

YMCA BIRMINGHAM

TRAINING AND EDUCATION

YMCA

Chartered Institute of Housing

Level 5 Diploma in Housing (RQF)

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

The objective of this 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.

The qualification is suitable for learners:

- ▶ In or aspiring to or working in a strategic housing management role.
- ▶ That already have a Level 4 qualification and/or experience of working in a management /strategic role in housing.



Chartered
Institute of
Housing
Approved
centre



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.



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- 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 in a housing organisation.
- 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. For the purpose of this assessment 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:

- Be able to undertake a comparative study of one aspect of 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.



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Mapping to Chartered Member expectations

Leadership and Management in Housing

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

Managing Relationships in Housing

- Be able to communicate effectively with housing customers and colleagues
- Be able to find out what housing customers
- Be able to talk to, understand and work with those who deliver and design related services which impact on housing
- Be 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
- Demonstrate resilience, honesty and integrity

Strategic and Business Planning for Housing Organisations

- Know how housing is delivered, regulated and financed through those organisations set up to achieve this
- 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

All units

- Demonstrate non-discrimination in his/her attitude to delivering a service

For further information on this course please contact us on 0121 478 4250 or email us on training@ymcabirmingham.org.uk



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