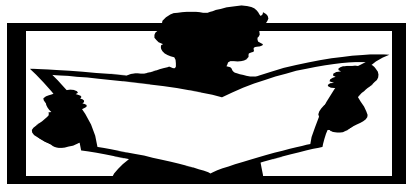




***Chartered Institute of Housing
Distance Learning Centre***

Level 4 Certificate/Diploma in Housing



***Enquiry pack information
(For August 2010 applicants)***

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Level 4 Diploma in Housing

Section 1 - Introduction

The Level 4 Diploma in Housing is a two year programme designed to provide a comprehensive introduction to all aspects of housing theory and practice. Successful completion of the first year entitles you to the CIH Level 4 Certificate in Housing (with an endorsement to reflect the specialist pathway) and makes you eligible for Practitioner Membership of the CIH. The Diploma in Housing forms the first stage of the academic part of the CIH Professional Qualification.

1. What is Distance Learning

As this is a Distance Learning course you will not attend college, instead you will be sent your study materials and assignment details and will be enrolled with the CIH Distance Learning Centre who will provide support over the telephone or by email. You will also attend an Induction Day at the start of your course. It is important that you attend this event which should offer you the opportunity to meet your academic tutors who will guide you through your first assignment, your fellow students as well as members of the CIH Distance Learning Team who will answer your specific queries regarding other aspects of the course. This event also aims to develop your skills in group working, communication and presentation.

2. What is in this pack?

Included in this pack are:

- a copy of the syllabus for the course
- guidance notes on completing the application form

Please ensure you have read this pack fully before completing your application form, making sure you are registered for the correct course and that you include either authority to invoice from your employers or, if you are paying for the course yourself, your first instalment.

3. Courses available by day release

This course is also available through colleges by Day Release (this means that you would attend a College one day a week). If you would like to know about these please visit the CIH Education part of the website www.cih.org/education/certificates.

4. Applying for this course

Applications for this course should be sent to the address below by **13th August 2010** at the latest.

Attendance at the Induction Day is compulsory for the reasons as stated in Section 1.1 of this document

You will be asked to confirm your attendance at the Induction Day upon your registration onto the course. If you are unable to attend under exceptional circumstances and for reasons beyond your control, you will then need to inform staff at CIH Distance Learning as soon as possible.

All course materials will be sent to your work address unless you specify an alternative address.

Due to the constant update of course materials there may be occasions where you do not receive all the materials at the start of the course. You will be advised as appropriate if this need arises.

You can either complete a **printed application form** or you can **download an application form** from our website at www.cih.org.

If you require further details regarding this course contact us at:

**Distance Learning Centre
Chartered Institute of Housing
Octavia House
Westwood Way
Coventry
CV4 8JP**

**Telephone: 024 76 851789
Fax: 024 76 694209
email: dlc@cih.org
www.cih.org**

Section 2- About the Level 4 Diploma in Housing

1. What is the Level 4 Diploma in Housing?

The CIH Level 4 Diploma in Housing is a two year programme. There are 12 modules, consisting of 10 core modules and 2 specialist (pathway) modules.

The qualification is structured as follows:

Level 4 Year One (Certificate in Housing)

Learners do 4 core modules (mandatory)

- Module 1 Housing and Society (Core Module)
- Module 2 Housing Policy (Core Module)
- Module 3 Customer Service for Housing (Core Module)
- Module 4 Managing People (Core Module)

Learners then choose **ONE** specialist pathway. Each pathway is made up of two modules.

The following specialist pathways are

- Housing Support
- Planning and Development
- Neighbourhood and Community Services
- Student Accommodation Management

On successful completion of the first year, learners will be awarded the CIH Level 4 Certificate in Housing with an endorsement to reflect the specialist pathway. Once you have completed year one of the course you will need to tell us that you want to progress to year two of the programme.

