

# Qualification Specification



## **CIH Level 4 Certificate in Housing Maintenance Management 500/3165/X**

Accreditation start date: 01/10/2007

Accreditation end date: 31/12/2012

Certification end date: 31/12/2015

## **CIH Level 4 Diploma in Housing Development 500/6424/1** **CIH Level 4 Diploma in Housing Maintenance and Asset Management 500/6200/1**

Accreditation start date: 01/06/2009

Accreditation end date: 31/12/2013

Certification end date: 31/12/2015

July 2009 (updated Oct 2012)

## Contents

1. CIH Awarding Organisation .....	<b>Error! Bookmark not defined.</b>
2. Who is the qualification suitable for? .....	3
3. The qualification structure.....	4
4. The qualification units .....	6
5. Assessment .....	36
5.1. Internally set assessment .....	36
5.2. Externally set assessment .....	37
5.3. Refer and resubmission rules .....	37
6. Reasonable adjustments and special considerations ...	<b>Error! Bookmark not defined.</b>
7. Award of the qualification .....	<b>Error! Bookmark not defined.</b>
8. Certificates.....	38
9. Other documents of relevance to the delivery of qualifications.....	39

## **1. The CIH Awarding Organisation**

The Chartered Institute of Housing (CIH) is an awarding organisation for national qualifications at levels 2, 3 and 4.

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

Equipping your housing professionals with key skills and expert knowledge, with an accredited qualification from CIH, will drive improvement and add value enabling your organisation to compete more effectively.

## **2. Who is the qualification suitable for?**

The qualification/s is intended for people who are;

- seeking or currently employed within either a management or senior technical role,
- providing a service in the management of operations and surveying or technical staff,
- responsible for managing budgets and producing performance reports.
- aged 18+ in England, Wales and Northern Ireland.

### 3. The qualification structure

The CIH Level 4 Certificate in Housing Maintenance Management is comprised of the following six mandatory units. All units must be successfully completed in order to be awarded the qualification.

<b>CIOB-CIH unit code</b>	<b>Unit title</b>	<b>Accreditation number</b>	<b>Type</b>	<b>CATs points</b>	<b>Page</b>
4CHMM1	Housing Strategy and Policy	T/501/2486	Mandatory	10	6
4CHMM2	Financial Management for Housing Maintenance	K/501/2372	Mandatory	10	8
4CHMM3	Customer Services in a Housing Maintenance Context	A/501/2487	Mandatory	10	10
4CHMM4	Managing People in a Housing Maintenance Context	T/501/2374	Mandatory	10	12
4CHMM5	Health and Safety Management and Control	A/501/2375	Mandatory	10	14
4CHMM6	Housing Technology and Housing Maintenance	F/501/2376	Mandatory	10	16

The CIH Level 4 Diploma in Housing Development is comprised of twelve mandatory units, the six units above, as for the certificate and the six units below. Learners must successfully complete all of the units in order to achieve the qualification.

<b>CIOB-CIH unit code</b>	<b>Unit title</b>	<b>Accreditation number</b>	<b>Type</b>	<b>CATs points</b>	<b>Page</b>
DL407	Performance management	M/502/5849	Mandatory	10	18
DL411	The legal framework for housing and construction	H/502/5850	Mandatory	12	20
DL412	Professional practice skills for housing maintenance and asset management or development	K/502/5851	Mandatory	8	22
DL408	Project planning and managing housing development	F/502/5855	Mandatory	12	24
DL409	Development agreements and funding for housing development	J/502/5856	Mandatory	8	26
DL410	Urban regeneration and renewal	L/502/5857	Mandatory	10	28

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)  
 CIH Level 4 Diploma in Housing Development (500/6424/1)  
 CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

The CIH Level 4 Diploma in Housing Maintenance and Asset Management is comprised of twelve mandatory units, the six units contained in the certificate (listed on the page above and the six units below. Learners must successfully complete all of the units in order to achieve the qualification.

<b>CIOB-CIH unit code</b>	<b>Unit title</b>	<b>Accreditation number</b>	<b>Type</b>	<b>CATs points</b>	<b>Page</b>
DL407	Performance management	M/502/5849	Mandatory	10	18
DL411	The legal framework for housing and construction	H/502/5850	Mandatory	12	20
DL412	Professional practice skills for housing maintenance and asset management or development	K/502/5851	Mandatory	8	22
DL413	Asset management and risk management	M/502/5852	Mandatory	10	30
DL414	Project planning and contract administration for housing maintenance and asset management	T/502/5853	Mandatory	12	32
DL415	Partnering and procurement for housing maintenance	A/502/5854	Mandatory	8	34

### Qualification structure in summary

<b>CIH Level 4 Certificate in Housing Maintenance Management</b>	
Housing Strategy and Policy	
Financial Management for Housing Maintenance	
Customer Services in a Housing Maintenance Context	
Managing People in a Housing Maintenance Context	
Health and Safety Management and Control	
Housing Technology and Housing Maintenance	



<b>CIH Level 4 Diploma in Housing Maintenance and Asset Management</b>	<b>O R</b>	<b>CIH Level 4 Diploma in Housing Development</b>
Performance management		
The legal framework for housing and construction		
Professional practice skills for housing maintenance and asset management or development		
Asset management and risk management		Project planning and managing housing development
Project planning and contract administration for housing maintenance and asset management		Development agreements and funding for housing development
Partnering and procurement for housing maintenance		Urban regeneration and renewal

## 4. The qualification units

<b>Title</b>	<b>Housing Strategy and Policy</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM1</b>	<b>T/501/2486</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit introduces learners to the policy context for housing. It establishes the policy framework for housing and outlines the principal players in the policy setting arena. It will also explore the regulatory framework for housing and the business context in which housing organisations operate.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
1. Explain the policy making processes in the UK demonstrating an awareness of different groups, bodies and organisations involved in the policy making process.		1.1. Summarise the policy making process in the UK. 1.2. Describe the structure of government. 1.3. Provide an overview of the legislative process. 1.4. Identify the role of lobbyists, pressure and campaigning groups and regional interests for policy formation.	
2. Examine the use of strategic objectives, business plans, reviews and amendments.		2.1. Explain the use of business plans and the setting of strategic objectives. 2.2. Examine the use of maintenance expenditure profiles and forecast spend profiles. 2.3. Consider the use of information systems for maintaining up-to-date records and projections.	
3. Explain and evaluate role of housing regulatory bodies in relation to statutory framework/audit regimes.		3.1. Describe the role of regulators and regulation in housing. 3.2. Evaluate the use and impact of Key Lines of Enquiry (KLOEs) for organisational performance and service delivery. 3.3. Critically consider the use of complaints procedures for improving organisational performance and service delivery.	
4. Critically reflect upon continuous improvement measures (e.g. Best Value and Continuous Performance Assessment) requirements for housing organisations.		4.1. Identify and evaluate at least two approaches to performance monitoring for organisational performance and service delivery. 4.2. Monitor performance for the repairs function to ensure 'best value' is being obtained for the service.	

Title	Housing Strategy and Policy	
Level	4	
5. Consider approaches to partnering and collaborative working with contractors and other key stakeholders.	5.1. Summarise the principles of collaborative working and identify the key components for successful partnerships. 5.2. Consider the impact for collaborative working from key initiatives such as 'Rethinking Construction'. 5.3. Evaluate the use of partnering contracts.	
6. Discuss the impact of sustainable communities and sustainable development on housing organisations.	6.1. Summarise the drivers for and principles of sustainable development. 6.2. Outline the impact of the sustainability agenda on the development and refurbishment of housing. 6.3. Summarise the components of the sustainable community. 6.4. Select and explain approaches and initiatives designed to promote sustainable communities (e.g. community cohesion, neighbourhood renewal, the Respect Agenda, social inclusion initiatives).	
<b>Mode of assessment</b>	Centre devised	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 05</b> Manage finance for your area of responsibility <b>H4 12</b> Contribute to housing reviews, strategies and plans	
<b>Links to Key Skills at Level 4</b>	Working with others	

<b>Title</b>	<b>Financial Management for Housing Maintenance</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM2</b>	<b>K/501/2372</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit will aim to develop knowledge requirements for forecasting, monitoring, controlling, re-evaluating and reporting on financial aspects of maintenance and repairs. It covers processes involved in each stage of financial accounting and management.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
1. Apply accounting procedures to planned and responsive maintenance programmes.		1.1. Produce a budget and analyse budget spend profiles. 1.2. Explain the difference between responsive and planned expenditure. 1.3. Examine the inter-relationship between planned/responsive maintenance and overall asset management strategy.	
2. Examine and apply different approaches to financial forecasting in accordance with business plan expectations.		2.1. Utilise and evaluate the use of stock condition surveys. 2.2. Present and examine the process of component analysis and Whole Cost analysis. 2.3. Make use of financial forecasting and projections.	
3. Summarise and evaluate approaches to managing financial risk.		3.1. Evaluate the use of risk registers to identify and manage liabilities. 3.2. Utilise software programmes to forecast expenditure for future, planned and responsive maintenance programmes.	
4. Investigate approaches to internal and external financial control and audit, considering the role of Information Technology.		4.1. Provide information for audit procedures. 4.2. Critically reflect on the role and function of internal audit. 4.3. Explain and evaluate the role and function of external audit. 4.4. Examine administrative and IT systems to support financial control and audit.	
5. Critically reflect on the application of Open Book accounting methods in the area of maintenance and repairs.		5.1. Utilise Open Book accounting systems. 5.2. Identify and evaluate the benefits and costs of using Open Book accounting systems. 5.3. Differentiate between actual costs and price. 5.4. Examine the use of target cost models and shared savings schemes.	
<b>Mode of assessment</b>		Centre devised	



CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

<b>Title</b>	<b>Financial Management for Housing Maintenance</b>	
<b>Level</b>	<b>4</b>	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 05</b> Manage finances for your area of responsibility	
<b>Links to Key Skills at Level 4</b>	Application of Number Problem solving	

<b>Title</b>	<b>Customer Services in a Housing Maintenance Context</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM3</b>	<b>A/501/2487</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit introduces learners to the range of housing providers, the variety of housing related services in the UK; and the principles and application of customer care in a housing context.			
<b>Learning outcomes</b>	<b>Assessment criteria</b>		
1. Describe the main types of housing and housing service providers in the UK and summarise the range of services they provide.	1.1. Describe the main types of housing provider in the UK. 1.2. Summarise the range of services housing organisations provide.		
2. Summarise the principles of customer care for housing and assess the impact of a customer focused housing service on providers and clients.	2.1. Summarise the diversity of housing customers (e.g. ethnic, racial and socio-economic background, ability, age, religion and culture, etc) and show how diversity has an impact upon need. 2.2. Identify the key principles of customer care and apply these to service delivery in a housing organisation. 2.3. Suggest approaches to improving customer care in a housing organisation.		
3. Evaluate different approaches to performance monitoring for customer services.	3.1. Evaluate the use of Key Performance Indicators in relation to customer service. 3.2. Show how benchmarking can be used to improve customer services. 3.3. Select and utilise different survey techniques to monitor organisational performance (e.g. telephone, face to face and questionnaires).		
4. Apply communication and negotiation techniques to customer services.	4.1. Outline the principles of effective communication in a range of media (e.g. written, telephone, email, face-to-face). 4.2. Demonstrate effective communication in a range of contexts (e.g. written, telephone, email, face-to-face). 4.3. Provide an example of the application of the principles of negotiation in a housing context.		

<b>Title</b>	<b>Customer Services in a Housing Maintenance Context</b>	
<b>Level</b>	<b>4</b>	
5. Critically evaluate an equality and diversity strategy for a housing organisation.	5.1. Identify and explain equal opportunities and diversity legislation. 5.2. Identify and summarise best practice in relation to equality and diversity for a housing organisation. 5.3. Critique an equality and diversity strategy for a housing organisation. 5.4. Select and implement measures to improve equality and diversity in a housing organisation.	
<b>Mode of Assessment</b>	Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements <b>H4 14</b> Implement and manage feedback processes with customers and stakeholders	
<b>Links to Key Skills at Level 4</b>	Communication Working with others	

<b>Title</b>	<b>Managing People in a Housing Maintenance Context</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM4</b>	<b>T/501/2374</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit will develop skills and knowledge requirements for people managing teams delivering maintenance services. This includes appointing, monitoring, supporting, developing and coaching staff. The unit will also explore self-management, communication, decision making, project management and time management issues.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
1. Critically reflect on the application a range of management theories to housing maintenance management.		1.1. Select and apply management theory to housing maintenance management (e.g. Maslow, Herzberg's motivational theory, McGregor's X and Y theory, Adams equity theory). 1.2. Select and apply theories of delegation and team development (e.g. Tannenbaum and Schmidt continuum, Tuckman' team formation theory).	
2. Critically examine approaches to managing a team.		2.1. Select and examine approaches to appraisal and performance management. 2.2. Identify and evaluate development and training objectives with individuals and teams (e.g. training and development planning, individual performance reviews). 2.3. Identify, describe and suggest solutions to discipline problems in the workplace. 2.4. Examine at least two approaches to dealing with complaints and grievance.	
3. Evaluate a range of project management systems and discuss how they might be implemented.		3.1. Develop a project management plan. 3.2. Select and use project management software. 3.3. Develop and use a risk register. 3.4. Agree various participants for a project team. 3.5. Agree communication procedures and protocols.	
4. Consider how Information Technology can be used to manage staff and resources.		4.1. Select and use IT to manage staff and resources 4.2. Identify and obtain relevant IT training for managing staff and resources.	
5. Identify and evaluate skills required for effective self-management.		5.1. Identify and prioritise own personal development and training needs.	
<b>Mode of assessment</b>		Centre devised	

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

<b>Title</b>	<b>Managing People in a Housing Maintenance Context</b>	
<b>Level</b>	<b>4</b>	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 04</b> Manage and develop individuals <b>H4 07</b> Manage projects and contractors	
<b>Links to Key Skills at Level 4</b>	Communication Problem solving Networking with others	

<b>Title</b>	<b>Health and Safety Management and Control</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM5</b>	<b>A/501/2375</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit will develop knowledge and understanding of Health and Safety Management systems in relation to key strategies, policies and related guidance. It will develop knowledge of current statutory and legislative criteria affecting occupational and construction health and safety. It will also explore risk management and hazard assessment.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
1. Examine in depth the legislative requirements relating to health and safety in the workplace in the UK.		1.1. Describe and apply to working practice key requirements of the Health and Safety at Work Acts, the housing health and safety rating system; and health and safety policies. 1.2. Prepare risk assessments and method statements to deal with identified hazards.	
2. Explore the role and responsibilities of management in ensuring health and safety policies and procedures are implemented in the workplace.		2.1. Identify and explain the role of management in implementing and monitoring a range of health and safety procedures. 2.2. Identify where improvements can be made to health and safety and develop policies and procedures to meet these requirements.	
3. Describe safe working practices and suggest improvements to safe working practices in the workplace.		3.1. Describe safe working practices relating to the use of scaffolding, e.g.: erection, handover certificates and periodic inspections. 3.2. Describe safe working practices relating to the use of ladders. 3.3. Describe safe working practices when working at height. 3.4. Describe the use of personal protective equipment.	
4. Consider the obligations of landlords for testing existing systems to ensure and safe and healthy environment for tenants.		4.1. Summarise landlord's obligations for testing systems including gas, electricity, lifts, water supplies for Legionella, fire alarms and emergency lighting. 4.2. Explain the procedures that are in place to ensure housing organisations fully comply with legislative requirements. 4.3. Explain procedures for ensuring that contractors are aware of their duties in relation to health and safety.	

<b>Title</b>	<b>Health and Safety Management and Control</b>	
<b>Level</b>	<b>4</b>	
5. Examine the impact of the Construction Design and Management (CDM) Regulations for management practice.	5.1. Explain the circumstances when the Construction Design and Management Regulations apply. 5.2. Examine the role of the client, planning supervisor and contractor. 5.3. Describe and consider the implications of Health and Safety Executive F10.	
<b>Mode of assessment</b>	Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements <b>H4 16</b> Developing practices which promote choice, well being and protection of all individuals	
<b>Links to Key Skills at Level 4</b>	Problem solving Communication Working with others	

### Delivery guidance for centres.

The health and safety hazards that are explored in this unit could be expanded to include the following; dogs, fleas, aggressive behaviour, back problems, smoking, alcohol and drugs, emotional and mental health including stress and depression.

