CIH Level 2 Award in Involvement in Housing and Communities

CIH Awarding Organisation

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our goal is simple – to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant. CIH is a registered charity and not-for-profit organisation. This means that the money we make is put back into the organisation and funds the activities we carry out to support the housing sector. We have a diverse membership of people who work in both the public and private sectors, in 20 countries on five continents across the world. Further information is available at: www.cih.org.

CIH is the awarding organisation (AO) for housing qualifications and we are dedicated to providing the highest quality, relevant and up-to-date qualifications for everyone in housing.

The purpose of the qualification specification is to provide the centre with information about the units which make up this qualification, the quality assurance requirements and assessment methods associated with the qualification, and the qualification structure.

The qualification reference number is 601/5777/X
The operational start date is 01 March 2015
The CIH scheme code 2R04

Contact us:
For any queries relating to the qualification specification e-mail accreditation@cih.org

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About the qualification

The qualification is a level 2 vocationally related qualification for the housing sector, regulated by Ofqual, Qualifications Wales and CCEA Accreditation.

The objective of this qualification is to provide a flexible qualification that is capable of meeting the needs of a variety of tenants and residents participating in local and community housing.

The qualification aims to…
- provide residents with the skills and or knowledge that they require to be actively involved in their housing and/or the community,
- and/or prepare learners for further study in housing related qualifications at level 2 and 3.

The qualification is suitable for learners…
- aged over 14,
- that already have a level 1 qualification and/or experience of being actively involved in their housing and/or community,
- it is particularly aimed at learners in the UK and Ireland, but may also be used in other countries as appropriate.

Entry requirements

CIH AO do not set entry requirements. CIH AO recommend that in order to pursue achievement of the qualification, the learner will:
- have the potential and opportunity to gain the qualification,
- be actively involved in their housing and/or community,
- have experience of studying at level 1 or 2.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 2 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- by using the credit gained in the qualification, to widen their knowledge of housing by completing the CIH level 2 Certificate in Housing Practice or the CIH Level 2 Certificate in Housing Maintenance.
- at level 3 – if the learner has extensive housing experience and has previously studied at level 2 or 3, they may be able to progress to the CIH Level 3 Certificate in Housing Practice or Level 3 Award in Resident Scrutiny.

Level 2 descriptors

The level 2 descriptors indicate the level that a learner must be working at in order to achieve the qualification. They are not to be used as marking criteria, but may be used as an initial assessment tool to determine the level of learners.

Knowledge descriptor (the holder…)	Skills descriptor (the holder can…)
Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems. Can interpret relevant information and ideas. Is aware of a range of information that is relevant to the area of study or work.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems. Identify, gather and use relevant information to inform actions. Identify how effective actions have been.

For a comparison of qualification levels across the UK see
http://www.sqa.org.uk/files_ccc/QualificationsCanCrossBoundaries.pdf

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing / Property Management Assistant, England. See Annex 1 page 41-44.

Qualification structure

Qualification title: CIH Level 2 Award in Involvement in Housing and Communities

Learners must achieve a minimum of 3 credits, from a minimum of 3 units in order to be awarded the qualification, from a choice of optional units. The combination of optional units that a centre puts together in a course must be approved by CIH AO before delivery can commence.

The recommended guided learning hours for the qualification are a minimum of 21 up to a maximum of 90.   CIH AO expects that centres may deliver the qualification in more or less time according to the plan they have approved by CIH AO prior to the start of the course. The units may be delivered in any order. The total qualification time is expected to be 30 hours.

It is also possible to achieve the following pathways:
- Community action
- Tenants and residents associations
- Resident scrutiny

The requirements for each pathway are detailed on page 7-9.

The qualification is awarded on the basis of Pass / Refer / Fail.

The qualification contains the following optional units,
A minimum of 3 credits must be achieved from this group:

Unit title	Credits	Level	Page
Careers and opportunities in housing Unit number K/602/1227	3	2	14
Chairing skills Unit number D/506/9765	1	2	15
Developing negotiation skills Unit number K/506/9767	1	2	16
Developing skills for working in housing Unit number M/602/1228	3	2	17
Funding bidding and processes Unit number K/506/9901	1	2	18

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Unit title	Credits	Level	Page
Group and teamwork communication skills Unit number J/505/4631	2	2	19
Housing provision and housing organisations Unit number D/602/1225	4	2	20
How to run effective meetings Unit number F/505/6720	1	2	21
Inspecting your landlord Unit number M/506/9902	2	2	22
Interpersonal communication skills Unit number D/503/0979	1	2	23
Interviewer skills Unit number F/506/9905	1	2	24
Involving residents in housing organisations Unit number J/506/9906	3	3	25
Managing a project Unit number L/504/8443	1	2	26
Participating in community activities Unit number D/503/6877	3	2	27
Performing effectively at interviews Unit number M/600/7801	3	2	28
Presentation skills Unit number H/505/4667	2	2	29
Procurement Unit number R/506/9908	1	2	30
Services available for communities Unit number R/503/6875	2	2	31

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Unit title	Credits	Level	Page
Sustainable living Unit number L/503/3294	2	2	32
Teamwork skills Unit number L/503/0993	2	2	33
The diversity of communities Unit number Y/503/6876	3	2	34
The role of a community representative Unit number Y/506/9909	1	2	35
The role of a peer mentor Unit number Y/507/0042	2	2	36
Understanding housing management performance information Unit number D/507/0043	1	2	37
Understanding scrutiny in the housing service Unit number K/507/0045	1	2	38
Undertaking a scrutiny review of a housing service Unit number T/507/0047	2	2	39
Value for money Unit number F/507/0049	1	2	40

Pathway 1- CIH Level 2 Award in Involvement in Housing and Communities (Community action)

In order to achieve the pathway a learner must achieve 8 credits from the following mandatory units.

