

Scrutiny & Tenant Inspectors

Accredited
Tenant Training for
Co-regulation

 **DuttonFisher & Associates**
Management Training & Consultancy

Accredited
Centre



CIH Level 3 Award
in Governance in
Housing

1 Delivery of Board Member Training via the CIH Level 3 Award in Governance in Housing

The CIH Level 3 Award in Governance in Housing aims to enhance the skills of Board Members. Officers and tenants to participate fully in the new Regulatory Framework for public housing in the development, management and assessment of housing services for communities.

The Award will enable skill development in the following areas:

- Evaluate the practice of housing organisations against the regulators published standards
- Interpret performance information including customer complaints and equality and diversity
- Interpret performance management information to make recommendations for improvement

It will also ensure participants have knowledge of:

- The legal and regulatory framework governing public sector housing
- The role and responsibilities of Governing Body in the governance of housing
- The Governing Body's strategic and operational responsibilities
- The role of residents in improving the performance of housing organisations
- Performance management information about the achievement of organisational objectives
- Balanced Scorecards and Corporate dashboards
- Performance management information about the delivery of housing services
- How residents can contribute to continuous improvement of the housing service

There are three units associated with the Award: 'The Regulatory Framework for Housing', 'The Role of the Governing Body of a Community Organisation' and 'Resident Participation in Performance Management'.

There are three assignments associated with the Award. These three assignments are internally written and assessed. We negotiate with the Landlord to ensure that these assignments are appropriate to the specific needs of the organisation and the learners.

1.1 Services included in the delivery of CIH Level 3 Governance Award:

- 4 Full Day Workshops
 - Qualification can be delivered using 8 half day workshops
- Workshops can be delivered at premises of the client organisation
- Learning Support
 - Tutorials
 - Assignment Support
 - Feedback on draft assignments
- All Quality assurance related to course
 - Assessment
 - External Moderator liaison and visits
- Half day consultation to agree learning content / scheme of works
- Preparation and delivery of training material
- 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

1.2 Flexibility in the delivery of CIH Level 3 Award

The following to be tailored to the client's needs

- Delivery timetable
- Assessment vehicles (i.e. individual or group assessment)
- Assignment questions (i.e. assignment questions suitable to meet needs of client organisation)
- Workshops can be delivered to the cohort on a full day or half day basis
- Individual on-line learner records and support can be provided

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.