<b>Title</b>	<b>Housing Technology and Housing Maintenance</b>		
<b>Level</b>	<b>4</b>		
<b>4CHMM6</b>	<b>F/501/2376</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> This unit will explore a wide range of issues relating to the principles and techniques of housing technology. Specifically, this unit will focus on the care of property from practical completion to the end of its useful life. This will include aspects of conservation and preservation, rehabilitation and refurbishment, environmental improvements and change of use.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
1. Identify the techniques and materials involved in a range of house construction.		1.1. Describe the form, techniques and materials involved in the construction of foundations: brick foots, concrete strip, trench fill, raft, piles and ground beams. 1.2. Describe the form, techniques and materials involved in the construction of the superstructure: solid brick-work, cavity wall construction, timber frame, concrete panels. 1.3. Describe the form, techniques and materials involved in the roof construction and coverings. 1.4. Describe the form, techniques and materials involved in the construction of load bearing and non load bearing elements.	
2. Explain the function and technical requirements for typical services and utilities serving residential properties.		2.1. Explain the function and technical requirements for typical services and utilities serving residential properties including electricity, gas, water, telecommunications and drainage.	
3. Using examples, explain alterations and maintenance techniques from design and through the life of the construction.		3.1. Describe construction, alteration and maintenance techniques used in house construction. 3.2. Using examples justify component selection. 3.3. Using examples describe the life cycle of a building and whole life cost. 3.4. Examine the relationship between design and specification and maintenance issues. 3.5. Using examples explain how buildings can be adapted.	



Title	Housing Technology and Housing Maintenance	
Level	4	
4. Recognise the importance of performance requirements for a dwelling.	4.1. Explain the importance of structural integrity. 4.2. Describe the inter-dependence of components. 4.3. Identify features of effective construction, e.g. damp proofing, water proofing and air tightness. 4.4. Examine the efficiency of construction including sustainability, energy efficiency, SAP rating, sound insulation and fire insulation and integrity.	
5. Consider a range of temporary measures to safely maintain buildings during their lifetime.	5.1. Identify circumstances where temporary measures are required to maintain buildings during their lifetime. 5.2. Summarise a range of temporary measures to maintain buildings during their lifetime including safe erection and dismantling, scaffolding and access equipment, screenings and hoardings and temporary supports.	
6. Examine the processes involved and requirements relating to disabled adaptations.	6.1. Explain the role and process of Occupational Health Assessment. 6.2. Examine the structural implications of a range of disabled adaptations. 6.3. Examine the Lifetime Homes Standard. 6.4. Provide detailed feasibility and budget costings for disabled adaptations.	
Mode of Assessment	Externally set	
Links to Asset Skills Level 4 Housing National Occupational Standards	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements. <b>H4 10</b> Reduce the number and impact of empty properties <b>H4 17</b> Assess individual needs and preferences <b>H4 16</b> Develop practices which promote choice, well-being and protection of all individuals	
Links to Key Skills at Level 4	Application of number	

### Delivery guidance for centres.

The improvements and alterations that are explored in this unit could be expanded to include the following; low carbon technologies, modern methods of construction, communication technology and the particular issues associated with pre-fabricated housing.

<b>Title</b>	<b>Performance management</b>		
<b>Level</b>	<b>4</b>		
<b>DL407</b>	<b>M/502/5849</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> The unit aims to enable learners to develop Key Performance Indicators (KPIs) and monitor performance against them. It will also enable learners to implement performance management systems for employees and contractors.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Design and apply KPIs to housing maintenance and asset management <b>or</b> development.		1.1. Research and design KPIs for housing maintenance and asset management <b>or</b> development. 1.2. Assess how well a housing maintenance and asset management <b>or</b> development department has performed against the KPIs.	
2. Understand the link between KPIs and business objectives.		2.1. Explain how KPIs link to improving business objectives. 2.2. Evaluate the use of KPIs against benchmarking with other organisations. 2.3. Explore other methods of evaluating quality and subjective outputs.	
3. Critically examine the relationship between KPIs (for housing maintenance and asset management <b>or</b> development) and government targets and regulatory requirements.		3.1. Explain the relationship of KPIs to government targets (for example, planning and tenure requirements and scheme development standards). 3.2. Examine the relationship of KPIs to regulatory requirements. 3.3. Assess how well an organisations KPIs meet wider government targets and regulatory requirements.	
4. Understand the relationship between setting and managing employee personal objectives, and business planning and organisational performance.		4.1. Evaluate systems for setting, monitoring and managing personal objectives for employees. 4.2. Explain the relationship between personal objectives and business planning and organisational performance.	

<b>Title</b>	<b>Performance management</b>	
<b>Level</b>	<b>4</b>	
5. Understand the relationship between setting and managing contractor targets, and business planning and organisational performance.	5.1. Evaluate systems for setting, monitoring and managing targets for contractors. 5.2. Explain the relationship between contractor performance and business planning and organisational performance.	
<b>Mode of assessment</b>	Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 03</b> Develop and implement operational plans for your area of responsibility <b>H4 04</b> Manage and develop individuals <b>H4 05</b> Manage finance for your area of responsibility <b>H4 07</b> Manage projects and contractors	
<b>Links to key skills at Level 4</b>	Working with others	

### Delivery guidance for centres.

The unit is used in both the CIH Level 4 Diploma in Housing Development and the CIH Level 4 Diploma in Housing Maintenance and Asset Management. The centre is expected to deliver this in the context of 'housing development' or 'housing maintenance and asset management' according to the pathway that their learners are aiming to complete.

