



## QUALIFICATION SNAPSHOT

### CIH Level 4 Diploma in Housing Practice (QCF)

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.

The qualification is aimed at:

- People aged 18+.

**Qualification number:** 600/3805/6  
**Operational start date:** 01 Nov 2011  
**Qualification review date:** 31 Jan 2014

The qualification is a Level 4 vocational qualification for the housing sector.

The qualification aims to:

- Provide housing staff working at or aspiring to a supervisory or management level with a qualification to suit their needs.
- Prepare learners for further study and progression at undergraduate and in some cases post graduate level.
- Develop skills and knowledge for the current challenges in housing, based on the CIH 'expectations' for corporate membership.

The qualification is supported by Asset Skills, the Sector Skills Council for Housing.

## Qualification Rules of Combination

Qualification title: CIH Level 4 Diploma in Housing Practice (QCF)

Credit value: 72

Minimum credit to be achieved at or above the level of the qualification: 72

Mandatory core units: credit value 54

Mandatory pathway units: credit value 12

Optional pathway units: credit value 6

Learners must successfully complete 12 units (9 mandatory core and, 1 optional unit and the 2 mandatory units for the pathway that they are undertaking).

---

The qualification contains the following mandatory units:

Unit Title	Credits	Level	Page
<a href="#"><u>Housing Need, Demand and Supply</u></a> Unit number L/503/1173	6	4	05
<a href="#"><u>Housing Policy</u></a> Unit number R/503/1174	6	4	07
<a href="#"><u>The Delivery of Housing Services</u></a> Unit number Y/503/1175 EXTERNAL ASSESSMENT SET BY CIH	6	4	09
<a href="#"><u>Managing People</u></a> Unit number D/503/1176	6	4	11
<a href="#"><u>Housing economics and housing finance</u></a> Unit number K/503/5098	6	4	29
<a href="#"><u>Equality and diversity in housing</u></a> Unit number L/503/5238	6	4	31
<a href="#"><u>Partnership working in housing</u></a> Unit number R/503/5239	6	4	33
<a href="#"><u>Professional practice skills for housing</u></a> Unit number R/503/5242 EXTERNAL ASSESSMENT SET BY CIH	6	4	35
<a href="#"><u>Housing law</u></a> Unit number M/503/5099	6	4	38

### Optional Units

One optional unit must be selected from the following two:

---

<a href="#"><u>Research skills for housing</u></a> Unit number T/503/5637	6	4	40
<a href="#"><u>Customer care in a housing services context</u></a> Unit number K/503/5246	6	4	42

---

### Specialist Pathways:

Learners must select a specialist pathway and complete the two mandatory units in it.

#### The CIH Level 4 Diploma in Housing Practice (QCF) (Support for Independent Living)

To achieve this pathway, learners must achieve the 9 mandatory units and 1 optional unit (see page 2 & 3). It is also mandatory that the learner achieves the following 2 units.

Unit Title	Credits	Level	Page
<a href="#"><u>Housing support services for independent living</u></a> Unit number H/503/1177	6	4	13
<a href="#"><u>Strategies for promoting independent living</u></a> Unit number K/503/1178	6	4	15

#### The CIH Level 4 Diploma in Housing Practice (QCF) (Managing Neighbourhoods)

To achieve this pathway, learners must achieve the 9 mandatory units and 1 optional unit (see page 2 & 3). It is also mandatory that the learner achieves the following 2 units.

---

Unit Title	Credits	Level	Page
<a href="#"><u>Customer involvement in local services</u></a> Unit number M/503/1179	6	4	17
<a href="#"><u>Housing management services</u></a> Unit number H/503/1180	6	4	19

---

### The CIH Level 4 Diploma in Housing Practice (QCF) (Governance)

To achieve this pathway, learners must achieve the 9 mandatory units and 1 optional unit (see page 2 & 3). It is also mandatory that the learner achieves the following 2 units.

---

Unit Title	Credits	Level	Page
<a href="#"><u>The Governance of Housing Businesses</u></a> Unit number Y/503/2391	6	4	21
<a href="#"><u>The role of a Housing Board</u></a> Unit number K/503/2394	6	4	23

### The CIH Level 4 Diploma in Housing Practice (QCF) (Planning and Development)

To achieve this pathway, learners must achieve the 9 mandatory units and 1 optional unit (see page 2 & 3). It is also mandatory that the learner achieves the following 2 units.

