



**Chartered
Institute of
Housing**
Approved
centre

Level 5 Diploma in Housing

WELCOME TO YMCA

Thank you for your interest in YMCA Birmingham, you have just become part of the largest youth charity in the world!

We are a social landlord and training partner for the social housing sector. As a registered provider of accommodation, we truly understand the challenges of life and are passionate about providing homes, a safe community and real opportunities for vulnerable people.

- Established in 2012, we are an approved Apprenticeship Provider and Accredited Training Centre for the Chartered Institute of Housing.
- Our vision is to help upskill and continuously raise the standards of the Social Housing Industry. We do this by creating a national community of well-trained and formally qualified Housing Professionals.
- Based in the Midlands, we are able to cover the whole of the UK and have a fully operational Training Department for the job.
- As a not for profit organisation, every penny that is made as a direct result of you signing up to one of our courses is reinvested back into our charitable work and mission.

"Our mission is to inspire young people to discover their potential so that they can live life in all its fullness".

INTRODUCTION TO YOUR CIH QUALIFICATION

A 10 month blended learning course with 10 tutor led days.

The objective of this Chartered Institute of Housing qualification is to provide individuals with the knowledge and understanding across the key areas of housing practice at a recognised professional standard.

The qualification considers areas of ethics, leadership, strategic planning for housing and relationships. Chartered status is a demonstration of your housing expertise, commitment and ethical standards.



QUALIFICATION AIMS

To provide the knowledge and skills required for a strategic housing management role.

- Prepare learners for further study in housing related qualifications at Level 6/under graduate level.
- Meet the expectations for CIH chartered membership on completion of the additional unit Professional Practice Skills for Housing.

Learners must achieve a minimum of 32 credits, from all 5 mandatory units, in order to be awarded the qualification. On completion of the qualification, including the additional unit, learners may achieve CIH Chartered Member status.

The qualification is suitable for learners who aspire to or are working in a strategic housing management role and also those who already have a level 4 housing qualification and/or experience of working in a management/strategic role in housing.

ENTRY REQUIREMENTS

- Two years' experience working in housing or a housing related industry, at a supervisory or management level.
- Have completed the CIH Level 4 Certificate in Housing.

UNITS

Ethical Practice in Housing

The unit aims to provide the learner with an understanding of ethical practice and how this applies to housing organisations and housing professionals.

Learning Outcomes:

- Understand ethical practice.
- Understand how ethical practices apply to housing organisations.
- Understand how ethical practices apply to a housing professional.

Leadership and Management in Housing

The unit aims to provide learners with an understanding of leadership and management styles and their role in creating organisational values and achieve organisational objectives.

Learning Outcomes:

- Understand the relationship between management and leadership.
- Understand how leadership styles impact on the achievement of organisational objectives.
- Understand the skills and attributes required to be an effective manager.

Strategic and Business Planning for Housing Organisations

The unit aims to provide learners with an understanding of the role, purpose and complexity of a housing organisation in order to apply strategic thinking to the development, implementation and monitoring of a business plan.

Learning Outcomes:

- Understand the role, purpose and complexity of a housing organisation.
- Understand theories to enable strategy development
- To be able to apply strategic planning techniques to develop a business plan for a housing organisation.

Housing in Context

The unit aims to give learners with an opportunity to understand the context of housing through a comparative study between the country of operation and another. Learners must agree with their tutor the element of housing that they will study and the country which they will be using as a comparative study.

Learning Outcomes:

- Able to undertake a comparative study aspect of a housing policy.
- Understand the social, cultural and historical development of one aspect of housing policy.
- Understand the political and economic context of housing with particular regard to one aspect of housing policy.
- Understand the law in relation to one aspect of housing policy.
- Be able to make a case for future trends in one aspect of housing policy.

Managing Relationships in Housing

The unit aims to provide learners with an understanding of the customers and partners involved in delivering a successful housing service.

Learning Outcomes:

- Understand how the changing profile of housing customers impacts on the delivery of housing services.
- Understand how to communicate with housing customers.
- Understand the variety of partners involved in the delivery of housing services.
- Understand the principles of contract management in the delivery of a housing service.

Professional Practice Skills for Housing

The 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 proactive in their own professional development.

Learning Outcomes:

- Understand the concepts of being a member of a profession and acting professionally.
- Understand the skills required to be a housing professional.
- Be able to assess own professional performance.
- Be able to manage own professional development.



Mapping to Chartered Member expectations

Leadership and Management in Housing

- Able to lead, provide vision and innovate in meeting objectives for an organisation

Managing Relationships in Housing

- Able to communicate effectively with housing customers and colleagues
- Able to find out what housing customers
- Able to talk to, understand and work with those who deliver and design related services which impact on housing
- Able to support housing customers in securing homes and the resources to maintain their homes
- Know why good housing is critical to the health and wellbeing of a community

Ethical Practice in Housing

- Demonstrate decision making based on fair, accurate and appropriate information
- Demonstrate impartiality in delivering a service, resilience, honesty and integrity

Strategic and Business Planning for Housing Organisations

- Know how housing is delivered, regulated and financed
- Demonstrate a belief in the objectives of delivering affordable, good quality homes to all in need

Housing in Context

- Know the social, legal, cultural, economic and political context in which housing services are delivered and monitored
- Know the background to the provision and access to housing in the UK

Professional Practice Skills for Housing

- Demonstrate continuing professional development through a personal development plan to build, maintain and learn new skills and knowledge
- Demonstrate working according to the CIH code of professional conduct

YMCA

To find out more please contact us on
0121 478 4245 or email
training@ymcabirmingham.org.uk



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION