

# Scrutiny & Tenant Inspectors

Accredited  
Tenant Training for  
Co-regulation



**DuttonFisher & Associates**

Management Training & Consultancy

Accredited  
Centre



CIH Level 2  
Certificate in  
Housing Practice

## **1 Delivery of Resident Inspection Training via the CIH Level 2**

### **Certificate in Housing Practice:**

The CIH Level 2 Certificate in Housing Practice provides tenants and residents with a range of skills and knowledge and understanding to programme to work effectively in the co-regulation and scrutiny of housing services delivered by social landlords. It also offers a route back into education and work, and a mechanism to encourage tenant participation.

The certificate will enable skill development in the following areas:

- Communication and assertiveness skills
- Presentation skills
- Personal development planning
- Time management
- Team working

It will also ensure participants have knowledge of:

- the role of housing organisations, housing provision and housing tenures
- the landlord /tenant relationship
- the principles of Customer Care including examples of best practice and case studies from participating organisation
- the regulatory framework for social housing organisations at national and local levels
- the variety of ways tenants and residents can become involved in the delivery, regulation and scrutiny of performance of housing services provided by social landlords

### **1.1 Services included in the delivery of Level 2 Certificate:**

- Half- day consultation with organisation to agree learning content / scheme of works / assessment vehicles
- Delivery of workshops
  - 6 full day workshops per cohort (including half day induction)
  - Alternatively may be offered as 12 half day workshops
- Preparation and delivery of training material
- Learning Support
  - Tutorials
  - Assignment support
  - Feedback on draft assignments
- All quality assurance related to course:
  - Assessment
  - External Moderator liaison and visits
- Registration and Certification of students with the CIH (£81per learner)
  - Each students will have one year's student membership with the CIH

- Summative student feedback / course evaluation together with short report to employer

## 1.2 Flexibility in Delivery of CIH L2 Housing Practice Certificate

The following to be tailored to the client's needs:

- Delivery timetable
- Assignment Questions: (i.e. assignment questions suitable for the needs of the organisation)
- Assessment vehicles (i.e. individual or group assessment )
- Workshops can be delivered to each cohort on a full day basis if required i.e. one half day Induction plus 5 full day Workshops
- Individual on-line learner records and support can be provided
- Workshops can be delivered at premises of organisation or at our centre in Manchester
- All assessment and moderation
- Registration and Certification with the CIH (£95 per learner)
- On year's student membership with the CIH
- Summative student feedback / course evaluation and short report

From the very first contact, we work with clients to design and deliver a programme that meets the needs of the organisation. We seek to ensure training programmes are delivered in a style and format that is suitable for the learning and development needs of the participants. Workshops are engaging and interactive - unlike traditional classroom learning.