<b>Title</b>	<b>The legal framework for housing and construction</b>		
<b>Level</b>	<b>4</b>		
<b>DL411</b>	<b>H/502/5850</b>	<b>Mandatory</b>	<b>12 CATs</b>
<b>Unit aims</b> The unit aims to enable learners to understand legislative requirements for housing providers, including maintenance and general housing services. It will provide learners with an understanding of law which relates to both the management of stock, requirements for registered social landlords in meeting housing needs and the law in relation to the construction of housing.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Summarise the legislative framework for the UK for housing and tenancy.		1.1. Examine key legislation for the UK in relation to landlords, tenants and leaseholders.	
2. Summarise the legislative framework for the UK for construction and property.		2.1. Outline the principal legislation in the UK in relation to construction and housing maintenance. 2.2. Outline the other regulations that must be complied with in the UK in relation to construction and housing maintenance.	
3. Understand the principles behind legislation relating to construction-related issues and the legal remedies available.		3.1. Explain the legal remedies available under Common Law, Tort, Criminal Law, Contracts and Statutory Law. 3.2. Explain other remedies for construction related issues, including arbitration and adjudication.	
<b>Mode of assessment</b>		Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>		<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements <b>H4 09</b> Monitor and respond to the potential for legal proceedings	
<b>Links to key skills at Level 4</b>		Problem solving	

### Delivery guidance for centres.

The unit refers to the legislative framework for the UK. The centre is expected to deliver this in the context of the country that their learners are operating, i.e. England, Wales, Northern Ireland or Scotland. Learners should however demonstrate an awareness that legislation can vary across the UK. We expect this unit to provide an overview as aspects of specific law are also covered in other units in the qualification.

A list of Acts that we would expect to be covered are as follows:

Covering areas of learning such as right to occupy, lease agreements, types of tenancy agreement and aspects of procurement.

This list is indicative and not exhaustive and any new acts that come into force after the publication of this guide should be covered.

<b>Title</b>	<b>Professional practice skills for housing maintenance and asset management or development</b>		
<b>Level</b>	<b>4</b>		
<b>DL412</b>	<b>K/502/5851</b>	<b>Mandatory</b>	<b>8 CATs</b>
<b>Unit aims</b> The unit aims to develop broad generic skills which enable learners to be flexible, creative and methodical in the work place. Learners are also required to reflect upon their own professional development and demonstrate an applied understanding of professional ethics.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Apply practice skills for housing maintenance and asset management <b>or</b> development to the workplace.		1.1. Identify key professional practice skills for housing maintenance and asset management <b>or</b> development. 1.2. Evaluate the impact of professional practice skills on meeting the needs of customers and stakeholders. 1.3. Consider the implications of wider skills reviews for housing maintenance and asset management <b>or</b> development (e.g. rethinking Construction and Sector Skills Council Reviews).	
2. Critically reflect upon your own professional development.		2.1. Evaluate own professional skills. 2.2. Identify areas for continuing professional development.	
3. Undertake continuing professional development.		3.1. Plan to meet continuing professional development needs. 3.2. Produce a personal development plan.	
4. Evaluate the impact of Codes of Professional Conduct on professional practice.		4.1. Apply Codes of professional Conduct to professional practice. 4.2. Make recommendations on the basis of Codes of professional Conduct to improve professional practice.	
<b>Mode of assessment</b>		Centre devised	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>		<b>H4 04</b> Manage and develop individuals	
<b>Links to key skills at Level 4</b>		Improving own learning and performance	

### Delivery guidance for centres.

The unit is used in both the CIH Level 4 Diploma in Housing Development and the CIH Level 4 Diploma in Housing Maintenance and Asset Management. The centre is expected

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

to deliver this in the context of 'housing development' or 'housing maintenance and asset management' according to the pathway that their learners are aiming to complete.

<b>Title</b>	<b>Project planning and managing housing development</b>		
<b>Level</b>	<b>4</b>		
<b>DL408</b>	<b>F/502/5855</b>	<b>Mandatory</b>	<b>12 CATs</b>
<b>Unit aims</b> The unit aims to cover stages involved in the housing development process including feasibility, redevelopment, land acquisition, financial arrangements and engagement of specialists to deliver programmes.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Examine sources of funding available to housing organisations for the development process.		1.1. Describe the sources of finance that organisations can raise internally to fund housing development. 1.2. Explore the sources of funding from external sources available for housing development.	
2. Explain processes and procedures involved with land acquisition and redevelopment.		2.1. Explore the processes and procedures involved with land acquisition and redevelopment (for example, feasibility studies, budget planning, obtaining land with good title). 2.2. Explain the impact of planning law on land acquisition and redevelopment.	
3. Evaluate procurement options, appraisals and assessing project risks.		3.1. Apply methods of evaluating procurement options (for example, options appraisal, cost benefit analysis, whole life costs). 3.2. Assess project risks using appropriate tools (for example risk register and exit strategy).	
4. Critically reflect on the environmental impact of proposed developments and requirements to mitigate these.		4.1. Assess the environmental sustainability of a proposed housing development. 4.2. Assess to what extent the proposed development meets government legislation and targets in relation to the environment.	
5. Explain the use of project planning and management methods and software tools for the management of housing development.		5.1. Explore how project management methods (e.g. Prince 2, PMI PMBOK, RUP, Agile, Extreme) can be applied to housing maintenance projects. 5.2. Outline the project management software tools available to support the management of projects (for example, MS project, power project). 5.2. Explore other management tools available to manage projects (for example, risk registers, gateway reviews and reporting procedures).	