---

Unit Title	Credits	Level	Page
<a href="#"><u>The framework for planning and development</u></a> Unit number H/503/1678	6	4	25
<a href="#"><u>Buildings, communities and the environment</u></a> Unit number K/503/1679	6	4	27

---

## Units for the CIH Level 4 Diploma in Housing Practice (QCF)

CIH Awarding Organisation Unit HP401

<b>Title</b>	Housing need, demand and supply	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
Learners will:	Learners can:	
1. Understand the demographic profile of the UK and its impact on housing need and housing demand.	1.1. Analyse the demographic profile of the local area and relate it to national demography. 1.2. Differentiate between housing demand and housing need. 1.3. Explain the relationships between demographic profile and housing need and housing demand.	
2. Understand the relationship between the demand for and the supply of housing in the UK across all tenures.	2.1. Identify and describe socio-economic factors that influence housing supply, demand and need. 2.2. Explain the factors influencing housing supply and demand in all forms of tenure, including: <ul style="list-style-type: none"> <li>• planning permission</li> <li>• land availability</li> <li>• demography</li> <li>• price</li> <li>• national policy</li> </ul> 2.3. Evaluate the tools used by local authorities to understand their local housing markets.	
3. Understand the range of factors that influence local housing market strategies.	3.1. Evaluate the impact that national policy and initiatives have on local housing market strategies. 3.2. Explain the other factors that determine local housing market strategies.	
<b>Additional information about the unit</b>		

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

<b>Title</b>	Housing need, demand and supply
<b>Level</b>	4
Unit purpose and aim(s)	The unit aims to enable learners to explore the demographic profile of the UK and understand the impact this, and socio-economic factors, have on housing need, demand and supply. They will also examine a range of factors influencing local housing market strategies.
Unit review date	28/02/2014
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements. H4 13 Enable the availability of additional homes H4 16 Develop practices which promote choice, well-being and protection of all individuals H4 20 Develop joint working agreements and practices and review their effectiveness
Assessment requirements or guidance specified by a sector or regulatory body	None
Support for the unit from a sector skills council or other appropriate body	Asset Skills
Location of the unit within the subject/sector classification system	01.4 Public Services
Name of the organisation submitting the unit	Chartered Institute of Housing
Availability for use	Shared
Unit available from	23/03/2011
Unit guided learning hours	30
Exemptions / equivalences	None

<b>Title</b>	Housing Policy	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand how housing policy is made and implemented.	1.1. Identify the drivers for the development of housing policy.	1.2. Explain the difference between policy, legislation, regulation, guidance and incentives.
2. Know the organisations and agencies that influence and shape housing policy.	2.1. Identify the key participants in the housing policy making process.	2.2. Explain how they influence and shape the housing policy making process.
3. Understand the historical development of national housing policy.	3.1. Summarise the historical development of national housing policy.	3.2. Explain how housing policy has diverged in the UK.
4. Understand how housing policy impacts on practice.	4.1. Evaluate the impact of a housing policy on practice in a local specific context.	4.2. Compare approaches to the implementation of a housing policy.
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The aim of this unit is to further learners' understanding of housing policy in the UK by exploring its historical development and the relationships between different policy making bodies and their policy-making processes. It also enables learners to develop analytical skills; learning how to analyse and evaluate policies, in particular their intended outcomes and impacts.	
Unit review date	28/02/2014	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 12 Contribute to housing review, strategies and plans H4 16 Develop practices which promote choice, well-being and protection of all individuals	
Assessment requirements or guidance specified by a sector or regulatory body	None	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Housing Policy	
<b>Level</b>	4	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Housing Policy (NQF) J/500/2058	



