

Qualification snapshot

CIH Level 2 Award in Involvement in Housing and Communities (QCF)

The Chartered Institute of Housing (CIH) is an awarding organisation for national qualifications.

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 comparable in standard to a GCSE or NVQ Level 2.

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

The qualification reference number is 601/5777/X

Regulation start date:03/03/2015

THE QUALIFICATION AIMS TO...

- ...provide residents with the skills and or knowledge that they require to be actively involved in their housing and/or the community,
- and/or prepare learners for further study in housing related qualifications at level 2 and 3.

THE QUALIFICATION IS SUITABLE FOR LEARNERS...

- ...aged over 14,
- that already have a level 1 qualification *and/or* experience of being actively involved in their housing and/or community.
- it is particularly aimed at learners in the UK and Ireland, but may also be used in other countries as appropriate.

3/4/2015
CIH Awarding Organisation
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QUALIFICATION RULES OF COMBINATION

Qualification title: CIH Level 2 Award in Involvement in Housing and Communities (QCF)

Learners must achieve a minimum of 3 credits from a minimum of 3 units in order to be awarded the qualification, from a range of optional units.

Credit value: Minimum of 3 credits, up to a maximum of 12 credits. Minimum credit to be achieved at or above the level of the qualification: 2

The recommended guided learning hours for the qualification are a minimum of 21 up to a maximum of 90. 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 / Refer / Fail only. The qualification is not eligible for an aegrotat award.

THE QUALIFICATION CONTAINS THE FOLLOWING OPTIONAL UNITS,

3 CREDITS AND 3 UNITS MUST BE ACHIEVED FROM THIS GROUP:

UNIT TITLE	CREDIT VALUE	LEVEL	PAGE
<u>Careers and opportunities in housing</u>	3	2	8
Unit number K/602/1227			
<u>Chairing skills</u>	1	2	9
Unit number D/506/9765			
<u>Developing negotiation skills</u>	1	2	10
Unit number K/506/9767			
<u>Developing skills for working in housing</u>	3	2	11
Unit number M/602/1228			
<u>Funding bidding and processes</u>	1	2	13
Unit number K/506/9901			

UNIT TITLE	CREDIT VALUE	LEVEL	PAGE
<u>Group and teamwork communication skills</u>	2	2	14
Unit number J/505/4631			
<u>Housing provision and housing organisations</u>	4	2	16
Unit number D/602/1225			
<u>How to run effective meetings</u>	1	2	18
Unit number F/505/6720			
<u>Inspecting your landlord</u>	2	2	19
Unit number M/506/9902			
<u>Interpersonal communication skills</u>	1	2	20
Unit number D/503/0979			
<u>Interviewer skills</u>	1	2	21
Unit number F/506/9905			
<u>Involving residents in housing organisations</u>	3	3	22
Unit number J/506/9906			
<u>Managing a project</u>	1	2	23
Unit number L/504/8443			
<u>Participating in community activities</u>	3	2	24
Unit number D/503/6877			
<u>Performing effectively at interviews</u>	3	2	25
Unit number M/600/7801			
<u>Presentation skills</u>	2	2	27
Unit number H/505/4667			

UNIT TITLE	CREDIT VALUE	LEVEL	PAGE
<u>Procurement</u>	1	2	28
Unit number R/506/9908			
<u>Services available for communities</u>	2	2	29
Unit number R/503/6875			
<u>Sustainable living</u>	2	2	31
Unit number L/503/3294			
<u>Teamwork skills</u>	2	2	32
Unit number L/503/0993			
<u>The diversity of communities</u>	3	2	33
Unit number Y/503/6876			
<u>The role of a community representative</u>	1	2	34
Unit number Y/506/9909			
<u>The role of a peer mentor</u>	2	2	35
Unit number Y/507/0042			
<u>Understanding housing management performance information</u>	1	2	36
Unit number D/507/0043			
<u>Understanding scrutiny in the housing service</u>	1	2	37
Unit number K/507/0045			
<u>Undertaking a scrutiny review of a housing service</u>	2	2	38
Unit number T/507/0047			
<u>Value for money</u>	1	2	39
Unit number F/507/0049			

THE QUALIFICATION CONTAINS THE FOLLOWING PATHWAYS:

**CIH LEVEL 2 AWARD IN INVOLEMENT IN HOUSING AND COMMUNITIES
(COMMUNITY ACTION) (QCF)**

The learner must achieve 3 mandatory units, a total credit value of 8.

UNIT TITLE	CREDITS	LEVEL	PAGE
<u>Participating in community activities</u>	3	2	24
Unit number D/503/6877			
<u>Services available for communities</u>	2	2	29
Unit number R/503/6875			
<u>The diversity of communities</u>	3	2	33
Unit number Y/503/6876			

**CIH LEVEL 2 AWARD IN INVOLVEMENT IN HOUSING AND COMMUNITIES
(TENANTS AND RESIDENTS ASSOCIATIONS) (QCF)**

The learner must achieve 3 mandatory units, a total credit value of 3.