Unit title	*Credits*	*Level*	*Page*
Participating in community activities Unit number D/503/6877	3	2	27
Services available for communities Unit number R/503/6875	2	2	31
The diversity of communities Unit number Y/503/6876	3	2	34

Pathway 2- CIH Level 2 Award in Involvement in Housing and Communities (Tenants and residents associations)

In order to achieve the pathway a learner must achieve 3 credits from the following mandatory units.

Unit title	*Credits*	*Level*	*Page*
Chairing skills Unit number D/506/9765	1	2	15
How to run effective meetings Unit number F/505/6720	1	2	21
The role of a community representative Unit number Y/506/9909	1	2	35

The learner must achieve a minimum of 3 units and 3 credits from the following optional units.

Unit title	Credits	Level	Page
Inspecting your landlord Unit number M/506/9902	2	2	22
Understanding housing management performance information Unit number D/507/0043	1	2	37
Understanding scrutiny in the housing service Unit number K/507/0045	1	2	38
Undertaking a scrutiny review of a housing service Unit number T/507/0047	2	2	39
Value for money Unit number F/507/0049	1	2	40

Pathway 4 - CIH Level 2 Award in Involvement in Housing and Communities (Skills for active tenants)

The learner must achieve a minimum of 3 units and 3 credits from the following optional units.

Unit title	Credits	Level	Page
Chairing skills Unit number D/506/9765	1	2	15
Developing negotiation skills Unit number K/506/9767	1	2	16
Developing skills for working in housing Unit number M/602/1228	3	2	17
Interpersonal communication skills Unit number D/503/0979	1	2	23
Interviewer skills Unit number F/506/9905	1	2	24
Presentation skills Unit number H/505/4667	2	2	29
Teamwork skills Unit number L/503/0993	2	2	33

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Delivering the qualification

Approval to deliver the qualification
As an approved CIH AO centre, you MUST be approved by CIH AO to deliver the whole qualification. Delivery must not commence and learner registrations will not be accepted until this process is complete.

CIH AO recommends that centres seek approval to deliver one of the accredited pathways for the qualification as opposed to creating their own combination of optional units. However centres may seek approval for specific combinations of units as long as the combination clearly reflects the title of the qualification and is supported by a rationale for the combination.

Registering learners and fees
Prior to the delivery of the qualification you MUST register each learner with CIH AO. A fee is payable for each learner. It is the responsibility of the centre to pay these fees and you will be invoiced for the required amount following receipt of the registration forms. The list of fees is available on our website at the following link: http://www.cih.org/ao/centrefees

Each learner will be offered free CIH student membership for the duration of the course.

Equality and diversity
Equality and diversity considerations were made during the development of this qualification to promote access and minimise bias. It is the centres' responsibility to ensure that equality and diversity considerations are made as part of the delivery and assessment of this qualification.

CIH AO would expect equality and diversity to be integrated into the delivery process for every learning outcome even where there are no specific assessment criteria for equality and diversity.

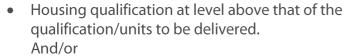### *Contextualisation of learning outcomes and assessment criteria*
CIH AO expects centres to contextualise the delivery and assessment of units according to the local and sectoral circumstances of the group of learners they are delivering to. For example, a question relating to law would be applied to the law of the country in which the group of learners operate.

Staff occupational competency requirements

Experience of:
* Working in the housing industry preferably at a management level.
* Working in the specific industry that the unit content (where this is a specialist area of housing or a non housing specific subject matter) covers.
* Delivering vocational qualifications.
* Teaching, assessing or verifying as appropriate.

Qualifications
- Housing qualification at level above that of the qualification/units to be delivered.
  And/or
- A degree or degree level qualification in a cognate area and/or a relevant professional qualification

Role specific qualification requirements:
- **Teachers/Tutors:**
  A regulated or equivalent teaching qualification.

- **Assessors:**
  Assessment is an activity that can be performed by a dedicated individual or as part of an individual's wider role e.g. Supervisor, manager, tutor. All assessors must hold a qualification in assessment e.g. Assessor Awards, A1/2 Awards/units, D32/33) or working towards this.

- **Internal Quality Assurers:**
  Internal quality assurance is an activity that can be performed by a dedicated individual or as part of an individual's wider role. All Internal Quality Assurers (IQA's) must hold a qualification in Internal Quality Assurance e.g. IQA Awards, V1 Award/units, D34) or working towards this.

A list of current qualifications can be found on the following registers:
- England, Wales & Northern Ireland: http://register.ofqual.gov.uk
- Scotland: http://scqf.org.uk/the-framework/search-database/

Trainee Assessors and IQAs must complete a relevant Assessor/IQA qualification within 1 year of commencing in the role. All non-qualified staff who assess must have 100% of their work counter-signed by a qualified assessor.

CPD
Evidence of continuing professional development in teaching, assessment, verification and the housing industry.