**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

CIH Awarding Organisation Unit HP403

<b>Title</b>	The delivery of housing services	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the key policy drivers under which housing providers are delivering housing services.	1.1. Explore the role of regulation in setting and monitoring standards for housing providers.	1.2. Critically review the sector standards framework used to assess the performance of housing providers.
	1.3. Review the concept of locally driven service provision.	
2. Understand the importance of partnership working in the delivery of housing services.	2.1. Analyse the key elements of successful partnership working.	2.2. Evaluate a service that is delivered in partnership with other organisations.
3. Understand the type and range of housing providers and the tenancies they can offer.	3.1. Describe the range of housing organisations that provide affordable housing.	3.2. Describe the tenancy options that each provider can offer.
	3.3. Describe the housing and related services delivered by affordable housing providers and other organisations.	
4. Understand the drivers for resident involvement and empowerment and the range of opportunities for resident involvement in housing and housing related services.	4.1. Describe the context for resident involvement and how this has changed over the last decade.	4.2. Analyse the difference between involvement, engagement, consultation and scrutiny.
	4.3. Evaluate different methods of resident involvement.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The aim of this unit is for learners to explore the delivery of housing services from a strategic and operational view. Linking policy to delivery. It looks at housing delivery in a national, local, organisational and individual basis. It explores regulation.	
Unit review date	28/02/2014	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

<b>Title</b>	The delivery of housing services	
<b>Level</b>	4	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements.	
Assessment requirements or guidance specified by a sector or regulatory body	This unit must be assessed using the externally set assessment as devised by CIH	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	None	

**This unit must be assessed using the externally set assessment as devised by CIH.**

<b>Title</b>	Managing People	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand a range of human resource practices in housing organisations.	1.1. Describe the practice of; <ul style="list-style-type: none"> <li>➤ Staff selection and recruitment</li> <li>➤ Staff training, development and appraisal</li> <li>➤ Motivation and communication</li> <li>➤ Equality and diversity in relation to managing people</li> </ul> 1.2. Identify good practice examples of: <ul style="list-style-type: none"> <li>➤ Staff selection and recruitment</li> <li>➤ Staff training, development and appraisal</li> <li>➤ Motivation and communication</li> <li>➤ Equality and diversity in relation to managing people.</li> </ul>	
2. Know how to manage a team.	2.1. Summarise theories for managing teams. 2.2. Explain the importance of teamwork. 2.3. Discuss how conflict can be resolved within teams. 2.4. Evaluate approaches for managing a dispersed workforce effectively.	
3. Know how to manage change.	3.1. Review theories and models for managing change. 3.2. Evaluate how a particular change has been managed at a housing organisation.	
4. Understand their responsibilities for safe practice at work.	4.1. Summarise the risks that staff may experience as part of their working practice. 4.2. Explore policy and practice for minimizing risks to staff.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit explores how to manage people, through an understanding of human resource policy and practice, managing change and managing risk.	
Unit review date	28/02/2014	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Managing People	
<b>Level</b>	4	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	<b>H4 04</b> Manage and develop individuals	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Managing People (NQF) M/500/2068	

CIH Awarding Organisation Unit HP405

<b>Title</b>	Housing support services for independent living	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the context in which support services operate in delivering independent living.	1.1. Analyse the context in which support services are provided e.g. personalisation, public expenditure cuts and multi-agency working. 1.2. Evaluate different approaches for providing support services for independent living e.g. floating support.	
2. Understand the role of service user involvement in the design and delivery of support services for independent living.	2.1. Describe opportunities for service users to be involved in the design and delivery of support services for independent living. 2.2. Evaluate the impact of service user involvement in the delivery of support services for independent living.	
3. Understand the legislative, funding and monitoring framework for support services for independent living.	3.1. Summarise the legislative framework for support services. 3.2. Explain how support services for independent living are funded. 3.3. Explain how support services for independent living are monitored internally and externally.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit explores housing support services for independent living. It looks at how these services are provided and how service users are involved. It also looks at the legislative, funding and monitoring context of providing these services.	
Unit expiry date	28/02/2014	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

<b>Title</b>	Housing support services for independent living
<b>Level</b>	4
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	<p>NOS Level 4</p> <p>H4 01 Ensure compliance with legal, regulatory, ethical and social requirements</p> <p>H4 02 Develop productive working relationships with colleagues and stakeholders</p> <p>H4 03 Develop and implement operational plans for your area of responsibility</p> <p>H4 15 Set up and manage partnership working arrangements in a housing context</p> <p>H4 16 Develop practices which promote choice, well-being and protection of all individuals</p>
Assessment requirements or guidance specified by a sector or regulatory body	None
Support for the unit from a sector skills council or other appropriate body	Asset Skills
Location of the unit within the subject/sector classification system	1.4 Public Services
Name of the organisation submitting the unit	Chartered Institute of Housing
Availability for use	Shared
Unit available from	23/03/2011
Unit guided learning hours	30
Exemptions / equivalences	Supported housing services L/500/2062

