CIH Level 4 Certificate in Housing Maintenance Management

Enquiry pack information
(For March 2012 applications)
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Section 1 – Introduction

The Level 4 Certificate in Housing Maintenance Management will be intended for those people who are seeking employment or currently employed within either a management or senior technical role in housing maintenance management. Candidates are expected to specialise in providing a service in the management of operations and surveying/technical staff. They will be responsible for managing budgets and producing performance reports.

This is a 12 month course. This is taken from date of enrolment with the CIH Distance Learning Centre.

1.1 What is Distance Learning
Distance Learning means you will not attend college, instead you will be sent your study materials and assignment details. For this course you will be allocated a tutor by the Distance Learning Centre who will support you through the course and assess your work (you will not have face to face meetings with your tutor).

1.2 What is in this pack
This pack includes:
- Details about what you need to do to complete this course
- Syllabus for the course
- How to apply for this course
- Where to find financial help to apply for this course

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

1.3 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 call the Education Department on 024 76 851700 for a copy of the Education Prospectus.

If there are a group of 8 or more people in your workplace who would like to do this course we can deliver it as an in house programme, for more information on this contact in.house@cih.org.

1.4 Entry Criteria - Level 4 Certificate in Housing Studies
In order to ensure that you are successful on the course minimum entry criteria have been set out. They are there to help you decide which is the most appropriate course for you. If you meet the standard criteria you will definitely be able to register on the program, it you don’t we’ll ask you to provide us with evidence to help us (and your centre) to decide if this is the right course for you.
Because the assignments in our courses often ask you to look at your own organisation students on our courses need to be working within a housing organisation.

If you are currently not working within a housing organisation or in a related field you can gain entry if you can provide evidence of a placement or volunteer work, secured within housing before you start and for the duration of your course.

**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.

**Non standard**
You may be admitted without the normal entry requirements or formal educational qualifications but you will need to produce evidence of experience and demonstrate your commitment to the course you are applying for to the respective Delivery Centres.

If you have any questions about your eligibility for this course, please telephone the Distance Learning Centre for an informal chat.

**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 Level 4 qualifications are offered by CIH Distance Learning in partnership with Coventry University. This means that in successful completion of the courses you be awarded with the CIH Level 4 Certificate or Diploma and with 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;

• 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, you could still be deemed to be eligible subject to your having a valid employment contract with a UK–based company or organisation. Please contact CIH Distance Learning for further information, clarification and guidance.

1.5 Applying for this course
Applications for this course should be sent to the address below by 9th March 2012 at the latest.

You can either complete a printed application form or you can download an application form from our website at http://www.cih.org/DistanceLearning?

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

We deliver CIH courses at Level 2, Level 3 and Level 4. Completing a course at one level allows progression to the next.
Section 2 – About the course

2.1 The CIH Level 4 Certificate in Housing Maintenance Management
The Level 4 Certificate will provide entry points to:
- The CIH Level 4 Diploma in Housing Maintenance and Asset Management (4DHM)
- The CIH Level 4 Diploma in Housing Development (4DHD)

The Level 4 Certificate will provide the next instalment of the qualifications which will build upon the generic requirements of maintenance management.

This qualification is intended for those people who are seeking employment or currently employed within either a management or senior technical role. Candidates are expected to specialise in providing a service in the management of operations and surveying/technical staff. They will be responsible for managing budgets and producing performance reports.

2.2 Membership of the CIH
Learners who register on the CIH Level 4 Certificate in Housing Maintenance are entitled to free CIH student membership.

2.3 The qualification structure and units
CIH Level 4 Certificate qualification structure

The qualification comprises of six units. The learner must pass all of the units in order to be awarded the qualification.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Unit Title</th>
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<tbody>
<tr>
<td>1</td>
<td>Housing Strategy and Policy</td>
</tr>
<tr>
<td>2</td>
<td>Financial Management for Housing Maintenance</td>
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<tr>
<td>3</td>
<td>Customer Service in a Housing Maintenance Context</td>
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<tr>
<td>4</td>
<td>Managing People in a Housing Maintenance Context</td>
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<tr>
<td>5</td>
<td>Health and Safety Management and Control</td>
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<tr>
<td>6</td>
<td>Housing Technology and Housing Maintenance</td>
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</table>
Section 3 - Syllabus

Unit 1: Housing Strategy and Policy

Unit Aims:
This unit 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 will also explore the regulatory framework for housing and the business context in which housing organisations operate.

Mode of Assessment: Centre devised

Learning Outcomes:
1. Explain the policy making processes in the UK demonstrating an awareness of
2. Different groups, bodies and organisations involved in the policy making process.
3. Examine the use of strategic objectives, business plans, reviews and amendments.
4. Explain and evaluate role of regulatory bodies (e.g. Housing Corporation and Audit Commission) in relation to statutory framework/audit regimes.
5. Critically reflect upon continuous improvement measures (e.g. Best Value and Continuous Performance Assessment) requirements for housing organisations.
6. Consider approaches to partnering and collaborative working with contractors and other key stakeholders.
7. Discuss the impact of sustainable communities and sustainable development on housing organisations.