Level 4 Year Two (Diploma in Housing)

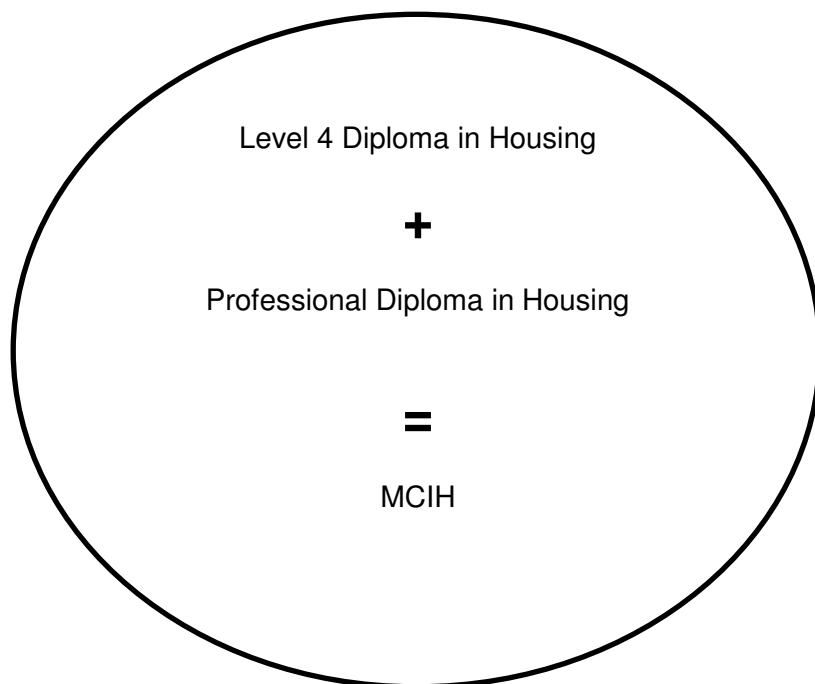
Learners who have completed Year One, can then progress to the second year programme to complete the requirements of the CIH Level 4 Diploma in Housing.

In Year Two, learners must complete 6 core modules as follows:

- Module 7 Housing Economics
- Module 8 Housing Law
- Module 9 Partnership Working in Housing
- Module 10 Professional Practice Skills for Housing
- Module 11 Diversity for Housing
- Module 12 Research for Housing

On completion of all 12 modules learners will be awarded the CIH Level 4 Diploma in Housing.

The **Level 4 Diploma in Housing** forms the **FIRST STAGE** in the **academic** part of the CIH Professional Qualification. When the **SECOND STAGE**, the **Professional Diploma in Housing** is completed this leads to Corporate membership of the CIH when you can use the letters MCIH after your name.



2. Who is this course aimed at?

The Level 4 Diploma is aimed at housing workers who wish to work towards obtaining the CIH Professional Qualification. It would be ideal for people who have already completed a one year Edexcel BTEC National Certificate or a CIH Level 3 Certificate. If you have some experience of working in housing but no formal qualifications, then the Level 4 Diploma may also be for you.

3. Entry Criteria - Level 4 Diploma in Housing Studies

- **Standard**

You will need a BTEC National Level qualification

or

at least 2 A Levels or the standard equivalent and 3 GCSE's at Grade C or above

or

a relevant access programme

or

a Level 3 qualification or equivalent

and you should be working within housing or a related field.

- **Non standard** you may be admitted to the course if you have the ability and potential to succeed providing additional evidence is supplied to this effect e.g. relevant experience. This will be at the discretion of the CIH Assessment Team.

Additional information:

- If you are currently not working within a housing organisation you can gain entry if you can provide evidence of a placement secured within the housing sector **before** you start and **for the duration** of the course
- You may be requested to complete a pre-course assessment before you can be formally accepted onto the course and we will notify you if this is required upon submission of your application form.
- If you have been declined a place on a course you will have the right to appeal to CIH Head of Learning .
- The CIH Level 4 qualifications are offered by CIH Distance Learning in partnership with Coventry University. As a registered student of Coventry University, you will not only be awarded with the CIH Level 4 Certificate or Diploma upon successful completion of all modules but also be entitled to credits awarded by Coventry University which can be transferred to most other learning and education providers within the UK. As a registered Coventry University student, you will have, for the duration of your course, full access to a range of facilities and support services through the University's Student Centre and associated facilities, online through its web-based services, and through one-to-one support services. These include:
 - a) Access to the Lanchester Library – a bespoke building providing access to bibliographic databases, electronic and hard format books, 10,000 electronic journals, self –renewal and self – reservation services, and postal loan service through which hard copies of books and journals can be posted to students;

- b) Access to advisory services such as careers and student employability support, study support (e.g. Centre for Academic Writing), disability officers, counselling, and chaplaincy;
- c) Access to gym facilities and sport clubs/facilities;
- d) Access to NUS facilities and support services

