



# Qualification Snapshot – CIH Level 4 Certificate in Managing Planned Maintenance (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 a vocationally related qualification for the housing sector, which is broadly equivalent / comparable in standard to an A-level or NVQ Level 3.

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

The  
qualification  
reference  
number is  
601/2183/X



Regulation start date: 02/12/2013

## THE QUALIFICATION AIMS TO...

- ...provide housing staff working at or aspiring to a supervisory or management level with a qualification to suit their needs,
- develop skills and knowledge for the current challenges in housing and planned maintenance,
- and prepare learners for further study in housing related qualifications at level 5 and undergraduate level.

## THE QUALIFICATION IS SUITABLE FOR LEARNERS...

- ...aged over 18+
- working or resident in the UK and Ireland,
- who are seeking or currently employed within either a management or senior technical role,
- who are providing a service in the management of operations and surveying or technical staff,
- who are responsible for managing budgets and producing management reports,
- that have a level 3 qualification or experience in a supervisory/management role in housing.

5/21/2014  
CIH Awarding Organisation  
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## QUALIFICATION RULES OF COMBINATION

Qualification title: CIH Level 4 Certificate in Managing Planned Maintenance (QCF)

Credit value: 36

Minimum credit to be achieved at or above the level of the qualification: 36

Learners must achieve a minimum of 36 credits in order to be awarded the qualification; 18 credits from 3 mandatory units and 18 credits from 3 optional units.

The recommended guided learning hours for the qualification are 180. It may be delivered in more or fewer hours according to the centres approval to deliver the qualification.

The qualification is graded on the basis of Pass / Merit / Distinction. The qualification is not eligible for an aegrotat award.

THE QUALIFICATION CONTAINS THE FOLLOWING MANDATORY UNITS

*18 CREDITS MUST BE ACHIEVED FROM THIS GROUP:*

UNIT TITLE	CREDITS	LEVEL	PAGE
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<a href="#"><u>Professional Practice Skills for Housing</u></a>	6	4	4
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Unit number R/503/5242

EXTERNALLY SET ASSESSMENT

<a href="#"><u>Procurement and Contract Administration for Planned Maintenance Programmes of Work</u></a>	6	4	6
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Unit number L/505/3593

<a href="#"><u>Data and Performance Management for Planned Maintenance</u></a>	6	4	8
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Unit number H/505/3597

THE QUALIFICATION CONTAINS THE FOLLOWING OPTIONAL UNITS

*18 CREDITS (3 UNITS) MUST BE ACHIEVED FROM THIS GROUP:*

<b><u>Financial Management for Repairs and Maintenance</u></b>	6	4	10
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Unit number L/504/4179

<b><u>Health and Safety for Repairs and Maintenance</u></b>	6	4	12
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Unit number F/504/4180

<b><u>The Legal Framework for Repairs and Maintenance</u></b>	6	4	14
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Unit number H/504/4186

<b><u>Sustainable Repairs and Maintenance</u></b>	6	4	16
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Unit number M/504/4188

<b><u>Managing People</u></b>	6	4	18
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Unit number D/503/1176

<b><u>Customer Care in a Housing Services Context</u></b>	6	4	20
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Unit number K/503/5246

<b><u>The Delivery of Housing Services</u></b>	6	4	21
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Unit number Y/503/1175

## THE UNITS

CIH Awarding Organisation Unit HP416

Title	Professional Practice Skills for Housing	
Level	4	
Credit Value	6	
Unit Ref. No.	R/503/5242	
Learning outcomes		Assessment criteria
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.
Additional information about the unit		
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.
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.

<b>Title</b>	<b>Professional Practice Skills for Housing</b>	
<b>Level</b>	<b>4</b>	
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	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 Awarding Organisation	
Availability for use	Shared	
Unit guided learning hours	30	