<b>Title</b>	Strategies for promoting independent living	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand strategies for promoting independent living.	1.1. Identify and evaluate strategies to promote empowerment, independence and choice. 1.2. Evaluate the effectiveness of person centred needs assessments, risk assessment and person centred support planning processes. 1.3. Assess the implications for service delivery of person centred needs and risk assessments and support planning processes.	
2. Understand strategies for safeguarding individuals with support needs.	2.1. Explain the role of prevention, e.g. from harm or abuse, in the supporting of clients. 2.2. Evaluate organisational procedures for safeguarding individuals.	
3. Understand the technological and housing design tools available to assist the enabling of independent living.	3.1. Evaluate the strategic role of assistive technology in providing housing and services to people with support needs. 3.2. Assess the housing design needs of different client groups against the lifetime homes standard.	
<b>Additional information about the unit</b>		
Unit purpose and aim	The unit will explore strategies for promoting independent living and for safeguarding individuals. It will also explore the technological and housing design tools available to support these strategies.	
Unit review date	28/02/2014	
Details of the relationship between the unit and the Asset skills Level 4 Housing national occupational standards	H4 16 Develop practices which promote choice, well-being and protection of all individuals H4 17 Assess individual needs and preferences H4 18 Produce, evaluate and amend service delivery plans to meet individual needs and preferences	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Strategies for promoting independent living	
<b>Level</b>	4	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Housing Support for Clients R/500/2063	



<b>Title</b>	Customer Involvement in Local Services	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the impact of a customer focused approach to providing local services.	1.1. Analyse the aims, objectives and value of a customer focused approach to providing local services. 1.2. Explain a localist approach and its key features.	
2. Understand the strategic partnership approach to local services.	2.1. Identify and analyse the role of different agencies involved in the delivery of local services. 2.2. Evaluate the strengths and weaknesses of a strategic partnership approach to the delivery of local services.	
3. Understand the role of tenant, resident, and service user involvement in the design, delivery and scrutiny of local services and their capacity to deliver.	3.1. Describe opportunities and the needs of tenants, residents, and service users to be involved in the design and delivery of local services. 3.2. Evaluate the role of involvement and scrutiny in the delivery of local services. 3.3. Evaluate mechanisms to develop capacity for tenant involvement.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit will examine approaches to ensuring local services are customer focused. It aims to explore customer focused and partnership approaches to providing local services. It also aims to consider the role of tenant, resident, and service user involvement in the design, delivery and scrutiny of local services.	
Unit review date	28/02/2014	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 14 Implement and manage feedback processes with customers and stakeholders H4 15 Set up and manage partnership working arrangements in a housing context	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Customer Involvement in Local Services	
<b>Level</b>	4	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Customer and Neighbourhood Services H/500/2066	

<b>Title</b>	Housing Management Services	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand key housing management functions.	<p>1.1. Analyse key housing management functions e.g. income maximisation, making best use of existing stock, lettings, empty properties, estate management, repairs and maintenance, tackling ASB and tenancy management.</p> <p>1.2. Critically compare alternative models to delivering housing management services, e.g. specialist, generic and contracted.</p>	
2. Understand approaches to the provision of housing.	<p>2.1. Explain different approaches to the provision of housing, e.g. lettings and shared ownership.</p> <p>2.2. Identify legal responsibilities with regards to the provision of housing e.g. homelessness.</p>	
3. Understand a range of housing and housing related advice services.	<p>3.1. Describe a range of housing and housing related advice services, e.g. financial and welfare advice.</p> <p>3.2. Evaluate different approaches to designing and delivering housing and housing related advice services.</p>	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The purpose of the unit is to explore the key functions involved in housing management. Learners will also consider approaches to the provision of housing. The unit will also enable learners to examine a range of housing and housing related advice services.	
Unit review date	28/02/2014	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