UNIT TITLE	CREDITS	LEVEL	PAGE
<u>Chairing skills</u>	1	2	9
Unit number D/506/9765			
<u>How to run effective meetings</u>	1	2	18
Unit number F/505/6720			
<u>The role of a community representative</u>	1	2	34
Unit number Y/506/9909			

**CIH LEVEL 2 AWARD IN INVOLVEMENT IN HOUSING AND COMMUNITIES
(RESIDENT SCRUTINY) (QCF)**

The learner must achieve a minimum of 3 units and 3 credits from the following optional units.

UNIT TITLE	CREDITS	LEVEL	PAGE
<u>Inspecting your landlord</u>	2	2	19
Unit number M/506/9902			
<u>Understanding housing management performance information</u>	1	2	36
Unit number D/507/0043			
<u>Understanding scrutiny in the housing service</u>	1	2	37
Unit number K/507/0045			
<u>Undertaking a scrutiny review of a housing service</u>	2	2	38
Unit number T/507/0047			
<u>Value for money</u>	1	2	39
Unit number F/507/0049			

CIH LEVEL 2 AWARD IN INVOLVEMENT IN HOUSING AND COMMUNITIES (SKILLS FOR ACTIVE TENANTS) (QCF)

The learner must achieve a minimum of 3 units and 3 credits from the following optional units.

UNIT TITLE	CREDITS	LEVEL	PAGE
<u>Chairing skills</u>	1	2	9
Unit number D/506/9765			
<u>Developing negotiation skills</u>	1	2	10
Unit number K/506/9767			
<u>Developing skills for working in housing</u>	3	2	11
Unit number M/602/1228			
<u>Interpersonal communication skills</u>	1	2	20
Unit number D/503/0979			
<u>Interviewer skills</u>	1	2	21
Unit number F/506/9905			
<u>Presentation skills</u>	2	2	27
Unit number H/505/4667			
<u>Teamwork skills</u>	2	2	32
Unit number L/503/0993			

THE UNITS

Title	Careers and opportunities in Housing	
Level	2	
Credit value	3	
Unit ref num.	K/602/1227	
Learning Outcomes	Assessment Criteria	
1. Know about a range of paid and voluntary roles in the housing context.	1.1 Identify a range of roles within the housing sector. 1.2 Describe a number of different roles within the housing sector, both paid and voluntary.	
2. Understand the knowledge and skills required to work within the housing sector.	2.1. Identify the knowledge and skills necessary for a particular role, paid or unpaid. 2.2. Outline the qualifications, training and development opportunities that would be suitable for that role. 2.3. Assess the difference between own knowledge and skills and those required by a particular role.	
3. Understand how to plan personal development.	3.1. Assess individual knowledge and skills needs. 3.2. Develop a personal development plan.	
Additional information about the unit		
Unit purpose and aim(s)	This unit requires learners to recognise different roles within housing context and the knowledge and understanding needed to fulfil them.	
Unit review date	31 Dec 2017	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 02 Maintain effective working relationships with housing colleagues and other stakeholders	
Assessment requirements or guidance specified by a sector or regulatory body	None	
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	24	

Title	Chairing skills	
Level	2	
Credit Value	1	
Unit ref num.	D/506/9765	
Learning outcomes	Assessment criteria	
1. Understand the role and responsibilities of a chairperson.	1.1. List the key responsibilities of a chairperson.	1.2. Describe the role of a chairperson; <ul style="list-style-type: none"> • Before a meeting • During a meeting • After a meeting.
2. Understand how to be an effective chairperson.	2.1. List the skills and personal qualities a chairperson needs to manage a range of situations.	2.2. Describe how to effectively chair a meeting.
	2.3. Describe how to effectively deal with a deliberate disruption.	
Additional information about the unit		
Unit purpose and aims	The unit aims to provide the learner with the knowledge required to be an effective chairperson.	
Unit review date	31 Sep 2018	
Location of the unit within the subject/sector classification system	15.2 Administration	
Name of the organisation submitting the unit	CIH	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2001	

Title	Developing negotiation skills	
Level	2	
Credit Value	1	
Unit ref num.	K/506/9767	
Learning outcomes	Assessment criteria	
1. Understand the process of negotiation.	1.1. Describe different conditions for negotiation. 1.2. Identify different roles in the negotiation process. 1.3. Describe common tactics used to stall the negotiation process.	
2. Understand basic strategies for successful negotiation and how to apply them in negotiation skills.	2.1. Describe different strategies for successful negotiation. 2.2. Illustrate how these strategies can be used to achieve the desired outcome.	
Additional information about the unit		
Unit purpose and aims	The unit aims to develop a learners knowledge and skills for successful negotiation.	
Unit review date	30 Sep 2018	
Location of the unit within the subject/sector classification system	01.4 Public Services	
Name of the organisation submitting the unit	CIH	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	CO02	