- **You must provide copies of all certificates with your application form**

Useful contacts: OCR <http://www.ocr.org.uk/index.html> 01223 553 998 can provide a statement of your results
Edexcel <http://www.edexcel.org.uk/home/> 0870 240 9800 can provide a duplicate certificate

Please note there is a fee attached to the service for any of the above

- **If you are a non-UK/EU national but are still interested in applying to do the Level 4 qualifications, please contact CIH Distance Learning for further information and guidance. *You are classified as a UK/EU national in this context if you have full UK/EU citizenship (passports) and are not just residing in the UK/EU.***

Admissions process flowchart

Applications will be received by the Distance Learning Centre where they will be checked for course, payment details and eligibility and will be acknowledged by e mail



We will then notify you if you are eligible.



At this stage if there is any further information required to check eligibility we will contact you.

If you are not eligible we will explain why this is so. For example, you may not have the required qualifications or the right level of study skills as required. Where possible we will suggest an alternative course that would suit you better.



We will then process the application form and you will receive an acceptance letter from us giving you details of when the course materials will be sent out and your induction day dates.

4. What will I receive when I register for this course?

The Level 4 Diploma in Housing is a two year course. You register for year 1 and 2 separately. When you register for the Level 4 Diploma in year 1 you will receive:

- four workbooks: one for each of the 4 core modules
- two workbooks: one for each module of your chosen pathway
- a student handbook
- an invitation to a 1 day compulsory Induction event

In year 2 you will receive:

- six workbooks: one for each module of the course

5. What do I have to do to complete this course?

To complete this course you will have to produce 12 assignments (one per module) of approximately 2000 words each in length. These assignments will relate to what you have studied in your workbooks. Assignments are a way of testing whether you have achieved the learning outcomes of a particular module. They will also give you a chance to consider the issues you have been studying in more depth; previous students have told us that this has helped them to get a better understanding of how to use what you have learnt in your current and future role.

You will not have to undertake any tests or exams to complete this course.

Assignments will be completed by you in according to the timetable in the Student Guide. You will be able to talk to your tutor for advice during writing your assignments. You will also have the chance to discuss your assignments and how to approach them at the induction day associated with the course..

6. What support will I get to complete this course?

The Distance Learning Centre has a number of support mechanisms in place to assist you through your course.

At the beginning of the programme the induction day will give you a brief introduction of the course for example, how it is delivered, assessed and the support you will get from the CIH Teams. It also aims to cover those skills or areas which can not be addressed by distance learning e.g. team work and presentation skills.

On an ongoing basis,

- You will be supported by staff from CIH Distance Learning throughout your course
- Your academic tutor will mark your assignments, give you feedback as well as provide you with advice and support on any academic issues.

You will also be able to call staff or email at the Distance Learning Centre who will be happy to help with any queries you may have.

7. What does this course cost?

Year 1 of the Level 4 Diploma (Level 4 Certificate) in Housing costs **£1895**. This includes free student membership of the CIH for the duration of your course. If you are successful and wish to progress onto the Year 2 (Level Diploma), you will need to enrol for the 2nd year and pay a course fee which is usually at the same level to that in Year 1.

8. How long will it take me to complete this course?

When you register for the Level 4 Diploma, you will be given two years to complete the programme. Although you need to register for Years 1 and 2 separately.

9. How much time will I need to spend on the course?

If you take the whole year to complete the first year, you would need to spend 6 to 10 hours per week studying for this course.

10. What is the next step after this course?

Once you have completed the CIH Level 4 Diploma, you have effectively completed **Stage 1** of *CIH Professional Qualification* and will be able to progress and apply to study for a **Professional Diploma in Housing** which forms **Stage 2** in the *CIH Professional Qualification*. Successful completion of the CIH Professional Diploma leads to **Corporate membership of the CIH** when you can use the letters MCIH after your name.

You can apply to and enrol at universities which offer the Professional Diploma by day release or part-time. Please contact CIH Education for details of learning providers offering these programmes or visit the website www.cih.org/education. Alternatively, you can apply to and register with CIH Distance Learning Centre which offers the Professional Diploma qualification by distance learning in partnership with De Montfort University (DMU). Please visit www.cih.org/distancelearning for further details. If you do not have a degree already, you may be able to go on and study for an undergraduate award via this route.