<b>Title</b>	Housing Management Services	
<b>Level</b>	4	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 08 Manage disputes and breaches of agreements in a housing context H4 09 Monitor and respond to the potential for legal proceedings in a housing context H4 10 Reduce the number and impact of empty properties H4 11 Manage and develop housing rent services H4 13 Enable the availability of additional homes	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	1.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	23/03/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Housing Management K/500/2067	

<b>Title</b>	The governance of housing businesses	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the financial framework for housing organisations.	1.1. Describe how housing organisations are funded and financed.	1.2. Examine key changes to housing finance over the last 10 years and how these impact on the housing organisation.
	1.3. Outline the role of the Board in monitoring the financial activities of a housing organisation.	
2. Understand the strategic business planning processes in a housing organisation.	2.1. Outline the role of the Board in setting and monitoring the strategic direction of a housing organisation.	2.2. Compare business planning processes in at least two contrasting housing organisations.
	2.3. Show how the business plan is monitored and reviewed and linked to performance management processes.	
3. Understand the Board's policy making activities.	3.1. Examine the difference between, vision, mission, strategy and policy.	3.2. Compare and contrast policy making approaches between a local authority housing department and a housing association.
	3.3. Outline the policy making process in a housing organisation and the role of the board in this process.	
4. Understand the role of the Board in the performance management of a housing organisation.	4.1. Describe at least three different ways in which housing organisations measure performance and how the board is involved.	4.2. Explain the role of regulators and inspectors in monitoring performance.
	4.3. Examine the concept of risk and the role of the board in risk management.	
<b>Additional information about the unit</b>		

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

<b>Title</b>	The governance of housing businesses	
<b>Level</b>	4	
Unit purpose and aim(s)	This unit requires learners to understand the strategic responsibilities of organisations and the business development process. This includes quality assurance, financial monitoring, project management, risk management and audit.	
Unit review date	31/03/2014	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 12 Contribute to housing review, strategies and plans	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	1.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	10/05/2011	
Unit guided learning hours	30	
Exemptions / equivalences	The Governance of Housing Businesses T/500/2072	

<b>Title</b>	The role of a Housing Board	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the legal, regulatory and auditory framework governing social housing organisations.	1.1. Describe the legal and regulatory framework in the social housing sector. 1.2. Assess the roles of internal and external audit in a housing organisation. 1.3. Compare and contrast the different governance structures for Local Authorities, ALMO's, co-operatives and housing associations.	
2. Understand the role of board members in the governance of social housing.	2.1. Identify the constitutional role and legal responsibilities of Board Members. 2.2. Explain the difference between the strategic role of the board and the operational role of senior managers comparing housing associations with local authorities. 2.3. Identify the range of skills, experience and knowledge a Board needs to have.	
3. Understand the role of the board in providing a customer focused housing service.	3.1. Evaluate the balance and tensions between customer focused approaches and business focused activities. 3.2. Explain the role of the Board in monitoring customer service and satisfaction and dealing with dissatisfaction including complaints and appeals. 3.3. Evaluate the role of tenant board members.	
4. Understand the Board's role as an employer.	4.1. Identify the legal requirements and responsibilities of the Board as an employer. 4.2. Evaluate systems for Board and senior management team appraisal. 4.3. Explain the Board's role in relation to human resource management including grievance and disciplinary, whistle blowing, board and senior staff appraisal.	
<b>Additional information about the unit</b>		

<b>Title</b>	The role of a Housing Board
<b>Level</b>	4
Unit purpose and aim(s)	This unit requires learners to understand the principles of good governance and management. It examines the regulatory framework in the social housing sector and good practice in government in other sectors. It explores the role and responsibility of board members and evaluates the management responsibilities of the organisation.
Unit review date	31/03/2014
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	<p>H3 01 Promote safe, ethical and sustainable practice in your area of responsibility</p> <p>H4 01 Ensure compliance with legal, regulatory, ethical and social requirements</p> <p>H4 02 Develop productive working relationships with colleagues and stakeholders</p> <p>H4 05 Manage finance for your area of responsibility</p> <p>H4 09 Monitor and respond to the potential for legal proceedings in a housing context</p> <p>H4 12 Contribute to housing reviews, strategies and plans</p>
Assessment requirements or guidance specified by a sector or regulatory body	None
Support for the unit from a sector skills council or other appropriate body	Asset Skills
Location of the unit within the subject/sector classification system	1.4 Public Services
Name of the organisation submitting the unit	Chartered Institute of Housing
Availability for use	Shared
Unit available from	10/05/2011
Unit guided learning hours	30
Exemptions / equivalences	Governance and Management M/500/2071