<b>Title</b>	<b>Project planning and managing housing development</b>	
<b>Level</b>	<b>4</b>	
6. Consider the role of consultation with maintenance teams, residents and other stakeholders in the development process.	6.1. Summarise the matters which may need to be explored through the consultation process (for example, future maintenance, life cycle costs, end user and local authority requirements, party wall and rights of light matters).	6.2. Evaluate methods for undertaking the consultation process.
7. Evaluate how proposed developments and completed schemes comply with requirements and agreed criteria.	7.1. Review a proposed housing development in relation to its compliance with requirements set out by funding bodies.	7.2. Assess a completed scheme against the agreed criteria. 7.3. Explain the handover process (for example, defects liability period, health and safety file, collateral warranties, end of defects inspection). 7.4. Assess the impact of the project against the business plan (goals and aims).
<b>Mode of assessment</b>	Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 06</b> Identify and bid for funding and projects <b>H4 07</b> Manage projects and contractors <b>H4 14</b> Implement and manage feedback processes with customers and stakeholders	
<b>Links to key skills at Level 4</b>	Information and communication technology Problem solving	

### Delivery guidance for centres.

There is potential overlap between this unit and the Development agreements and funding for housing unit. It is therefore recommended that centres bear this in mind in their delivery and where possible in covering 'funding' for instance ensure that they meet the assessment criteria for both units, without necessarily delivering this element twice.

<b>Title</b>	<b>Development agreements and funding for housing development</b>		
<b>Level</b>	<b>4</b>		
<b>DL409</b>	<b>J/502/5856</b>	<b>Mandatory</b>	<b>8 CATs</b>
<b>Unit aims</b> The unit aims to examine the options for investment in housing development, the agreements that may be used and the requirements of grant applications.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Understand the legal requirements associated with developments in relation to the granting of planning consent.		1.1. Explain the legal framework associated with developments linked to the granting of planning consents. 1.2. Explore the typical mixture of tenure for local authorities and registered social landlords. 1.3. Explain the different needs, standards and demands to be met by private housing development and social housing development.	
2. Understand development agreements that may be utilised on housing developments.		2.1. Explain the different agreements for a range of different circumstances for housing developments. 2.2. Explain how consortia developments are set up and managed. 2.3. Compare and contrast two types of agreements that may be utilised on housing developments.	
3. Understand how to meet the requirements for grant applications.		3.1. Explain the information required and systems used to make a grant application. 3.2. Explain the process for grant draw down and requirements to fulfil in relation to grant applications.	
4. Know the other sources of funding for development.		4.1. Assess the viability of other sources of funding for development (e.g. private sales).	
5. Know the relationship between development investments and business objectives.		5.1. Summarise how development investments meet the business objectives of a particular organisation.	
<b>Mode of assessment</b>		Centre devised	

<b>Title</b>	<b>Development agreements and funding for housing development</b>	
<b>Level</b>	<b>4</b>	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>		<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements <b>H4 06</b> Identify and bid for funding and projects <b>H4 15</b> Set up and manage partnership working arrangements
<b>Links to key skills at Level 4</b>		N/A

### **Delivery guidance for centres.**

There is potential overlap between this unit and the Project planning and managing housing development unit. It is therefore recommended that centres bear this in mind in their delivery and where possible in covering 'funding' for instance ensure that they meet the learning outcomes for both units, without necessarily delivering this element twice.

The unit provides opportunities to look at the Local Development Framework process.

<b>Title</b>	<b>Urban regeneration and renewal</b>		
<b>Level</b>	<b>4</b>		
<b>DL410</b>	<b>L/502/5857</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> The unit aims to provide the learner with an understanding of the historic context of urban regeneration. It will also develop awareness of social inclusion and on the importance of sustainable communities and community cohesion. It will focus on housing development as a key aspect of urban renewal and redevelopment.			
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
The learner will:		The learner can:	
1. Understand the historic context of urban regeneration.		1.1. Discuss the historical perspective of urban expansion within the UK. 1.2. Explain the key factors that influenced urban expansion within the UK. 1.3. Discuss the history of urban regeneration (e.g. 1960's slum clearance programmes).	
2. Understand the reasons for urban regeneration and renewal and the factors that shape the process.		2.1. Analyse the main reasons for urban regeneration and renewal. 2.2. Explore the key requirements for effective urban regeneration and renewal (for example, planning, community involvement). 2.3. Compare and contrast a successful and unsuccessful urban regeneration programme. 2.4. Explain the key elements for researching and planning urban regeneration sites in relation to the local community.	
3. Be aware of the principles associated with mixed tenure and mixed use (e.g. housing, retail and business) developments and social inclusion.		3.1. Explore the principles associated with mixed tenure and mixed use developments. 3.2. Critically assess models of social inclusion.	
4. Understand how the planning system operates and the requirements of local authorities.		4.1. Discuss planning law in relation to urban regeneration and renewal. 4.2. Discuss other legislation that shapes the process of urban regeneration and renewal. 4.3. Explain how to meet the requirements of local authorities in relation to urban regeneration and renewal.	
<b>Mode of assessment</b>		Centre devised	

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

<b>Title</b>	<b>Urban regeneration and renewal</b>	
<b>Level</b>	<b>4</b>	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements <b>H4 15</b> Set up and manage partnership working arrangements	
<b>Links to Key Skills at Level 4</b>	Problem solving	

<b>Title</b>	<b>Asset management and risk management</b>		
<b>Level</b>	<b>4</b>		
<b>DL413</b>	<b>M/502/5852</b>	<b>Mandatory</b>	<b>10 CATs</b>
<b>Unit aims</b> The unit aims to enable the learner to understand how to manage a stock condition survey, to plan maintenance works and manage risk and performance of the asset management function.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Understand the management of the maintenance function of housing stock.		1.1. Explain the process of planning and undertaking the maintenance of housing stock. 1.2. Assess the stock profile in order to make a case for retention and reinvestment or disposal of existing stock.	
2. Understand the maintenance liabilities of properties.		2.1. Discuss the maintenance liabilities of properties. 2.2. Assess stock in relation to customers' changing needs (e.g. physical accessibility). 2.3. Assess the stock in relation to environmental considerations (e.g. energy performance certificates).	
3. Understand the requirement for and the process for undertaking a stock condition survey.		3.1. Explain the purpose of a stock condition survey and the requirements as set out by the national regulator. 3.2. Summarise the process for undertaking a stock condition survey, with reference to; <ul style="list-style-type: none"> <li>- Who will undertake the survey</li> <li>- Survey design</li> <li>- Sampling process</li> <li>- Costs</li> <li>- Range of properties</li> </ul> 3.3. Examine cost modelling and planning for asset management systems for effective targeting of resources and timely completion of works.	