Assessment

Centres must refer to the CIH AO Assessment handbook prior to developing their courses and associated assessments.

The purpose of assessment is to provide a consistent and valid judgement that learners have met the standard required to achieve the qualification. The assessment criteria contained in each unit indicate the evidence learners will need to produce in order to demonstrate that they have achieved the learning outcomes.

All assessment for the qualification is devised by the centre, marked by the centre and then must be internally quality assured (by the centre) and externally moderated (by the CIH AO).

Assessment principles
In devising and delivering assessments the following principles must
be followed:
- Validity – An assessment is valid if it is clear and unambiguous 'does what it says on the tin'; if it is fit for purpose and that the assessment outcomes meet their intended uses.
- Reliability – An assessment is reliable if its results are not influenced by chance, the assessment process generates outcomes which would be replicated were the assessment repeated.
- Comparability – Assessment outcomes that are comparable in standards between assessments within a qualification, between similar qualifications, with other awarding organisations, and over time.
- Manageability – The assessment is easily managed and the management process is one which places reasonable demands on centres and learners. Reasonableness will be based on the scale of the assessment process balanced by the usefulness of the outcomes.
- Minimise bias - is about ensuring that an assessment does not produce unreasonably adverse outcomes for learners who share a common attribute (and) is related to fairness to all learners and statutory equality duties.

Centre devised assessments

The CIH AO's approach to the assessment of qualifications is to enable centres to devise the assessments. This is to allow for appropriate assessment that reflects the unique learning experience and local circumstances of specific groups of learners.

Centres are expected to create assessment strategies that directly meet the needs of their learner groups and take into account the requirements of local employers.

Assessment methods
The following assessment methods are allowed for the assessment of the qualification:
- Coursework
- Portfolio of evidence
- E-assessment
- Practical demonstration/assignment

Special considerations and reasonable adjustments

CIH AO requires centres to be compliant with the CIH AO special considerations and reasonable adjustments policy.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the reliability and validity of the assessment outcomes. The centre is required to implement the adjustments to assessment and to notify CIH AO of this.

A special consideration may be given to a learner following a scheduled assessment, for example;

- The learner is present for the assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment.
- The learner misses part of the assessment due to circumstances beyond their control.

If the centre approves/rejects a special consideration (such as a small post assessment adjustment to the mark of the learner or an adjustment to the assessment submission date) it must retain evidence of its decision for scrutiny by the external moderator.

External quality assurance

The external quality assurance system is a key feature of the quality assurance arrangements for the CIH AO. The EQAs and moderators play a vital role in ensuring that all individuals holding a CIH AO qualification certificate have achieved a nationally accepted standard. The moderator is required to ensure there is sufficient evidence present to demonstrate that the quality assurance principles are being upheld.

The CIH AO will appoint an EQA and moderator to each approved centre to monitor the quality assurance at the centre. Delivery of the qualification must not start until the assessment strategy and assessment brief/s have been approved by CIH AO. During the course the moderator will sample assessments and the EQA will undertake a quality review visit annually.

For further information about quality assurance refer to the centre handbook and sanctions policy.

Other documents of relevance

The following is a list of other documents that your centre must be familiar with in relation to the design, delivery, assessment, and quality assurance of a CIH AO qualification.

- Appeals procedure
- Assessment handbook
- Centre agreement
- Centre handbook
- Complaints policy
- Conflict of interest policy
- Equality and diversity policy
- Malpractice policy
- Marketing of CIH qualifications
- Record retention policy
- Sanctions policy
- Special considerations and reasonable adjustments policy
- Recognition of prior learning policy
- Application form for centre course change approval/notification

Further information and documents can be found at the CIH Centre Moodle site.

Careers and opportunities in housing

Unit level: *2*
Unit credit value: *3*
Unit reference number: *K/602/1227*
CIH AO reference number: *2M3*
Unit status: *Optional*

Unit purpose/aim
The unit aims to provide learners with an understanding of different roles within housing context and the knowledge and understanding needed to fulfil them.

Learning outcomes	Assessment criteria
1. Know about a range of paid and voluntary roles in the housing context.	1.1 Identify a range of roles within the housing sector. 1.2 Describe a number of different roles within the housing sector, both paid and voluntary.
2. Understand the knowledge and skills required to work within the housing sector.	2.1 Identify the knowledge and skills necessary for a particular role, paid or unpaid. 2.2 Outline the qualifications, training and development opportunities that would be suitable for that role. 2.3 Assess the difference between own knowledge and skills and those required by a particular role.
3. Understand how to plan personal development.	3.1 Assess individual knowledge and skills needs. 3.2 Develop a personal development plan.

Chairing skills

Unit level:	*2*
Unit credit value:	*1*
Unit reference number:	*D/506/9765*
CIH AO reference number:	*2O01*
Unit status:	*Optional*
	Mandatory in Tenants and residents associations pathway.
	Optional in Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of how to be an effective chair person.

Learning outcomes	Assessment criteria
1. Understand the role and responsibilities of a chairperson.	1.1 List the key responsibilities of a chairperson. 1.2 Describe the role of a chairperson; • Before a meeting • During a meeting • After a meeting.
2. Understand how to be an effective chairperson.	2.1 List the skills and personal qualities a chairperson needs to manage a range of situations. 2.2 Describe how to effectively chair a meeting. 2.3 Describe how to effectively deal with a deliberate disruption.