<b>Title</b>	The framework for planning and development	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the planning and development process and the key participants developing new homes and major refurbishment.	1.1. Analyse the social, environmental, political and legal context for planning and re / development of existing and new homes. 1.2. Explain the planning and development application process through concept, design and construction. 1.3. Summarise the key participants in the process. 1.4. Explain the strategic planning process.	
2. Understand the funding and investment opportunities for the re / development of existing and new homes.	2.1. Summarise the funding and investment opportunities for the re / development of existing and new homes. 2.2. Evaluate the opportunities that housing organisations have for generating income for the development process.	
3. Understand the regulatory, health and safety and quality frameworks for the re / development of existing and new homes.	3.1. Summarise the regulatory and quality frameworks for the re / development of existing and new homes. 3.2. Explain the health and safety framework for the re / development of existing and new homes.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit explores the social, environmental and political context for planning and development.	
Unit review date	30/04/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 06 Identify and bid for funding and projects	
Assessment requirements or guidance specified by a sector or regulatory body	None	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	The framework for planning and development	
<b>Level</b>	4	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	06/04/2011	
Unit guided learning hours	30	
Exemptions / equivalences	The Framework for Planning and Development (Y/500/2064)	

<b>Title</b>	Buildings, communities and the environment	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the key stages of the construction process for homes.	1.1. Summarise the key stages of the construction process for homes.	
2. Understand the impact on the environment of existing and new homes and strategies to minimise this impact.	2.1. Analyse the impact of existing homes on the environment. 2.2. Analyse the impact of new homes on the environment. 2.3. Evaluate strategies to minimize the adverse impact of existing and new homes on the environment.	
3. Understand the drivers to improve the environmental performance of buildings.	3.1. Summarise the current policy and regulatory framework with regards to environmentally sustainable building practices. 3.2. Summarise the environmental and economic pressures to improve the environmental performance of buildings.	
4. Understand the relationship between people and places.	4.1. Critically evaluate the principles of sustainable communities or place making in the planning and re / development of existing and new homes. 4.2. Explain the localist approach to the re / development of existing and new homes. 4.3. Critically compare the localist approach to previous approaches to tenant and community involvement.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit aims to introduce learners to the principles of building construction and how buildings impact on communities and the wider environment.	
Unit review date	30/04/2015	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Buildings, communities and the environment	
<b>Level</b>	4	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 12 Contribute to housing reviews, strategies and plans H4 14 Implement and manage feedback processes with customers and stakeholders	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	06/04/2011	
Unit guided learning hours	30	
Exemptions / equivalences	Buildings, Communities and the Environment (D/500/2065)	

<b>Title</b>	Housing Economics and Housing Finance	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the economic framework in which housing supply, management and maintenance operates.	1.1. Describe the economic factors that affect housing supply. 1.2. Analyse how these economic factors shape housing markets. 1.3. Identify the economic factors that affect the management and maintenance of properties in each sector.	
2. Know what funding and/or investment opportunities are available for housing supply, management and maintenance.	2.1. Identify the type and amount of supply subsidy for housing in each sector, since 1979, now and for the future. 2.2. Evaluate the effects of these changes on social housing supply. 2.3. Identify the type and amount of private sector investment in council and housing association properties. 2.4. Evaluate the effect of this investment on housing condition, and supply, nationally and regionally. 2.5. Compare how different sectors attract different streams of finance.	
3. Understand approaches to consumer subsidy for housing.	3.1. Identify the purpose, and the effect of consumer subsidy for owner occupied and rented housing. 3.2. Evaluate the effect of a consumer subsidy within a local or regional housing market.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit requires learners to understand the processes the external sources of finance which housing organisations access. The unit also explores the wider financial environment of housing organisations and the affect of subsidy.	
Unit review date	30/04/2015	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Housing Economics and Housing Finance	
<b>Level</b>	4	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	<b>H4 01</b> Ensure compliance with legal, regulatory, ethical and social requirements	<b>H4 06</b> Identify and bid for funding and projects
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body (if required)	Support sought from Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	19/07/2011	
Unit guided learning hours	30	