## CIH Awarding Organisation Unit MPM401

Title	Procurement and Contract Administration for Planned Maintenance Programmes of Work	
Level	4	
Credit Value	6	
Learning outcomes		Assessment criteria
1. Understand the requirements for procuring contracts for planned maintenance programmes of work.		1.1. Summarise EU procurement rules. 1.2. Summarise organisational procurement procedures and good practice. 1.3. Evaluate the procurement options and payment of contractor methods available. 1.4. Evaluate the relative benefits of procuring contracts with internal versus external contractors.
2. Understand how to mobilise a contract.		2.1. Summarise the measures that can be taken to mobilise contracts. 2.2. Appraise the internal organisational requirements to ensure a smooth roll out of a contract.
3. Understand established methods of successful contract administration.		3.1. Evaluate contract compliance monitoring planning methods. 3.2. Summarise areas of potential risk and the contingencies that can be put in place to mitigate against them. 3.3. Explain how disputes and unfulfilled obligations can be best addressed.
4. Understand the statutory leasehold consultation process.		4.1. Explain leasehold consultation processes for different types of procurement. 4.2. Summarise best practice in leasehold consultation. 4.3. Explain the role of leasehold consultations and evaluate the remedies available to them.
Additional information about the unit		
Unit purpose and aim(s)		This unit aims to introduce learners to contract procurement, mobilisation and on-going contract administration for planned maintenance. There is particular emphasis on contract monitoring, risk assessment and contract change control.

<b>Title</b>	<b>Procurement and Contract Administration for Planned Maintenance Programmes of Work</b>	
<b>Level</b>	<b>4</b>	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	N/A	
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 Awarding Organisation	
Unit guided learning hours	30	
Exemptions/equivalences	None	

CIH Awarding Organisation Unit MPM402

<b>Title</b>	<b>Data and Performance Management for Planned Maintenance</b>	
<b>Level</b>	<b>4</b>	
<b>Credit Value</b>	<b>6</b>	
<b>Unit Ref. No.</b>	<b>H/505/3597</b>	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand data and performance management in a planned maintenance context and the impact of poor performance.	1.1. Evaluate the importance of linking data and performance management information to corporate objectives, the asset management strategy and other key policies. 1.2. Summarise how data is used to inform planned maintenance programmes of work. 1.3. Evaluate the impact of poor performance in financial terms and on client and customer satisfaction.	
2. Understand how to set performance measures for planned maintenance contracts.	2.1. Summarise areas of statutory compliance and how these are measured. 2.2. Assess methods of setting performance measures taking into account national and local indicators. 2.3. Explain the importance of including residents in the development of performance measures.	
3. Understand how data and other information relevant to planned maintenance is collected and analysed to improve performance.	3.1. Assess and evaluate sources of relevant data for planned and cyclical works e.g. stock condition, HHSRS, asbestos, fire risk assessment data etc. 3.2. Evaluate methods of collecting and verifying data and performance management information. 3.3. Summarise key analytical skills that are relevant to data and performance management e.g. trend analysis, benchmarking, correlation etc. and data interpretation.	

<b>Title</b>	<b>Data and Performance Management for Planned Maintenance</b>	
<b>Level</b>	<b>4</b>	
4. Understand how to use data and performance management information to drive continuous improvement and value for money in planned maintenance works.	4.1. Analyse performance information and recommend actions that will result in improves outputs. 4.2. Analyse sources of data and their uses in order to improve outcomes.	
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit aims to give learners a broad understanding of performance management processes in a planned and cyclical works context. There is a focus on the setting of standards, performance monitoring and analysis, continuous improvement and best value.	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 03 Develop and implement operational plans for your area of responsibility H13 Organise the maintenance of property H57.1 Consult on objectives for services	
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	CIH Awarding Organisation	
Unit guided learning hours	30	
Exemptions/equivalences	None	

## CIH Awarding Organisation Unit MRR401

Title	Financial Management for Repairs and Maintenance	
Level	4	
Credit Value	6	
Unit Ref. No.	L/504/4179	
Learning outcomes		Assessment criteria
1. Understand financial reporting systems and processes for repairs and maintenance.		1.1. Analyse systems for the management of budgets and finances for repairs and maintenance. 1.2. Explain the use of cost centres and devolved budgets. 1.3. Evaluate the use of financial information contained in management reports.
2. Understand different approaches to budget setting in a repairs and maintenance context.		2.1. Evaluate the use of stock condition surveys, and asset management data bases in budget setting. 2.2. Explain the process of component analysis and whole cost analysis. 2.3. Summarise processes and procedures used to set budgets for future, planned and responsive maintenance programmes.
3. Understand how to manage budgets for repairs and maintenance.		3.1. Evaluate the effectiveness of budget monitoring processes in controlling costs. 3.2. Evaluate the impact of delivering a customer focused service on the management of budgets e.g. managing customer expectations.
4. Understand approaches to internal and external financial control and audit.		4.1. Critically reflect on the role and function of internal audit. 4.2. Explain the role and function of external audit.
Additional information about the unit		