Section 3 - Application Form Guidance Notes

1. Introduction

Before you complete your application form, please read these additional notes which relate to sections of the application form. These notes will help guide you through the application process.

2. Employment details

Please provide the address of your employer. It will also be useful if you include a contact telephone number, fax number and e-mail address (where appropriate) so we can contact you during the working day if necessary.

If your employer has a head office and this is different from the address where you work, please provide the head office address.

It is useful for us to know what type of organisation you work for even if it is not a housing organisation. This information may help us when we provide support for you on this course. Please identify with a 'tick' the appropriate category your organisation falls into.

3. Fees and payment methods

The cost of Year 1 of the Level 4 Diploma in 2010 is **£1895**. This includes membership of the CIH for one year.

If your employer is paying for this course please ensure that the Declaration by employer section is fully completed and return this form to the Distance Learning Centre at the CIH.

If you are a non UK/EU national, you will still be able to enrol with CIH Distance Learning at a cost of £1895. Please contact us for further information and guidance.

4. Self-financing students

If you are self financing you can **either**:

- Enclose a cheque for the full amount. The cheque should be made payable to **the Chartered Institute of Housing**

Or

- Pay by instalments: If you are paying by instalments, you will not receive all of your course material at once. With the first instalment you will receive Module 1 and 2 and any relevant text books for the course. When you require Module 3 you will need to send us a cheque or telephone and give us credit card details for the next instalment. We will then send you the module you are paying for. The instalment payments for the Level 4 Certificate/Diploma in Housing are as follows:

Payment 1:	£ 915.00
Payment 2:	£ 245.00
Payment 3:	£ 245.00
Payment 4:	£ 245.00
Payment 5:	£ 245.00

Financial Help

If course fees present you with an obstacle, there are a number of different sources of financial support for people who wish to undertake courses of education.

CIH Butler Bursary

Details will be available on our website <http://www.cih.org/>.

Educational Grants Advisory Service (EGAS)

The Educational Grants Advisory Service is part of the Family Welfare Association. This service will help to identify particular grants and bursaries in the UK which you may be entitled to in order to pursue your studies. Their address is: Educational Grants Advisory Service, Family Welfare Association, 501-505 Kingsland Road, London, E8 4AU.

Positive Action Training in Housing (PATH)

PATH National Ltd was set up in March 2000 following the merger of PATH London and PATH Local Authorities. PATH schemes are run by many organisations providing education and training for Black and Minority Ethnic people who wish to work in housing. For example, Sandwell MBC has run a PATH scheme for more than ten years. If you want to find out more about PATH schemes in an area near you, please contact PATH National Ltd, Path National Ltd, 73-81 Southwark Bridge Road London, SE1 0NQ telephone 020 7939 9725 or email generalinfo@path.co.uk

New Deal

New Deal is a key part of the Government's Welfare to Work strategy. It gives jobseekers aged 18-24, 25+ and those with disabilities, a chance to develop their potential, gain skills and experience and find work. For more information visit the New Deal website at <http://www.newdeal.co.uk> or call 0845 606 2626.

Family Welfare Association (FWA)

The Family Welfare Association is another source of funding. It will consider applications from single parents, the disabled, and others. They award grants of up to £200.

For further information call 020 7254 6251 after 10 am and ask for the Educational grant Advisory Service, or email fwa.headoffice@fwa.org.uk

Prospect Training Services

This organisation is funded by the DFEE. Funding is provided for those wishing to embark upon adult work based learning. Applications are considered on an individual basis. For more information call 01452 507131/331500 or email info@prospect-training.org.uk

Learndirect

Learndirect was launched in February 1998. It is a telephone help-line which helps callers with learning and career enquiries. The telephone number for Learndirect is 0800 100 900 or visit their website at www.learndirect.co.uk.

7. Refunds Policy

This policy will be strictly adhered to.

Stage	Policy
Materials have not been sent and student has not attended Induction.	Full refund.
Materials have been sent but student has not attended Induction.	Full refund if materials are returned to CIH.
Materials have been sent and student has attended Induction and it is within 2 months of the closing date of 13 th August 2010.	Full refund minus £500 if all materials are returned to CIH.
Materials have been sent and student has attended the Induction Day and it is more than 2 months after the closing date of 13 th August 2010	No refund.