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

<b>Title</b>	<b>Asset management and risk management</b>	
<b>Level</b>	<b>4</b>	
4. Understand asset management data systems.	4.1.	Consider the use of IT for asset management.
	4.2.	Compare and contrast asset management data recording systems.
5. Know how to manage risk through the use of a risk management tool (e.g. risk register).	5.1.	Identify risks to the maintenance of housing stock.
	5.2.	Discuss the effectiveness of a risk management tool (e.g. risk register) to manage risk.
6. Assess the performance of the asset management function against key indicators.	6.1.	Identify key performance indicators for asset management, including external benchmarks and national targets.
	6.2.	Review a housing organisations performance in asset management against the KPIs identified.
	6.3.	Evaluate the impact of asset management strategy and its impact on an organisations business plan.
<b>Mode of assessment</b>	Centre devised	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 10</b> Reduce the number and impact of empty properties	
<b>Links to Key Skills at Level 4</b>	Information and Communication Technology Application of number	

<b>Title</b>	<b>Project planning and contract administration for housing maintenance and asset management</b>		
<b>Level</b>	<b>4</b>		
<b>DL414</b>	<b>T/502/5853</b>	<b>Mandatory</b>	<b>12 CATs</b>
<b>Unit aims</b> The unit aims to develop an understanding of project planning relating to major works, planned maintenance, refurbishments and cyclical works activities. It will cover the main stages of project planning schemes, including tender, pre-contract and contractual arrangements.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Be able to produce a feasibility report relating to a specific housing maintenance or asset management project.		1.1. Explain the main components of a feasibility report. 1.2. Apply these to a specific housing maintenance or asset management project.	
2. Understand how to plan and produce budget cost data to inform the housing maintenance or asset management project.		2.1. Plan a programme of works and explain the critical stages involved in the programme of works. 2.2. Explain the process for producing a budget for a housing maintenance or asset management project. 2.3. Apply the process for producing a budget to a housing maintenance or asset management project.	
3. Understand the contractual documentation associated with a housing maintenance or asset management project.		3.1. Identify the contractual documentation associated with a housing maintenance or asset management project (for example, schedules of work, variations, making good defects & final certificate). 3.2. Explain how to choose and use the contractual documentation associated with a housing maintenance or asset management project. 3.3. Evaluate the use and operational issues associated with contractual documentation associated with a housing maintenance or asset management project. 3.4. Explore the application of contract forms at project work.	



CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

<b>Title</b>	<b>Project planning and contract administration for housing maintenance and asset management</b>	
<b>Level</b>	<b>4</b>	
4. Understand the process for the appointment of contractors, consultants and specialists to undertake work on the project.	4.1. Explain the process and documentation required for appointing contractors, consultants and specialists to the project.	4.2. Describe the legislation (national and European) in relation to the procurement of contractor and consultant services.
5. Understand the impact of the planning process on project planning.	5.1. Examine the impact of the planning process on project planning.	
<b>Mode of assessment</b>	Externally set	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 07</b> Manage projects and contractors	
<b>Links to Key Skills at Level 4</b>	Application of number	

<b>Title</b>	<b>Partnering and procurement for housing maintenance</b>		
<b>Level</b>	<b>4</b>		
<b>DL415</b>	<b>A/502/5854</b>	<b>Mandatory</b>	<b>8 CATs</b>
<b>Unit aims</b> This unit aims to develop an understanding of methods used to procure maintenance works and services for housing stock. The unit looks at the relative merits of procurement and benefits / applications.			
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1. Understand the range of options available for the appointment and management of contractors for responsive and planned maintenance works.		1.1. Explain the contractual options available for the appointment and management of contractors for responsive and planned maintenance works.  1.2. Compare and contrast models of procurement used across the industry (e.g. in-house 'v' contracted or UK models 'v' European models).	
2. Be able to select appropriate contractual solutions for the procurement of maintenance services for housing stock.		2.1. Compare and contrast the contractual options for the procurement of maintenance services for housing stock.  2.2. Examine the relationship between the procurement process and the successful maintenance of housing stock.	
3. Understand the procurement of maintenance works through a partnering process.		3.1. Identify the components required in a successful partnering agreement for the maintenance of housing stock. 3.2. Evaluate the role of partnering in relation to the procurement of maintenance works. 3.3. Assess the benefits and challenges of the partnering process for the maintenance of housing stock.	
4. Know how to manage the partnering and procurement programme of works.		4.1. Identify the operational requirements of all parties necessary for success. 4.2. Summarise the actions to be taken when issues arise in the process. 4.3. Summarise the actions to be taken to resolve any disputes. 4.4. Summarise the actions to be taken when the partnership is complete.	