<b>Title</b>	<b>Financial Management for Repairs and Maintenance</b>	
<b>Level</b>	<b>4</b>	
Unit purpose and aim(s)	This unit aims to develop knowledge requirements for budget setting, monitoring, controlling, re-evaluating and reporting on financial aspects of repairs and maintenance contracts and budgets. It covers processes involved in each stage of financial accounting and management.	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	H4 05 Manage finances for your area of responsibility	
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 Awarding Organisation	
Unit guided learning hours	30	
Exemptions/equivalences	None	

## CIH Awarding Organisation Unit MRR402

<b>Title</b>	<b>Health and Safety for Repairs and Maintenance</b>	
<b>Level</b>	<b>4</b>	
<b>Credit Value</b>	<b>6</b>	
<b>Unit Ref. No.</b>	<b>F/504/4180</b>	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Understand legislative requirements relating to health and safety in the workplace.	1.1. Explain the key requirements of current Health and Safety Legislation. 1.2. Evaluate risks assessments and method statements as a method of dealing with identified hazards.	
2. Understand the role and responsibilities of management in ensuring health and safety policies and procedures are implemented in the workplace.	2.1. Explain the role of management in implementing and monitoring a range of health and safety procedures. 2.2. Evaluate the implementation of health and safety policies and procedures and recommend improvements where necessary.	
3. Know safe working practices in the delivery of repairs and maintenance services.	3.1. Explain safe working practices for repairs and maintenance including the use of scaffolding, working at height, the role of personal protective equipment. 3.2. Explain the health and safety issues related to delivering repairs and maintenance services in residents' homes.	
4. Understand the obligations of landlords for testing existing systems to ensure a safe and healthy environment for tenants.	4.1. Summarise landlords' obligations for testing systems including gas, electricity, asbestos, lifts, water supplies for Legionella, fire alarms and emergency lighting. 4.2. Explain the procedures that are in place to ensure housing organisations fully comply with legislative requirements. 4.3. Review procedures for ensuring that contractors are aware of their duties in relation to health and safety.	

<b>Title</b>	<b>Health and Safety for Repairs and Maintenance</b>	
<b>Level</b>	<b>4</b>	
5. Understand the impact of the Construction Design and Management (CDM) Regulations for repairs and maintenance practice.	5.1. Explain the circumstances when the Construction Design and Management Regulations apply.	5.2. Examine the role of the client, planning supervisor and contractor. 5.3. Explain the role of the Health and Safety Executive.
<b>Additional information about the unit</b>		
Unit purpose and aim(s)	This unit will develop knowledge and understanding of Health and Safety management and systems in relation to key strategies, policies and related guidance. It will develop knowledge of current statutory and legislative criteria affecting health and safety in repairs and maintenance. In addition, the unit also focuses on the potential Health & Safety issues related to delivering a service in a domestic environment.	
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 Developing practices which promote choice, well being and protection of all 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 Awarding Organisation	
Unit guided learning hours	30	
Exemptions/equivalences	None	

## CIH Awarding Organisation Unit MRR405

Title	The Legal Framework for Repairs and Maintenance	
Level	4	
Credit Value	6	
Unit Ref. No.	H/504/4186	
Learning outcomes		Assessment criteria
1. Understand the legislative framework for the country in which you work.		1.1. Summarise the legislative framework for the country in which you work. 1.2. Summarise the role of courts and tribunals. 1.3. Explain the differences between criminal and civil law.
2. Understand key legislation relating to repairs and maintenance.		2.1. Summarise key legislation in relation to responsibilities for repairing and maintaining properties from the perspective of: landlords, tenants and leaseholders in the country in which you work. 2.2. Summarise other regulations that must be complied with in relation to repairs and maintenance in the country in which you work e.g. in England and Wales, Environmental Protection Act 1990.
3. Understand the remedies that are available to resolve repairs and maintenance related issues.		3.1. Explain the legal remedies relevant to repairs and maintenance available in the country in which you work. 3.2. Evaluate other remedies for repairs and maintenance related issues, including arbitration and adjudication.
Additional information about the unit		
Unit purpose and aim(s)		The unit aims to provide learners with an understanding of the legal system in relation to repairs and maintenance, 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 repairs and maintenance.
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
Support for the unit from a sector skills council or other appropriate body		Support from Asset Skills

<b>Title</b>	<b>The Legal Framework for Repairs and Maintenance</b>	
<b>Level</b>	<b>4</b>	
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 Awarding Organisation	
Unit guided learning hours	30	
Exemptions / equivalences	None	