All withdrawals from the course must be made *in writing* to the Distance Learning Centre.

8. Your completed application form

Once you have completed your application form, please forward it to us in time for the next enrolment.

NB: The closing date for applications for this course is **13th August 2010**

Please return your application form to:

**The Distance Learning Centre
Chartered Institute of Housing
Octavia House
Westwood Way
Coventry
CV4 8JP**

**Telephone: 024 7685 1789
Fax: 024 7669 4209
e-mail: dlc@cih.org**

Section 4 Syllabus/Learning Outcomes

First Year: Learners must complete 4 core modules and 1 pathway consisting of 2 modules.

Module 1 Housing and Society

Module Aims: This module requires learners to understand the broader social context in which housing is provided. It looks at the relationship between demography and housing need, the demand and supply of housing, the UK stock profile and tenure differences. It also introduces learners to issues relating to social exclusion, promoting inclusion and a wider diversity agenda for housing.

Mode of Assessment: a 2,500 word report which examines and evaluates two strategies undertaken by a housing organisation or organisations.

Learning Outcomes:

1. Summarise the demographic profile of the UK and explain its impact on housing need.
2. Analyse the relationship between the demand for and the supply of housing in the UK across a range of tenures.
3. Explain the causes and effects of social exclusion and assess strategies for promoting greater inclusion.
4. Demonstrate an applied understanding of diversity and equal opportunities.

Module 2 Housing Policy

Module Aims: This module introduces learners to the policy context for housing. It establishes the policy framework for housing and outlines the principal players in the policy setting arena. It asks learners to consider current and future policy trends for housing, implications for practice and regional and national variations.

Mode of Assessment: a 2,500 word briefing paper on housing policy for Board Members or Councillors for your organisation or an organisation

Learning Outcomes:

1. Summarise the policy making processes in the UK demonstrating an awareness of national and regional variations.
2. Outline the roles and relationships between different groups, bodies and organisations involved in the policy making process.
3. Critically evaluate several current policy issues and assess their impact on housing practice.
4. Suggest and evaluate future policy trends for housing and assess their impact on housing practice.

Module 3 Customer Service for Housing

Module Aims: This module introduces learners to the range of housing providers, the variety of housing related services in the UK; and the principles and application of customer care in a housing context.

Mode of Assessment: a 2,500 word report suitable for delivery to Board or Senior Management Team of an organisation, advising on how it can improve customer care and involve customers more effectively

Learning Outcomes:

1. Summarise the principles of customer care for housing and assess the impact of a customer focused housing service on providers and clients
2. Outline different approaches to service user involvement and assess their application to housing practice.
3. Critically evaluate quality measures for housing using examples of good practice.

Module 4 Managing People

Module Aims: This module provides an introduction to the study of supervisory management. This includes team leadership, supervising staff (including a dispersed workforce), and identifying training and development needs.

Mode of Assessment: a 1,100 word task based on a case study, and a 1,400 word report on your strategy for ensuring change happens whilst improving and then sustaining service delivery levels.

Learning Outcomes:

1. Investigate a range of human resource practices in housing organisations, in particular recruitment, training, team management, and motivating staff.
2. Use theories and models of key concepts such as organisational power, organizational culture and structures and individual motivation to help manage change and stability effectively.
3. Explain good practice in selecting, recruiting, motivating and communicating with staff.
4. Explain why it is important to work as part of a team and discuss how conflict can be resolved within teams.

Pathway Options

1. Housing Support Pathway

Module 5 Supported Housing Services

Module Aims: This module requires learners to understand the policy context for supported living and the development of housing support services in recent years. In addition learners will evaluate issues relating to working with other professions and agencies and good practice.

Mode of Assessment: A 2,500 word report assessing the degree to which a supported housing provider enables service users to live independently.

Learning Outcomes:

1. Describe the main types of service providers for people with different support needs and summarise the services they provide.
2. Explain the statutory, regulatory and funding framework in which supported housing services are located.
3. Assess the effectiveness of approaches to advice giving and advocacy for people with support needs and relate to good practice.
4. Consider current approaches and initiatives to the supported housing sector.
5. Summarise and evaluate opportunities for multi-agency working with different statutory, voluntary and independent sector groups

Module 6 Housing Support for Clients

Module Aims: This workbook addresses issues relating to the provision of support and support related services to clients. It looks at issues relating to needs assessment and support-planning and the management of support services. It addresses client-focused approaches to service delivery within the broader context of promoting empowerment, independence and choice.

