delivered in partnership with the Scottish Refugee Council, aims to equip housing practitioners with a wide range of skills and provide a greater understanding of cultural differences, tools to break down barriers, and crucially the appreciation of the contribution and strength that diverse communities can bring to an area.

## CULTURAL COMPETENCY: WORKING WITH PEOPLE FROM DIFFERENT BACKGROUNDS

This course looks at how culture affects all our lives, and how much culture influences and governs our beliefs, attitudes and decision-making. It explores our own practice and attitudes to cultural difference, and examines different worldviews, so that participants can confidently work with people no matter where they come from. The course aims to build confidence, knowledge and skills to work effectively with people from different cultures.

### Who is the course for?

Anyone who works with people from who come from a different cultural background and have concerns over potential misunderstandings.

## THE HOUSING RIGHTS OF NON-UK NATIONALS

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? How does nationality affect a person's ability to access benefits such as housing benefits or Jobseeker's Allowance? This one day course will give you the knowledge and skills to provide housing advice, homeless assistance and the main rights to housing and welfare benefits for nationals of countries other than the UK.

### 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.

## SUPPORTING REFUGEES AND SUSTAINING TENANCIES

This course aims to equip participants with the skills and knowledge to support refugees and help them to sustain their tenancies. This course will: outline the basis for having an integration-led approach to helping refugees; outline the refugee journey through homelessness, tenancy allocation, moving into a property and sustaining a tenancy; provide information on how to help people who are having difficulty integrating; introduce participants to relevant signposting organisations for further help and outline the

common scenarios that present themselves when supporting refugees.

### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights, particularly housing officers and housing support workers working to help refugees get into and sustain housing.

## **UNDERSTANDING REFUGEE RIGHTS**

This course aims to familiarise participants with the rights and entitlements of refugees in the UK and their role in fulfilling those rights. This course covers the routes to protection in the UK – the Syrian Vulnerable Persons Relocation (SVP) Scheme and asylum. It notes the legal context, the variety of immigration statuses and what entitlements they bring.

### **Who is the course for?**

Anyone who is working with refugees and needs a better understanding of refugee rights.

## **WORKING WITH INTERPRETERS**

This course aims to build confidence, knowledge and skills to work effectively with spoken language interpreters. The course covers the process of using an interpreter, where the responsibility lies for the success of the interpreted session, examines the pitfalls and their consequences, and sets out best practice for using interpreters.

### **Who is the course for?**

Anyone who has never used an interpreter or who uses interpreters either occasionally or frequently in their day-to-day work.

## **WORKING WITH SEPARATED CHILDREN**

This course covers the rights and entitlements of separated children or unaccompanied young people who may have been trafficked and/or who are in the asylum process. We will examine the legislation around the protection and safety of this group of children and young people, and explore the role of the Scottish Guardianship Project.

### **Who is the course for?**

Housing support workers, housing officers, schools and other educational institutions, health and social care workers and third sector organisations who come into contact with this group of young people.

# NEW TO HOUSING

As the professional institute for those working in the housing sector, we know how important it is to get the best start possible to help you get your career off to a flying start. We offer 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 courses 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.

### Trainer

Alan Smith

## CIH LEVEL 2 CERTIFICATE IN HOUSING MAINTENANCE

You will gain an understanding of the 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, learners 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, learners 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](http://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 any additional support for printed materials or attendance at the course.

## 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](mailto:scotland@cih.org)

## Did you know?

CIH members receive a discount on all courses. Contributing organisations are also given a 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](mailto: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 will not be liable for reimbursing fees if delegates are not able to attend a course due to circumstances out of CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other force majeure or act of God.

## Limitation of Liability

CIH accepts no responsibility for accident, injury or loss suffered whilst attending one of our courses; only if it is due to negligence on our part. Delegates are responsible for taking care of their own property and all personal belongings are left on premises at delegates own risk.

CIH accepts no responsibility for any loss or liability incurred whilst using material or information obtained on the course.

## Cancellation and Changes to Courses

CIH may have to cancel a course. In this case we will 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 venue/and or date of the course at short notice and change trainer without prior notice.

## Joining Instructions and Course Material

Joining Instructions will be emailed to delegates approx. 10 days prior to the course date. CIH accepts no responsibility for material not received by a delegate. Please do not book any travel or accommodation until you receive your Joining Instructions. The copyright of all course material rests with the trainer or CIH.

## Data Protection Act 1998

When you make a booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking. We may also contact you in the future about other CIH products and services that may be of interest. If you would prefer not to be informed you can opt out at the My CIH area of the website.

# TERMS AND CONDITIONS – QUALIFICATIONS

All fees are exempt from VAT and payable within 7 days of 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. Please note that there will be a £15.00 administration fee for each delegate name change. CIH will not be liable for reimbursing fees if delegates are not able to attend a course due to circumstances out of CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other force majeure or act of God.

## Limitation of Liability

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