Developing negotiation skills

Unit level: 2
Unit credit value: 1
Unit reference number: K/506/9767
CIH AO reference number: CO02
Unit status: Optional
Optional for Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of knowledge and skills for successful negotiation.

Learning outcomes	*Assessment criteria*
1. Understand the process of negotiation.	1.1 Describe different conditions for negotiation. 1.2 Identify different roles in the negotiation process. 1.3 Describe common tactics used to stall the negotiation process.
2. Understand basic strategies for successful negotiation and how to apply them in negotiation skills.	2.1 Describe different strategies for successful negotiation. 2.2 Illustrate how these strategies can be used to achieve the desired outcome.

Developing skills for working in housing

Unit level: 2
Unit credit value: 3
Unit reference number: M/602/1228
CIH AO reference number: 2M4
Unit status: Optional
                                   Optional in the skills for active tenants pathway

Unit purpose/aim

The unit aims to provide learners with an understanding of housing related activities, the skills they will need to carry them out and an understanding of how they gain these skills in the future.

Learning outcomes	Assessment criteria
1. Know how to learn from their own experience.	1.1 Describe a housing related activity. 1.2 Describe the role they played in the housing related activity. 1.3 Assess their part in the activity.
2. Know the key practical skills necessary for working within a housing organisation.	2.1 Identify and prioritise daily responsibilities. 2.2 Identify a range of time management techniques. 2.3 Describe the importance of team working.

3. Know the key communication skills necessary for working in a housing organisation.	3.1 Communicate effectively in oral and written formats. *(For example produce a report and give a presentation)*.
	3.2 Use IT to do two of the following; produce:
	    • A report
	    • Presentation
	    • E-mail
	    • leaflet
	3.3 Describe how to handle a difficult situation in an assertive way.
	3.4 Describe how to use active listening techniques.

Funding bidding and processes

Unit level:	**2**
Unit credit value:	**1**
Unit reference number:	**K/506/9901**
CIH AO reference number:	**2O03**
Unit status:	**Optional**

Unit purpose/aim
The unit aims to provide learners with an understanding of how to prepare a funding bid.

Learning outcomes	Assessment criteria
1. Understand the key components of a funding strategy.	1.1 Identify the main headings within a funding strategy. 1.2 Comment on the range of funding opportunities available and describe how these opportunities can be accessed.
2. Understand how to prepare a funding application to meet funders requirements.	2.1 Outline the elements of a funding bid. 2.2 Describe the different kinds of funding (e.g. core, gap, revenue and capital).

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Group and Teamwork Communication Skills

Unit level: 2
Unit credit value: 2
Unit reference number: J/505/4631
CIH AO reference number: N/A
Unit status: Optional

Unit purpose/aim

The unit aims to provide learners with an understanding of how to communicate and be an effective team member.

Learning outcomes	Assessment criteria
1. Understand methods of group and team communication.	1.1 Assess methods of group and team communication and their advantages and disadvantages. 1.2 Describe the significance of organisational procedures in selecting methods of communication.
2. Understand how to use communication to maintain good working relationships with group and team members.	2.1 Describe why team members need to know their own and other team members' roles within their organisations. 2.2 Describe at least two ways of ensuring group and team communication is as effective as possible. 2.3 Give at least two examples of why poor group and team communication sometimes occurs.
3. Understand the role of the team leader.	3.1 Describe two ways in which communication can promote a good working relationship with a team leader. 3.2 Illustrate why team leaders need to use praise and constructive criticism in communication with their teams.
4. Be able to carry out tasks set by team leader as part of a team.	4.1 Act on instructions given to team by team leader. 4.2 Agree with team members on how to work together to carry them out. 4.3 Carry out tasks with team members. 4.4 Give fellow team members feedback on carrying out the tasks. 4.5 Receive feedback and identify how this might influence future performance.

Housing provision and housing organisations

Unit level: 2
Unit credit value: 4
Unit reference number: D/602/1225
CIH AO reference number: 2M1
Unit status: Optional

Unit purpose/aim
The unit aims to provide learners with an understanding of what housing is. Learners will consider different types of housing organisation; the relationship between landlord and tenant and the range of services they offer in the housing context.

Learning outcomes	Assessment criteria
1. Understand different types of housing provision.	1.1 Describe different forms of housing provision and tenure in the UK. 1.2 Explain the key features of the main tenures.
2. Know about the relationship between landlord and tenant.	2.1 Describe the different types of landlord in the rental sector. 2.2 Describe the relationship between different types of landlord and their tenants.
3. Know about the range of services housing organisations provide.	3.1 Outline the range of housing organisations. 3.2 Describe the range of services housing organisations provide. 3.3 Identify other organisations that work with housing providers to deliver services to tenants. 3.4 Outline the kinds of services provided by these organisations.
4. Know how housing organisations are regulated and funded.	4.1 Identify the statutory bodies that regulate housing providers. 4.2 List ways of paying for housing.

How to run effective meetings

Unit level:	*2*
Unit credit value:	*1*
Unit reference number:	*F/505/6720*
CIH AO reference number:	*N/A*
Unit status:	*Optional*
	Mandatory in the Tenants and residents associations pathway

Unit purpose/aim

The unit aims to provide learners with an understanding of how to organise an effective meeting.

