



Chartered
Institute of
Housing
Awarding
organisation

CIH Level 3 Award in Resident Scrutiny

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 501/1159/0

The operational start date is 01/09/2010

The CIH scheme code is 3R05

Contact us:

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

About the qualification

The qualification is a level 3 vocationally related qualification for the housing sector, regulated by CCEA, Qualifications Wales and Ofqual.



The objective of this qualification is to provide learners with an understanding of resident scrutiny of their housing provider.

The qualification aims to...

- enhance the skills of active residents to enable them to participate fully in the development, management and assessment of housing services for communities,
- and prepare learners for employment and/or further study in housing related qualifications at level 3 and 4.

The qualification is suitable for learners...

- aged 19+,
- working or resident in the UK and Ireland,
- residents and tenants actively involved in their local housing organisations and communities,
- frontline housing workers with a specific interest in resident scrutiny,
- that already have a level 2 qualification and/or experience of working in communities.

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 working in housing or a housing related industry
- have experience of studying at level 2 or 3.

Further details of the level that the learner needs to be able to achieve are provided in the section on level 3 descriptors.

Progression routes

The learner may wish to progress onto further learning:

- at level 3 – to widen their knowledge of housing, by undertaking further learning to achieve the *CIH Level 3 Certificate in Housing Practice*.
- at level 4 – if the learner has extensive housing experience and has previously studied at level 3 or 4, they may be able to progress to the *CIH Level 4 Certificate in Housing*.



Level 3 descriptors

The level 3 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 factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.
Can interpret and evaluate relevant information and ideas.	Use appropriate investigation to inform actions.
Is aware of the nature of the area of study or work.	Review how effective methods and actions have been.
Is aware of different perspectives or approaches within the area of study or work.	

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

The qualification is at level 4 of the European Qualifications Framework (EQF). For more information about the EQF see
https://ec.europa.eu/ploteus/search/site?f%5B0%5D=im_field_entity_type%3A97

Apprenticeship

The units from the qualification have been sign-posted to the Apprenticeship Standard: Housing and Property Management England. See Annex 1 page



Qualification structure

Qualification title: CIH Level 3 Award in Resident Scrutiny

Learners must achieve a minimum of 8 credits in order to be awarded the qualification, from 2 mandatory units.

The recommended guided learning hours for the qualification are 54. 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 80 hours.

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

**The qualification contains the following 2 mandatory units,
8 credits must be achieved from this group:**

Unit title	Credits	Level	Page
Resident participation in the housing service Unit number Y/602/1241	4	3	8
Resident participation in performance management Unit number M/602/1309	4	3	9

Delivering the qualification



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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.

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.



Resident participation in the housing service

Unit level: 3
Unit credit value: 4
Unit reference number: Y/602/1241
CIH AO reference number: RPM03
Unit status: Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of how resident participation in the local delivery of the housing service. Learners will plan a participation strategy and identify ways of sustaining participation.

Learning outcomes	Assessment criteria
1. Understand the range of opportunities for resident participation in the housing service.	1.1 Explain the range of resident participation options from information through to control of housing management. 1.2 Outline a participation strategy that takes these into account.
2. Understand the impact of resident participation on the housing service.	2.1 Describe barriers and benefits of resident participation in a number of housing management functions. 2.2 Explain how tenants and leaseholders and their organisations can influence policies and development strategies underlying housing management. 2.3 Explain how tenants and leaseholders can affect the range, quality and cost of services provided.



Resident participation in performance management

Unit level:	3
Unit credit value:	4
Unit reference number:	M/602/1309
CIH AO reference number:	RPM08
Unit status:	Mandatory

Unit purpose/aim

The unit aims to provide learners with an understanding of a variety of different methods to assess the performance of housing organisations.

Learning outcomes	Assessment criteria
1. Understand the role of residents in improving the performance of housing organisations.	1.1 Describe how housing organisations measure their performance. 1.2 Explain how, and when, residents can contribute to the measurement of performance of a housing organisation.
2. Know how to collect performance management information about housing services.	2.1 Describe methods for residents to collect performance information including: <ul style="list-style-type: none">• How services are delivered;• The standard of services, and• Satisfaction with housing services 2.2 Explain the strengths and weaknesses of information produced by the different methods.
3. Know how residents can contribute to the improvement of the delivery of housing services.	3.1 Interpret performance information including information on equality and diversity. 3.2 Use performance management information to make recommendations for improvement.