Unit 2: Financial Management for Housing Maintenance

Unit Aims:
This unit will aim to develop knowledge requirements for forecasting, monitoring, controlling, re-evaluating and reporting on financial aspects of maintenance and repairs. It covers processes involved in each stage of financial accounting and management.

Mode of Assessment: Centre devised

Learning outcomes:
1. Apply accounting procedures to planned and responsive maintenance programmes
2. Examine and apply different approaches to financial forecasting in accordance with business plan expectations
3. Summarise and evaluate approaches to managing financial risk
4. Investigate approaches to internal and external financial control and audit, considering the role of Information Technology
5. Critically reflect on the application of Open Book accounting methods in the area of maintenance and repairs
Unit 3: Customer Service in a Housing Maintenance Context

Unit Aims:
This unit 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: Externally set

Learning Outcomes:
1. Describe the main types of housing and housing service providers in the UK and summarise the range of services they provide.
2. Summarise the principles of customer care for housing and assess the impact of a customer focused housing service on providers and clients.
3. Evaluate different approaches to performance monitoring for customer services.
4. Apply communication and negotiation techniques to customer services.
5. Critically evaluate an equality and diversity strategy for a housing organisation.

Unit 4: Managing People in a Housing Maintenance Context

Unit Aims:
This unit will develop skills and knowledge requirements for people managing trams delivering maintenance services. This includes appointing, monitoring, supporting, developing and coaching staff. The unit will also explore self-management, communication, decision making, project management and time management issues.

Mode of Assessment: Externally set

Learning Outcomes:
1. Critically reflect on the application a range of management theories to housing maintenance management.
2. Critically examine approaches to managing a team.
3. Evaluate a range of project management systems and discuss how they might be implemented.
4. Consider how Information Technology can be used to manage staff and resources.
5. Identify and evaluate skills required for effective self-management.

Unit 5: Health and Safety Management and Control

Unit Aims:
This unit will develop knowledge and understanding of Health and Safety Management systems in relation to key strategies, policies and related guidance. It will develop knowledge of current statutory and legislative criteria affecting occupational and construction health and safety. It will also explore risk management and hazard assessment.
Mode of Assessment: Centre devised

Learning Outcomes:
1. Examine in depth the legislative requirements relating to health and safety in the workplace in the UK.
2. Explore the role and responsibilities of management in ensuring health and safety policies and procedures are implemented in the workplace.
3. Describe safe working practices and suggest improvements to safe working practices in the workplace.
4. Consider the obligations of landlords for testing existing systems to ensure a safe and healthy environment for tenants.
5. Examine the impact of the Construction Design and Management (CDM) Regulations for management practice.

Unit 6: Housing Technology and Housing Maintenance

Unit Aims:
This unit will explore a wide range of issues relating to the principles and techniques of housing technology. Specifically, this unit will focus on the care of property from practical completion to the end of its useful life. This will include aspects of conservation and preservation, rehabilitation and refurbishment, environmental improvements and change of use.

Mode of Assessment: Externally set

Learning Outcomes:
1. Identify the techniques and materials involved in a range of house construction.
2. Explain the function and technical requirements for typical services and utilities serving residential properties.
3. Using examples, explain alterations and maintenance techniques from design and through the life of the construction.
4. Recognise the importance of performance requirements for a dwelling.
5. Consider a range of temporary measures to safely maintain buildings during their lifetime.
6. Examine the processes involved and requirements relating to disabled adaptations.

Section 4 – Study Day

There will be a Study Day which will form part of your course. This one day event will take place towards the beginning of your programme. It will serve as a means of meeting your tutors and staff from the CIH Distance Learning Team. Most importantly, it is a good opportunity for you to meet and get to know other learners on the course develop your study skills and concentrate on participative elements within the programme. If you attended the Study Day at Level 3 you do not need to attend at Level 4.
Section 5 – Application Form Guidance notes

5.1 Details of instalment payments
The full cost of the course in 2012 is £2,000. Individuals who are paying for the course themselves can pay in instalments. Please contact the Distance Learning Centre for further information.

5.2 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/butlerbursary

Positive Action Training in Housing (PATH)
PATH National Ltd was set up in September 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, Cotswold House, Meridian Gate, 219 Marsh Wall, London E14 9PD, telephone 020 7001 2000 or email generalinfo@path.co.uk

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-trainingq.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.

5.3 Refunds Policy
If you decide to withdraw from your course, please put this in writing to the CIH Distance Learning Centre. We will process any refund due in accordance with the policy below.
This policy will be strictly adhered to.

<table>
<thead>
<tr>
<th>Stage</th>
<th>Policy</th>
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</thead>
<tbody>
<tr>
<td>Student has not attended Induction/enrolled with a centre.</td>
<td>Full refund</td>
</tr>
<tr>
<td>Student has not attended Induction day or filled in Centre enrolment form.</td>
<td>Full refund</td>
</tr>
<tr>
<td>Student has attended Induction day/enrolled with centre and it is within 2 months of the closing date of 9th March 2012</td>
<td>Full refund minus admin fee of £100</td>
</tr>
<tr>
<td>Student has attended Induction day and it is more than 2 months of the closing date of 9th March 2012.</td>
<td>No refund</td>
</tr>
</tbody>
</table>

You have a maximum of 12 months to complete your course.

All information in this pack is correct at the time of production
The CIH reserves the right to change any information in this pack.