Learning outcomes	Assessment criteria
1. Understand the key features of effective meetings.	1.1 Describe the purpose of different types of meetings. 1.2 Describe the purpose of key meeting documents. 1.3 Describe the key responsibilities of a Chair and Secretary at a meeting. 1.4 Describe the key elements to be captured when taking minutes at a meeting. 1.5 Describe the importance of an agenda and standing items to be included.
2. Know how to organise a meeting.	2.1 Describe how to organise a meeting. 2.2 Describe actions to be taken before, during and after a meeting.

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Inspecting your landlord

Unit level: **2**
Unit credit value: **2**
Unit reference number: **M/506/9902**
CIH AO reference number: **2O04**
Unit status: **Optional**
                                            Optional in the Resident scrutiny pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of the skills and knowledge necessary to undertake an inspection of an aspect of the housing service.

Learning outcomes	Assessment criteria
1. Understand the role of tenant inspection and the tenant inspector within the housing service.	1.1 Outline the purpose of tenant inspection of the housing service. 1.2 List the roles and responsibilities of a tenant inspector. 1.3 List the different methods that tenant inspectors can use to inspect the housing service.
2. Understand the skills that tenant inspectors need to carry out an inspection of the housing service.	2.1 List the key skills that tenant inspectors need to enable them to carry out an inspection of the housing service. 2.2 Discuss the importance of communication skills in tenant inspection.
3. Be able to conduct an inspection of the housing service.	3.1 Carry out and record an inspection of at least one aspect of the housing service.

Interpersonal communication skills

Unit level: 2
Unit credit value: 1
Unit reference number: D/503/0979
CIH AO reference number: N/A
Unit status: Optional
Optional in the Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of interpersonal communication skills.

Learning outcomes	Assessment criteria
1. Understand the importance of effective interpersonal communication skills.	1.1 Explain the importance of the following elements of effective communication: • Active listening • Non-verbal communication • Appropriateness of language and tone 1.2 Describe three situations in which good interpersonal skills are important. 1.3 Describe possible barriers to communication.
2. Be able to demonstrate effective interpersonal communication skills.	2.1 Use the elements of effective communication listed above in both a formal and an informal setting. 2.2 Apply strategies to overcome barriers to communication. 2.3 Assess the effectiveness of own interpersonal communication skills.

Interviewer skills

Unit level: 2
Unit credit value: 1
Unit reference number: F/506/9905
CIH AO reference number: 2O05
Unit status: Optional
                                               Optional in the Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of skills and knowledge necessary to carry out an interview.

Learning outcomes	Assessment criteria
1. Understand the interview process.	1.1 Identify the stages in carrying out an interview. 1.2 Describe the process of selecting candidates. 1.3 Describe the role of the interview panel. 1.4 Outline the structure of an interview. 1.5 Identify methods of recording information. 1.6 Identify the importance of equality and diversity in the recruitment process.
2. Be able to carry out an interview.	2.1 Develop questions for an interview. 2.2 Carry out an interview and describe how to make an interviewee feel at ease. 2.3 Evaluate your role as an interviewer.

Involving residents in housing organisations

Unit level: **3**
Unit credit value: **3**
Unit reference number: **J/506/9906**
CIH AO reference number: **3O01**
Unit status: **Optional**

Unit purpose/aim
The unit aims to provide learners with an understanding of resident involvement and its importance in relation to providing an effective housing service.

Learning outcomes	Assessment criteria
1. Understand why housing organisations involve residents.	1.1 Summarise the legal and regulatory expectations for involving residents in the region where you live or work. 1.2 Explain, using at least three examples, the benefits to the business of involving residents.
2. Understand the range of opportunities for residents to be involved in housing.	2.1 Explain the terms: • Resident involvement • Community development • Tenant management 2.2 Summarise the range of involvement activities offered by housing providers. 2.3 Describe some of the challenges of delivering effective resident involvement and how they might be overcome
3. Understand how to plan for effective resident involvement.	3.1 Explain how customer insight information helps resident involvement. 3.2 Explain how resident involvement can influence a service or the delivery of a service. 3.3 Describe a method to assess the effectiveness of resident involvement.

Managing a Project

Unit level: **2**
Unit credit value: **1**
Unit reference number: **L/504/8443**
CIH AO reference number: **N/A**
Unit status: **Optional**

Unit purpose/aim
The unit aims to provide learners with an understanding of how to plan, monitor and review a project.

Learning outcomes	Assessment criteria
1. Know how to plan a project.	1.1 Produce a project plan that identifies the: • Stages in a project • Activities for each stage • Required resources • Timescale for completion
2. Know how to monitor the progress of a project.	2.1 Outline the progress of the project against its timelines. 2.2 Explain why new targets may need to be set.
3. Know how to review the project.	3.1 Describe own role in carrying out the project. 3.2 Identify: • Two recommendations for improvement of the project • Two areas of strength for the project

Participating in community activities

Unit level: 2
Unit credit value: 3
Unit reference number: D/503/6877
CIH AO reference number: 2M10
Unit status: Optional
Mandatory in the Community action pathway

Unit purpose/aim
This unit aims to provide learners with knowledge and understanding of community activities. It also aims to provide learners with the skills and knowledge needed to participate in community activities.