## CIH Awarding Organisation Unit MRR406

Title	Sustainable Repairs and Maintenance	
Level	4	
Credit Value	6	
Unit Ref. No.	M/504/4188	
Learning outcomes		Assessment criteria
1. Understand standards for sustainable homes.		1.1. Explain the environmental issues covered by current sustainable homes standards e.g. BREEAM Sustainable Refurbishment Standard, Energy Performance Ratings. 1.2. Assess how current sustainability standards impact on repairs and maintenance.
2. Understand how building products and work practices impact on the sustainability of homes.		2.1. Summarise current and emerging practices that will ensure a more sustainable repairs and maintenance regime. 2.2. Evaluate building products designed to meet sustainability standards. 2.3. Evaluate the cost benefits of sustainable maintenance alongside carbon management strategies and pay back periods.
3. Understand eco-friendly waste management practices.		3.1. Explain how waste regulations, environmental legislation and Waste Electrical and Electronic Equipment (WEEE) regulations impact on waste management practice. 3.2. Evaluate opportunities to reduce landfill e.g. working in partnership and re-cycling.
4. Understand how to programme work to minimise carbon emissions.		4.1. Critically review the programming of works in relation to carbon emissions including geographical planning systems and carbon stock assessments. 4.2. Assess the effectiveness of vehicle selection and maintenance schedules in reducing carbon emissions.
Additional information about the unit		

<b>Title</b>	<b>Sustainable Repairs and Maintenance</b>	
<b>Level</b>	<b>4</b>	
Unit purpose and aim(s)	This unit aims to raise awareness of sustainability standards for domestic property and how asset management can adopt practices that improve the sustainability of existing homes	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	N/A	
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	Support 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 Awarding Organisation	
Unit guided learning hours	30	
Exemptions / equivalences	None	

CIH Awarding Organisation Unit HP404

<b>Title</b>	<b>Managing People</b>	
<b>Level</b>	<b>4</b>	
<b>Credit Value</b>	<b>6</b>	
<b>Unit Ref. No.</b>	<b>D/503/1176</b>	
<b>Learning outcomes</b>		<b>Assessment criteria</b>
1.	Understand a range of human resource practices in housing organisations.	<p>1.1. Describe the practice of;</p> <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> <p>1.2. Identify good practice examples of:</p> <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.	<p>2.1. Summarise theories for managing teams.</p> <p>2.2. Explain the importance of teamwork.</p> <p>2.3. Discuss how conflict can be resolved within teams.</p> <p>2.4. Evaluate approaches for managing a dispersed workforce effectively.</p>
3.	Know how to manage change.	<p>3.1. Review theories and models for managing change.</p> <p>3.2. Evaluate how a particular change has been managed at a housing organisation.</p>
4.	Understand their responsibilities for safe practice at work.	<p>4.1. Summarise the risks that staff may experience as part of their working practice.</p> <p>4.2. Explore policy and practice for minimizing risks to staff.</p>
<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.

<b>Title</b>	<b>Managing People</b>	
<b>Level</b>	<b>4</b>	
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	
Unit guided learning hours	30	
Exemptions / equivalences	Managing People (NQF) M/500/2068	

## CIH Awarding Organisation Unit HP419

Title	Customer Care in a Housing Services Context	
Level	4	
Credit Value	6	
Unit Ref. No.	K/503/5246	
Learning outcomes		Assessment criteria
1. Understand the relationship between good customer service and effective service delivery and continuous improvement in a housing services context.		1.1. Explain the role of effective customer service in developing, delivering and improving needs led housing services. 1.2. Explain the concept of continuous improvement. 1.3. Evaluate standards and measures which aim to develop a culture of customer focus and continuous improvement.
2. Understand how to develop and deliver effective customer service in a housing services context.		2.1. Explain how to develop customer focused systems, policies and procedures. 2.2. Understand the role of the manager and staff in developing and maintaining a customer focused culture.
3. Understand how to use customer feedback to improve service design and delivery.		3.1. Evaluate systems for monitoring, analysing and responding to positive and negative customer feedback. 3.2. Analyse common themes emerging from customer feedback and take these into account when developing, delivering and improving services.
Additional information about the unit		
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.
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
Unit guided learning hours		30

CIH Awarding Organisation Unit HP403

<b>Title</b>	<b>The Delivery of Housing Services</b>	
<b>Level</b>	<b>4</b>	
<b>Credit Value</b>	<b>6</b>	
<b>Unit Ref. No.</b>	<b>Y/503/1175</b>	
<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>		

<b>Title</b>	<b>The Delivery of Housing Services</b>	
<b>Level</b>	<b>4</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.	
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	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	
Unit guided learning hours	30	
Exemptions / equivalences	None	