Mode of Assessment: A 2,500 word report which addresses whether the identified organisation is able to meet all of the client's needs? And, what improvements could be used to make services more client focused?

Learning Outcomes:

1. Explain the role of prevention in supporting clients.
2. Identify and evaluate strategies to promote empowerment, independence and choice
3. Evaluate the effectiveness of needs, risk assessment and support planning processes and the implications for service delivery
4. Evaluate the strategic role of assistive technology in providing housing and services to people with support needs

2. Planning & Development Pathway

Module 5 The Framework for Planning & Development

Module Aims: This module explores the social, environmental and political context for planning and development. It introduces learners to the planning process and participative development.

Mode of Assessment: A 2,500 word article on the relationship between buildings, sustainable communities and the environment.

Learning Outcomes:

1. Evaluate the impact on the environment of buildings and suggest strategies to minimise adverse impact.
2. Critically evaluate the role of Egan and the principles of sustainable communities for planning and the development of new homes and major refurbishment.
3. Compare and contrast examples of tenant and community involvement in the development of new homes and major refurbishment.

Module 6 Buildings, Communities and the Environment

Module Aims: This module introduces learners to the principles of building construction and how buildings impact on communities and the wider environment. It examines the framework for sustainable communities and explores possibilities for stakeholder involvement.

Mode of Assessment: A 2,500 outline general brief on specific project objectives

Learning Outcomes:

1. Identify the key components of buildings with reference to common defects and utility provision.
2. Evaluate the impact on the environment of buildings and suggest strategies to minimise adverse impact.
3. Critically evaluate the role of Egan and the principles of sustainable communities for planning and the development of new homes and major refurbishment.
4. Compare and contrast examples of tenant and community involvement in the development of new homes and major refurbishment.

3. Neighbourhood and Community Services Pathway

Module 5 Customer & Neighbourhood Services

Module Aims: This module introduces learners to customer focused and inter-professional approaches to the delivery of neighbourhood services. It looks at strategies for service involvement and opportunities for joint working.

Mode of Assessment: A 2500 word report investigating whether the selected housing really delivers customer focused services?

Learning Outcomes:

1. Assess the impact of a customer focused housing service on customers and providers.
2. Critically evaluate the role of 'choice' for the allocation of social housing.
3. Analyse opportunities for tenant, resident and service user involvement in the delivery of housing and housing services.

Module 6 Housing Management

Module Aims: This module requires learners to explore the basic functions of housing management focussing on letting property, understanding the responsibilities of landlords, providing and directing tenants to advice and guidance, and developing a customer focused service.

Mode of Assessment: A 2,500 word report assessing the effectiveness of TWO areas of housing management services in a specific housing organisation.

Learning Outcomes:

1. Compare and contrast approaches to a range of housing management functions including:
 - Rent setting and collection
 - Arrears management and monitoring
 - Void control and monitoring
 - Estate management
2. Investigate a range of housing and housing related advice services.
3. Critically evaluate approaches to anti-social behaviour.
4. Analyse approaches to homelessness.

4. Student Accommodation Management Pathway

Module 5 The Context for Student Accommodation

Module Aims: This module requires learners to explore the framework for Further and Higher Education in the UK and to consider the various types of accommodation Further and Higher Education provides and facilitates and the wide range of activities accommodation officers undertake in their role.

Mode of Assessment: A 2,500 to 3,000 word report on ***four*** aspects of Accommodation Services in selected institution(s)

Learning Outcomes:

1. Outline the framework of Higher Education in the UK.
2. Identify and assess the various forms of accommodation service provided within Higher Education.
3. Compare and contrast the roles of the accommodation service in three different institutions.
4. Critically evaluate the role of private sector housing in student accommodation.

Module 6 Delivering Student Accommodation Management Services

Module Aims: This module explores a range of approaches to the delivery of housing related and support services to diverse student groups living in student accommodation.

Mode of Assessment: A 2,800 word report advising an employing organisation on the outcomes of an investigation into good practice within student accommodation provision.

Learning Outcomes:

1. Compare and contrast approaches to housing management for college owned student accommodation, private sector housing and other forms of provision.
2. Apply the principles of diversity and equal opportunities to the provision of student accommodation services.
3. Identify strategies for marketing and promoting accommodation for students.
4. Summarise and evaluate approaches to delivering a customer focused student accommodation services.