CIH Level 4 Certificate in Housing Maintenance Management (500/3165/X)

CIH Level 4 Diploma in Housing Development (500/6424/1)

CIH Level 4 Diploma in Housing Maintenance and Asset Management (500/6200/1)

---

<b>Title</b>	<b>Partnering and procurement for housing maintenance</b>	
<b>Level</b>	<b>4</b>	
<b>Mode of assessment</b>	Centre devised	
<b>Links to Asset Skills Level 4 Housing National Occupational Standards</b>	<b>H4 07</b> Manage projects and contractors <b>H4 08</b> Manage disputes and breaches of agreements <b>H4 15</b> Set up and manage partnership working arrangements	
<b>Links to key skills at Level 4</b>	Working with others	

### **Delivery guidance for centres.**

When we refer to partnering we do not intend this to mean just formal Egan Compliant partnering but also to explore the other options such as Joint Venture Companies, Joint Procurement Initiatives etc.

## 5. Assessment

The purpose of assessment for the qualification/s is to enable learners to demonstrate and to enable tutors to measure whether learners have achieved the stated learning outcomes.

Assessment for the qualification/s is undertaken in the following way:

- 50% of the units are assessed using internally set assessment (centre devised). The assessment is devised, marked and moderated by the centre and externally moderated by the awarding body.
- 50% of the units are assessed using externally set assessment. The assessment is devised by the awarding body, marked and moderated by the centre and externally moderated by the awarding body.

### 5.1. Internally set assessment

Internally set assessment is that devised by the centre. The learning outcomes for the qualification/s must be met through the teaching, delivery and assessment of the course.

Centres must provide a teaching and learning plan which demonstrates how all learning outcomes are met. The assessment strategy should be varied and ensure a consistent and balanced work throughout the duration of the programme.

Assessment strategies at Level 4 must ensure:

- The development of academic skills appropriate to study at Level 4.
- Clear learner progression towards independent learning.

The overall assessment strategy at Level 4 should allow learners to demonstrate:

- An ability to critically evaluate key theories and activities in relation to various aspects of housing practice.
- Appropriate analytical skills.
- An ability to reflect upon their own understanding and personal development throughout the programme.

A minimum of 60% of learning outcomes per individual unit must be formally assessed through assessment devised by the centre. The following methods of formal assessment may be used:

- Formal written assignments
- Practice based reports
- Learner centred case study exercises
- Individual and group oral presentations.

A maximum of 40% of learning outcomes per individual unit can be met through the teaching and delivery of the course. This could include informal assessment in the form of:

- Questions and answers
- Group work
- Role play
- Investigations
- Observation
- Discussion and short answer questions.

### 5.1.1. Grading criteria for internally set assessment

Internal assessment decisions are made on the basis of Pass / Refer / Fail.

Learners will be required to achieve a pass grade in all units in order to be awarded the qualification/s.

Generic grading descriptors for Level 4 are supplied below. Centres must contextualise the generic grade descriptors into their assessment strategy.

<b>A learner will be referred if:</b>	<b>To achieve a pass, the learner must:</b>
Work has not met the assessment criteria.	Meet the assessment criteria.
Work does not demonstrate any analytical or evaluative skills.	Show ability to analyse, interpret and evaluate relevant information and ideas.
They are unable to address well defined and complex problems.	Use practical, theoretical or technical understanding to address well defined and complex problems.
They do not show an awareness of different perspectives or approaches.	Show an informed awareness of different perspectives or approaches within the area of study or work.

### 5.2. Externally set assessment

Externally set assessment is devised by the CIH Awarding Organisation. It is there to assess the following units:

- Health and Safety Management and Control
- Housing technology and housing maintenance
- Customer services in a housing maintenance context
- Performance management
- The legal framework for housing and construction
- Project planning and managing housing development
- Project planning and contract administration for housing maintenance and asset management

Centres must use the assessment tasks provided to assess these units. Information is provided in the externally set assessment packs.

### 5.3. Refer and resubmission rules

If a learner receives a refer grade the following rules apply:

1. A learner that receives a refer grade is allowed to resubmit twice.
2. If a learner fails to meet the criteria for a pass on the second resubmission, they will be awarded an overall Fail for the unit.

If a learner receives a fail, the following rules apply:

1. A learner keeps the credit for the units already passed.
2. The learner must re-take the unit.
3. An entirely new piece of work must be submitted by the learner.
4. Any further attempts to complete the qualification must take place by the certification end date of the qualification.

## 6. Reasonable adjustments and special considerations

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. The centre is required to implement the adjustments to assessment and to notify CIH 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 application is successful it may result in a small post assessment adjustment to the mark of the learner. Application for special consideration must be submitted in writing to the Head of Education at CIH.

For further information consult the *CIH Awarding Organisation teaching and guidelines relating to learners who have a disability or particular learning and assessment needs and special considerations*.

## 7. Award of the qualification

Learners will be awarded a pass for the qualification on achieving a pass for all of the required units. See page 4 and 5 for details.

This qualification is not eligible for an aegrotat award.

## 8. Certificates

- It is the responsibility of an accredited centre to provide a record (Pass List) of learner results to the CIH Education Team before certification can take place.
- This Pass List must be authenticated (signed) and dated by the lead tutor for housing at the accredited centre.
- No certificates will be issued to an accredited centre until the course has been moderated by the CIH external moderator and an authenticated Pass List has been received.

The Unit and Qualification Certificate will include the logos of the regulators of England (Ofqual), Wales (Welsh Government) and Northern Ireland (CCEA) and is accredited only for England, Wales and Northern Ireland.

The qualification may also be delivered in Scotland and Ireland.

## **9. Other documents of relevance to the delivery of qualifications**

- Equality and Diversity Policy
- Replacement Certificate Request
- Internal Verification Policy
- Claiming Credit for QCF Qualifications
- External Moderation Guidance
- Reasonable Adjustments and Special Considerations Guidance
- Complaints Policy
- Appeals Policy
- Assessment guidance
- Assignment presentation guidance
- Centre handbook

Further information and documents available on the CIH website at:

<http://www.cih.org/CIH/AccreditedcentreResources.page>