<b>Title</b>	Equality and Diversity in Housing	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the importance of equality and diversity.	1.1. Explain the legal and regulatory requirements in respect of equality and diversity. 1.2. Explain good practice principles in relation to equality and diversity.	
2. Understand how housing organisations can support positive approaches to equality and diversity across their staff and customers.	2.1. Explain the meaning of key concepts including; 'equality', 'equality of opportunity', 'diversity', 'prejudice', 'discrimination', 'exclusion', 'oppression'. 2.2. Evaluate good practice case studies of equality and diversity practice in housing.	
3. Understand how to promote equality and diversity in their own context / organisation.	3.1. Analyse current practice on equality and diversity in a housing organisation. 3.2. Explain how promoting equality and diversity supports the business and social goals of housing organisations. 3.3. Devise a plan to promote equality and diversity in a specific organisation.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit aims to help learners to be proactive in promoting equality and diversity best practice in their housing context. They will develop a thorough and critical awareness of the concepts, issues and good practice involved.	
Unit review date	30/04/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements H4 16 Develop practices which promote choice, well-being and protection of all individuals	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Equality and Diversity in Housing	
<b>Level</b>	4	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	19/07/2011	
Unit guided learning hours	30	



<b>Title</b>	Partnership working in housing	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the range of ways partnership working in housing can take place.	1.1. Explain the spectrum for partnership working from networking to joint ventures. 1.2. Explore and evaluate two examples of partnership working in a housing context. 1.3. Critically examine the role of Housing initiatives led by other agencies such as the police, probation service, health service or community groups.	
2. Understand how to employ the skills necessary for successful partnership working.	2.1. Summarise the range of skills necessary for successful partnership working. 2.2. Explain the importance of networking skills for partnership working. 2.3. Explain the importance of negotiating skills for partnership working.	
3. Understand why partnership working is important.	3.1. Summarise the wider policy context which drives partnership working in a housing context. 3.2. Evaluate the use of sources of expert advice and guidance for housing management, e.g. disability groups, ethnic minority groups, lobbying groups.	
<b>Additional information about the unit</b>		
Unit purpose and aim	The unit aims to explore how partnership working takes place and contributes to the successful delivery of housing and related services. It also explores the skills required for successful partnership working.	
Unit review date	30/04/2015	
Details of the relationship between the unit and the Asset Skills Level 4 Housing national occupational standards	H4 02 Develop productive working relationships with colleagues and stakeholders H4 15 Set up and manage partnership working arrangements H4 20 Develop joint working agreements and practices and review their effectiveness	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Partnership working in housing	
<b>Level</b>	4	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	19/07/2011	
Unit guided learning hours	30	

<b>Title</b>	Professional Practice Skills for Housing	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the skills required for the housing professional.	1.1. Analyse the key skills required for the housing professional. 1.2. Summarise the CIH Code of Professional Conduct.	
2. Be able to assess own professional performance.	2.1 Evaluate own professional practice skills. 2.2. Evaluate how their individual performance impacts on organisational objectives.	
3. Be able to manage their own professional development	3.1. Evaluate their personal and professional development activities. 3.2. Explain the importance of developing professional networks. 3.3. Develop a professional development plan.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit aims to give learners the understanding and skills to progress at management level in housing. It does so by helping them to become more 'reflective practitioners'. It emphasises the importance of relating individual skills and performance to the effectiveness of the organisation as a whole, and being pro active in their own professional development.	
Unit expiry date	30/04/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements.	
Assessment requirements or guidance specified by a sector or regulatory body	<b>Externally set assignment</b>	
Support for the unit from a sector skills council or other appropriate body	Support sought from Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Professional Practice Skills for Housing	
<b>Level</b>	4	
Name of the organisation submitting the unit	Chartered Institute of Housing Awarding Organisation	
Availability for use	Shared	
Unit available from	19/07/2011	
Unit guided learning hours	30	