Learning outcomes	Assessment criteria
1. Know a range of activities carried out in a community.	1.1 Identify a range of community activities that take place where you live. 1.2 Describe one of these community activities.
2. Be able to participate in a community related activity.	2.1 Describe a community activity that you have been involved in. 2.2 Demonstrate the role you played in the community activity. 2.3 Describe how this activity has benefited the community.
3. Understand the skills and knowledge required for participating in community activities.	3.1 Describe the skills and knowledge that you have used to participate in community activities. 3.2 Explore the skills or areas of learning that you would like to develop further as a result of participating in a community activity.

Performing effectively at interviews

Unit level: 2
Unit credit value: 3
Unit reference number: M/600/7801
CIH AO reference number: N/A
Unit status: Optional

Unit purpose/aim
The unit aims to provide learners with an understanding of how to perform effectively at an interview and be able to reflect on performance afterwards.

Learning outcomes	Assessment criteria
1. Understand the interview process.	1.1 Describe the interview process. 1.2 Explain how interviews are a two-way process. 1.3 Describe different types of interview (e.g. panel, group) and activities you may be asked to complete. 1.4 Describe ways to make a positive impression.
2. Prepare for an interview.	2.1 Outline research completed regarding the interviewing organisation. 2.2 Outline research completed regarding the selected job, course or placement. 2.3 Organise relevant documentation to take to an interview. 2.4 Suggest possible interview questions and answers. 2.5 Plan how to arrive at the interview on time.
3. Participate in an interview.	3.1 Take part in a real or simulated interview. 3.2 Dress appropriately.
4. Be able to make an informed decision.	4.1 Describe the impression gained and any information obtained during the interview. 4.2 State whether or not he/she would still like the job, course place or placement and give reasons for his/her decision.
5. Reflect on own performance.	5.1 Evaluate own interview practice. 5.2 Describe how he/she will build on this experience.

Presentation skills

Unit level: 2
Unit credit value: 2
Unit reference number: H/505/4667
CIH AO reference number: N/A
Unit status: Optional
Optional in the Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of planning, delivering and reviewing a presentation.

Learning outcomes	Assessment criteria
1. Understand uses and styles of presentations.	1.1 Define reasons for using presentations. 1.2 Assess two presentation styles.
2. Understand the planning and preparation of a presentation.	2.1 Describe sources of information available for the preparation of a short presentation on an agreed topic. 2.2 Plan the presentation. 2.3 Prepare visual aids.
3. Be able to deliver a presentation.	3.1 Describe the characteristics of a well delivered presentation. 3.2 Deliver a short presentation including visual aids.
4. Know how to review own performance.	4.1 Assess the presentation. 4.2 Compare what went well, with what did not go well. 4.3 Produce an action plan for the further development of own presentation skills.

Procurement

Unit level: **2**
Unit credit value: **1**
Unit reference number: **R/506/9908**
CIH AO reference number: **2O06**
Unit status: **Optional**

Unit purpose/aim
The unit aims to provide learners with an understanding of the procurement process and how to monitor contractor performance.

Learning outcomes	Assessment criteria
1. Understand the procurement process.	1.1 Describe the main stages of a tender process. 1.2 Identify the legal and organisational requirements for procuring services. 1.3 Identify how to set specifications and standards. 1.4 Describe a method of scoring tenders.
2. Know how to monitor contractor performance.	2.1 Identify how performance management information can be used to assess contractor performance. 2.2 Identify how to ensure that issues of equality and diversity are met.

Services available for communities

Unit level: **2**
Unit credit value: **2**
Unit reference number: **R/503/6875**
CIH AO reference number: **2M08**
Unit status: **Optional**
                                                   Mandatory in the Community action pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of different types of organisations, and describe the different services they provide for, or with, the community. The unit will also enable the learners to make the links between housing and non-housing organisations in the provision of services.

Learning outcomes	Assessment criteria
1. Know the range of services housing organisations provide for the community.	1.1 Outline the range of services that housing organisations provide for the community. 1.2 Describe a service that a housing organisation provides for the community.
2. Know the range of services provided to the community by voluntary and community groups and public sector agencies.	2.1 Identify the voluntary and community groups and public sector agencies operating in the community. 2.2 Describe a service that a voluntary and community group provides for the community. 2.3 Describe a service that a public sector agency provides for the community.
3. Understand how the work of voluntary and community groups and public sector agencies links to that of a housing organisation.	3.1 Give an example of how a service provided by a voluntary and community group links to the work of a housing organisation. 3.2 Give an example of how a service provided by a public sector agency links to the work of a housing organisation.

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Sustainable living

Unit level: 2
Unit credit value: 2
Unit reference number: L/503/3294
CIH AO reference number: SL201
Unit status: Optional

Unit purpose/aim

The unit aims to provide learners with an understanding of what sustainability and sustainable living are. It also explores ways that sustainable living is promoted.

Learning outcomes	Assessment criteria
1. Understand the meaning of sustainable living.	1.1 Define the terms sustainability and sustainable living. 1.2 Describe the range of lifestyle choices that sustainable living covers. 1.3 Compare the ecological and carbon footprints of three UK house types.
2. Understand how to gain and share information on sustainable living.	2.1 Compare a range of sources of information relating to sustainable living. 2.2 Describe how sustainable living can be promoted to others.

Teamwork skills

Unit level: **2**
Unit credit value: **2**
Unit reference number: **L/503/0993**
CIH AO reference number: **N/A**
Unit status: **Optional**
Optional for Skills for active tenants pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of how to work within a team.