Year Two: There are 6 core modules in year two.

Module 7: Housing Economics

Module Aims: This module requires learners to understand the processes involved in financial management and the external sources of finance which housing organisations access. The module also explores the wider financial environment of housing organisations and the concepts of affordability and subsidy.

Mode of Assessment: a 2,000 to 2,500 word briefing paper on the reasons why governments intervene in housing provision, current government policy in respect of supply, demand and price in the housing market; and how this may affect the role of an organisation within the local housing market.

Learning Outcomes assessed:

1. Outline the economic framework in which housing operates.
2. Examine public funding for housing.
3. Evaluate the role and scope of private finance for housing.

Module 8: Housing Law

Module Aims: This module requires learners to describe the structure of the legal system in the country in which they practice, to understand the legal processes and to be introduced to the key legislation for landlords and tenants. In addition the module focuses on the law relating to the accommodation of students.

Mode of Assessment: a 1,000 word equivalent draft presentation on the legislative process and, a 1,200 to 1,500 word report on the application of the law to a range of case studies.

Learning outcomes:

1. Summarise the legislative framework for the UK with reference to the role of courts and tribunals and the principles of criminal and civil law showing awareness of national differences.
2. Evaluate the application of the law to two areas of housing practice showing awareness of national differences.
3. Analyse the law in relation to homelessness showing awareness of national differences.

Module 9: Partnership working in Housing

Module Aims: This module requires learners to research and evaluate the role of related professions and agencies in the support for individuals and communities. This module concentrates on the spectrum of activity ranging from networks of professionals to collaborative projects and the issues relating to different types of working.

Mode of Assessment: a 2,500 word report comparing and contrasting two different examples of partnership working involving housing organisations and other agencies.

Learning Outcomes:

1. Examine the policy origins for greater collaboration between groups / organisations / agencies to support communities.
2. Evaluate the spectrum for collaborative working from networking to joint ventures.
3. Explore and evaluate at least two examples of collaborative working in a housing context.
4. Critically examine the role of Housing in initiatives led by other agencies such as the police, probation service, health, community groups, etc.

Module 10: Professional Practice Skills

Module Aims: This module aims to develop broad generic skills which enable learners to be flexible, creative and methodical in the work place. Learners are also required to reflect upon their own professional development and demonstrate an applied understanding of professional ethics.

Mode of Assessment: 4 x 750 word reflective activity based reports and, a 1,000 word personal development plan.

Learning Outcomes:

1. Apply practice skills for housing to the workplace.
2. Produce a personal development plan.
3. Critically reflect upon your own professional development.
4. Evaluate the impact of the CIH Code of Professional Conduct on your professional practice.

Module 11: Diversity for Housing

Module Aims: This module requires learners to understand the diversity issues relating to housing and to critically examine strategies and policies which aim to support diversity and equality processes in housing organisations.

Mode of Assessment: a 2,500 word report on the development and improvement of an organisation's diversity strategy.

Learning Outcomes:

1. Explain what is meant by diversity in a social housing context
2. Outline the legislation, policies and codes of practice relevant to housing organisations for promoting equality of opportunity and diversity

3. Explain how housing organisations promote equality of opportunity and diversity with reference to race, sex, sexuality, age, disability, religious belief and clients with a criminal record
4. Explain the effects of discrimination on the individual and identify ways in which housing organisations can tackle discrimination in the workplace and among clients

Module 12: Research for Housing

Module Aims: This module introduces learners to the principles of social science research methods for housing.

Mode of Assessment: a 2,500 word outline of a proposed research study.

Learning Outcomes:

1. Explain why it is important that individuals involved in housing should use research in planning services.
2. Describe qualitative and quantitative research methodologies and state the advantages and disadvantages of each method.
3. Design a research study based on a topic of your choice. You should include
 - a literature review
 - the purpose of your study
 - the research methodology
 - any ethical considerations
 - how you would analyse the results
 - piloting plans.
4. Present your findings to your peer group, explaining clearly the positives and negatives of your research design and suggest how you would change your methodology as a result of your pilot study.

<p>All information in this pack is correct at the time of printing. The CIH reserves the right to change any information in this pack.</p>