<b>Title</b>	Housing Law	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the legislative framework for the country in which you live or work.	1.1. Summarise the legislative framework for the country in which you live or work.	1.2. Summarise the role of courts and tribunals.
	1.3. Explain the differences between criminal and civil law.	
2. Understand key legislation in relation to landlords and tenants for the country in which you live or work.	2.1. Explain the legislation in relation to landlords for the country in which you live or work.	2.2. Explain the legislation in relation to tenants for the country in which you live or work.
	2.3. Summarise the differences in this legislation across the UK.	
3. Understand the application of the law to homelessness and housing practice for the country in which you live or work.	3.1. Analyse the law in relation to homelessness for the country in which you live or work.	3.2. Evaluate the application of the law to an area of housing practice. For example; lettings, anti-social behaviour, repairs and maintenance.
	3.3. Summarise the differences in the application of the law in relation to housing and housing practice across the UK.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit aims to provide learners with an understanding of the legal system in relation to housing, specifically for the country they work in, but in a UK context. It explores the law in relation to landlords and tenants and requires learners to examine the application of the law in housing practice and homelessness.	
Unit review date	30/04/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01	Ensure compliance with legal, regulatory, ethical and social requirements
	H4 09	Monitor and respond to the potential for legal proceedings
Assessment requirements or guidance specified by a sector or regulatory body	N/A	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Housing Law	
<b>Level</b>	4	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	19/07/2011	
Unit guided learning hours	30	

<b>Title</b>	Research Skills for Housing	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand why research is important for planning housing and housing related services.	1.1. Explain why research is important for planning and evaluating housing and housing related services.	
2. Understand different research methods and research ethics.	2.1. Explain the difference between primary and secondary research data and evaluate the advantages and disadvantages of each. 2.2. Explain qualitative and quantitative research methods and their uses. 2.3. Discuss the ethical considerations associated with different research methods.	
3. Be able to undertake a research study.	3.1. Develop a plan for a research study which reflects one of the different research methods outlined above. 3.2. Analyse the ethical considerations of the proposed study and include these in the research plan. 3.2. Undertake a small research study using one of the research methods outlined above. 3.3. Analyse the results of a research study. 3.4. Evaluate the effectiveness of your chosen research methods.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit aims to introduce learners to the principles of social science research methods for housing.	
Unit review date	30/04/2015	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 12 Contribute to housing reviews, strategies and plans	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Research Skills for Housing	
<b>Level</b>	4	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	27/09/2011	
Unit guided learning hours	30	



<b>Title</b>	Customer Care in a Housing Services Context	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand the relationship between good customer service and effective service delivery and continuous improvement in a housing services context.	<p>1.1. Explain the role of effective customer service in developing, delivering and improving needs led housing services.</p> <p>1.2. Explain the concept of continuous improvement.</p> <p>1.3. Evaluate standards and measures which aim to develop a culture of customer focus and continuous improvement.</p>	
2. Understand how to develop and deliver effective customer service in a housing services context.	<p>2.1. Explain how to develop customer focused systems, policies and procedures.</p> <p>2.2. Understand the role of the manager and staff in developing and maintaining a customer focused culture.</p>	
3. Understand how to use customer feedback to improve service design and delivery.	<p>3.1. Evaluate systems for monitoring, analysing and responding to positive and negative customer feedback.</p> <p>3.2. Analyse common themes emerging from customer feedback and take these into account when developing, delivering and improving services.</p>	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	The unit will evaluate the approach to customer service in a housing context. It aims to consider the role of effective customer care in the design, delivery and improvement of housing services. Service and how to use customer feedback to develop customer focused, needs led services.	

**CIH Awarding Organisation**  
**CIH Level 4 Diploma in Housing Practice (QCF)**

---

<b>Title</b>	Customer Care in a Housing Services Context	
<b>Level</b>	4	
Unit expiry date	30/04/15	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 01 Ensure compliance with legal, regulatory, ethical and social requirements. H4 14 Implement and manage feedback processes with customers and stakeholders	
Assessment requirements or guidance specified by a sector or regulatory body	None	
Support for the unit from a sector skills council or other appropriate body	Asset Skills	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Availability for use	Shared	
Unit available from	01/08/11	
Unit guided learning hours	30	