Learning outcomes	Assessment criteria
1. Understand the meaning of teamwork.	1.1 Define team and teamwork. 1.2 Describe effective team working skills and qualities.
2. Understand the role and responsibilities of team members.	2.1 Describe the role and responsibilities of different team members. 2.2 Describe own role within a team.
3. Know how to work within a team.	3.1 Identify a team goal. 3.2 Work with others towards a common goal. 3.3 Describe ways to promote effective team working, for example, communication, respect and support for others. 3.4 Describe techniques that could be used to overcome conflict within a team.
4. Know how to review performance of a team.	4.1 Assess performance of the team. 4.2 Describe ways to improve own team working skills.

The diversity of communities

Unit level: 2
Unit credit value: 3
Unit reference number: Y/503/6876
CIH AO reference number: 2M09
Unit status: Optional
Mandatory in Community action pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of how to engage with the different groups and individuals which make up neighbourhoods. It also aims to enable learners to understand the different ways in which people live in the community and their different needs.

Learning outcomes	Assessment criteria
1. Know the diversity of the people and places where you live.	1.1 Describe the diverse groups and individuals where you live. 1.2 Outline the different types of housing and how this affects the diversity of where you live.
2. Understand the range of needs that groups of people and individuals have.	2.1 Describe the range of particular needs that groups and/or individuals in your community have. 2.2 Describe the ways in which these needs are met by the housing and other organisations providing services in your community.
3. Understand how to promote diversity in the community.	3.1 Demonstrate that you have engaged with different groups of people within your community. 3.2 Give examples of ways to challenge discrimination or discriminatory attitudes in your community.

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The role of a community representative

Unit level: 2
Unit credit value: 1
Unit reference number: Y/506/9909
CIH AO reference number: 2O07
Unit status: Optional
Mandatory in the Tenants and residents associations pathway.

Unit purpose/aim

The unit aims to provide learners with an understanding of the role of the community representative and community representation.

Learning outcomes	Assessment criteria
1. Understand the role of a community representative.	1.1 Describe the key elements of a community representative's role. 1.2 Outline the key skills needed to be an effective community representative.
2. Understand the benefits of effective community representation.	2.1 Describe their own community with examples to illustrate its diversity. 2.2 Identify and describe methods of representing their own community effectively.

The role of a peer mentor

Unit level: *2*
Unit credit value: *2*
Unit reference number: *Y/507/0042*
CIH AO reference number: *2O08*
Unit status: *Optional*

Unit purpose/aim
The unit aims to provide learners with an understanding of the skills and knowledge to be an effective peer mentor.

Learning outcomes	Assessment criteria
1. Understand the role of a peer mentor.	1.1 Describe the purpose of a peer mentor. 1.2 Describe the different activities in which peer mentors can be involved. 1.3 Identify one activity and explain your role and the key tasks involved in this activity.
2. Understand the skills and qualities required to be an effective peer mentor.	2.1 Identify the skills and qualities that a peer mentor needs to be effective. 2.2 Describe the importance of communication within the peer mentor role. 2.3 Explain how a peer mentor supports equality and diversity within their role. 2.4 Devise a personal action plan for developing your skills.

Understanding housing management performance information

Unit level: 2
Unit credit value: 1
Unit reference number: D/507/0043
CIH AO reference number: 2O09
Unit status: Optional
Optional in the Resident scrutiny pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of housing management performance information.

Learning outcomes	Assessment criteria
1. Understand how housing management performance information is gathered.	1.1 List examples of different types of housing management performance information. 1.2 Describe how the housing management performance information can be gathered.
2. Understand how housing management performance information can be used.	2.1 List different ways housing providers can use housing management performance information. 2.2 Describe how to challenge performance information and feedback based on its findings. 2.3 Describe how one item of performance information is used in a service area.

Understanding scrutiny in the housing service

Unit level: 2
Unit credit value: 1
Unit reference number: K/507/0045
CIH AO reference number: 2O10
Unit status: Optional
Optional in the Resident scrutiny pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of the process of scrutiny of a housing service.

Learning outcomes	Assessment criteria
1. Understand what is meant by the term scrutiny of the housing service.	1.1 Outline the purpose and role of scrutiny in the housing service. 1.2 List the different ways that scrutiny of the housing service can take place.
2. Understand the principles of effective scrutiny of the housing service.	2.1 Outline the key principles of effective scrutiny of the housing service. 2.2 List the key features of tenant led scrutiny of the housing service. 2.3 Outline how to disseminate findings of a tenant led scrutiny.
3. Understand the principles of partnership working to ensure effective scrutiny of housing services.	3.1 Outline instances where partnership work is needed in scrutiny. 3.2 Describe how partnership working can effect the outcomes of scrutiny.

Undertaking a scrutiny review of a housing service

Unit level: 2
Unit credit value: 2
Unit reference number: T/507/0047
CIH AO reference number: 2O11
Unit status: Optional
Optional in the Resident scrutiny pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of how to carry out a scrutiny review of a housing service.

Learning outcomes	Assessment criteria
1. Understand the range of activities needed to carry out a scrutiny review of a housing service.	1.1 Outline the range of activities needed to carry out a successful scrutiny review project. 1.2 Draft a scrutiny housing service review project outline.
2. Understand the key skills needed to carry out a scrutiny review of a housing service.	2.1 List the key skills needed to carry out a scrutiny review. 2.2 Outline the project management approaches that are needed to deliver a project effectively.
3. Understand the possible barriers to conducting an effective scrutiny review of a housing service.	3.1 List the possible barriers to carrying out an effective scrutiny review. 3.2 Plan an approach to deal with at least one of the barriers identified.

