

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.