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Value for Money

Unit level: 2
Unit credit value: 1
Unit reference number: F/507/0049
CIH AO reference number: 2012
Unit status: Optional
                                                 Optional in the Resident scrutiny pathway

Unit purpose/aim
The unit aims to provide learners with an understanding of value for money and its principles.

Learning outcomes	Assessment criteria
1. Understand what is meant by the term Value for Money.	1.1 Describe the terms of economy, efficiency and effectiveness when defining Value for Money. 1.2 Define the terms quantitative and qualitative data. 1.3 Explain the following terms and how each is applicable when assessing value for money. • Costs • Inputs • Outputs • Outcomes
2. Understand how to apply Value for Money principles in a practical situation.	2.1 Explain why it is important to apply value for money principles. 2.2 Identify three areas where value for money principles have been applied.

- This is an Indication of how the qualification may link to the Apprenticeship Standard: Housing and Property Management England.
- The linkages shown are neither exhaustive, nor conclusive, as in some cases it will depend on what is taught as part of the course, and to what depth. For example, the teaching of professional practice skills for housing may provide learners with opportunities to explore the skills that are detailed as part of the apprenticeship standard. If the qualification is being used as part or an apprenticeship the deliverer will be required to complete their own detailed mapping.
- The employer and training provider responsible for the delivery of the apprenticeship standard are required to ensure that their course content covers the apprenticeship standard and prepares learners for the end point assessment.

Knowledge	Legislation and regulation	Organisation background information	Assets	Customers	Context	Range of services	Quality standards	Organisation policies
Careers and opportunities in housing						✓		
Chairing skills								
Developing negotiation skills								
Developing skills for working in housing						✓		
Funding bidding and processes								
Group and teamwork communication skills								✓
Housing provision and housing organisations	✓				✓	✓		
How to run effective meetings								
Inspecting your landlord		✓				✓	✓	
Interpersonal communication skills								
Interviewer skills								
Involving residents in housing organisations	✓			✓		✓		
Managing a project								
Participating in community activities						✓		
Performing effectively at interviews								
Presentation skills								
Procurement	✓	✓		✓			✓	✓
Services available for communities						✓		
Sustainable living								
Teamwork skills								
The diversity of communities				✓	✓	✓		✓
The role of a community representative				✓				
The role of a peer mentor								

Knowledge	Legislation and regulation	Organisation background information	Assets	Customers	Context	Range of services	Quality standards	Organisation policies
Understanding housing management performance information		✓						
Understanding scrutiny in the housing service						✓		✓
Undertaking a scrutiny review of a housing service								
Value for money							✓	✓

Skills	Customer service	Respond to vulnerability	Communication	Administration	Information collection / sharing	Team work	Time management	Tools and equipment	Decision making
Careers and opportunities in housing									
Chairing skills				✓					
Developing negotiation skills			✓						
Developing skills for working in housing		✓	✓			✓	✓	✓	✓
Funding bidding and processes					✓				
Group and teamwork communication skills			✓			✓			
Housing provision and housing organisations									
How to run effective meetings			✓	✓					
Inspecting your landlord			✓		✓				✓
Interpersonal communication skills		✓	✓						
Interviewer skills			✓						✓
Involving residents in housing organisations									
Managing a project						✓	✓		
Participating in community activities									
Performing effectively at interviews			✓		✓		✓		✓
Presentation skills			✓					✓	
Procurement	✓			✓	✓				
Services available for communities									
Sustainable living					✓				
Teamwork skills			✓			✓			
The diversity of communities		✓	✓						

Skills	Customer service	Respond to vulnerability	Communication	Administration	Information collection / sharing	Team work	Time management	Tools and equipment	Decision making
The role of a community representative		✓	✓		✓				
The role of a peer mentor	✓		✓						
Understanding housing management performance information			✓		✓				✓
Understanding scrutiny in the housing service					✓	✓			
Undertaking a scrutiny review of a housing service			✓	✓	✓		✓		
Value for money					✓				

Behaviours	Responsive	Trust and integrity	Adaptability	Dependability	Personal commitment	Customer care	Team work
Careers and opportunities in housing					✓		
Chairing skills							
Developing negotiation skills							
Developing skills for working in housing							✓
Funding bidding and processes							
Group and teamwork communication skills							✓
Housing provision and housing organisations							
How to run effective meetings							
Inspecting your landlord						✓	
Interpersonal communication skills							
Interviewer skills							
Involving residents in housing organisations						✓	
Managing a project							✓
Participating in community activities					✓		
Performing effectively at interviews							
Presentation skills							
Procurement							
Services available for communities							
Sustainable living							

Behaviours	Responsive	Trust and integrity	Adaptability	Dependability	Personal commitment	Customer care	Team work
Teamwork skills		✓			✓		✓
The diversity of communities		✓				✓	
The role of a community representative	✓	✓			✓		
The role of a peer mentor		✓			✓		
Understanding housing management performance information		✓					
Understanding scrutiny in the housing service							
Undertaking a scrutiny review of a housing service							
Value for money		✓					