Title	Developing Skills for Working in Housing	
Level	2	
Credit value	3	
Unit ref num.	M/602/1228	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1. Know how to learn from their own experience.	1.1. Describe a housing related activity. 1.2. Describe the role they played in the housing related activity. 1.3. Assess their part in the activity.	
2. Know the key practical skills necessary for working within a housing organisation.	2.1. Identify and prioritise daily responsibilities. 2.2. Identify a range of time management techniques. 2.3. Describe the importance of team working.	
3. Know the key communication skills necessary for working in a housing organisation.	3.1. Communicate effectively in oral and written formats. <i>(For example produce a report and give a presentation.)</i> 3.2. Use IT to do two of the following; produce: <ul style="list-style-type: none"> ▫ A report ▫ Presentation ▫ E-mail ▫ Leaflet 3.3. Describe how to handle a difficult situation in an assertive way. 3.4. Describe how to use active listening techniques.	
Additional information about the unit		
Unit purpose and aim(s)	This unit requires learners to understand housing related activities, the skills they will need to carry them out and an understanding of how they gain these skills in the future.	
Unit expiry date	31 Dec 2017	

Title	Developing Skills for Working in Housing	
Level	2	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 01 Develop and maintain relationships with housing customers H2 02 Maintain effective working relationships with housing colleagues and other stakeholders H2 03 Monitor and maintain health, safety and security H2 15 Recognise and deal with customer service queries, requests and problems H2 19 Interact with clients using a range of media	
Assessment requirements or guidance specified by a sector or regulatory body	Assessed by CIH set External Assignment	
Support for the unit from a SSC or appropriate other 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	
Unit guided learning hours	24	

The assignment for this Unit is externally set by the CIH Awarding Organisation

Title	Funding bidding and processes	
Level	2	
Credit Value	1	
Unit ref num.	K/506/9901	
Learning outcomes	Assessment criteria	
1. Understand the key components of a funding strategy.	1.1. Identify the main headings within a funding strategy. 1.2. Comment on the range of funding opportunities available and describe how these opportunities can be accessed.	
2. Understand how to prepare a funding application to meet funders requirements.	2.1. Outline the elements of a funding bid. 2.2. Describe the different kinds of funding (e.g. core, gap, revenue and capital).	
Additional information about the unit		
Unit purpose and aims	The unit aims to develop the knowledge required to prepare a funding bid.	
Unit review date	30 Sep 2018	
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	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2003	

Title	Group and Teamwork Communication Skills	
Level	2	
Credit Value	2	
Unit ref num.	J/505/4631	
Learning outcomes	Assessment criteria	
1. Understand methods of group and team communication.	1.1. Assess methods of group and team communication and their advantages and disadvantages. 1.2. Describe the significance of organisational procedures in selecting methods of communication.	
2. Understand how to use communication to maintain good working relationships with group and team members.	2.1. Describe why team members need to know their own and other team members' roles within their organisations. 2.2. Describe at least two ways of ensuring group and team communication is as effective as possible. 2.3. Give at least two examples of why poor group and team communication sometimes occurs.	
3. Understand the role of the team leader.	3.1. Describe two ways in which communication can promote a good working relationship with a team leader. 3.2. Illustrate why team leaders need to use praise and constructive criticism in communication with their teams.	
4. Be able to carry out tasks set by team leader as part of a team.	4.1. Act on instructions given to team by team leader. 4.2. Agree with team members on how to work together to carry them out. 4.3. Carry out tasks with team members. 4.4. Give fellow team members feedback on carrying out the tasks. 4.5. Receive feedback and identify how this might influence future performance.	
Additional information about the unit		
Unit review date	31-May-2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	

Title	Group and Teamwork Communication Skills	
Level	2	
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life	
Name of the organisation submitting the unit	NOCN	
Availability for use	Shared	
Unit guided learning hours	16	

CIH Awarding Organisation Unit 2M1

Title	Housing Provision and Housing Organisations	
Level	2	
Credit value	4	
Unit ref num.	D/602/1225	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1. Understand different types of housing provision.	1.1. Describe different forms of housing provision and tenure in the UK. 1.2. Explain the key features of the main tenures.	
2. Know about the relationship between landlord and tenant.	2.1. Describe the different types of landlord in the rental sector. 2.2. Describe the relationship between different types of landlord and their tenants.	
3. Know about the range of services housing organisations provide.	3.1. Outline the range of housing organisations. 3.2. Describe the range of services housing organisations provide. 3.3. Identify other organisations that work with housing providers to deliver services to tenants. 3.4. Outline the kinds of services provided by these organisations.	
4. Know how housing organisations are regulated and funded.	4.1. Identify the statutory bodies that regulate housing providers. 4.2. List ways of paying for housing.	
Additional information about the unit		
Unit purpose and aim(s)	This unit requires learners to understand what housing is. Learners will consider different types of housing organisation the relationship between landlord and tenant and the range of services they offer in the housing context.	
Unit expiry date	31 Dec 2017	

Title	Housing Provision and Housing Organisations
Level	2
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	H2 01 Develop and maintain relationships in a housing context H2 02 Maintain effective working relationships with housing colleagues and other stakeholders H2 20 Enable advice and guidance clients to access referral opportunities H2 28 Support individuals to access and participate in recreational activities
Assessment requirements or guidance specified by a sector or regulatory body	None
Support for the unit from a SSC or appropriate other 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

Title	How to Run Effective Meetings	
Level	2	
Credit Value	1	
Unit ref num.	F/505/6720	
Learning outcomes	Assessment criteria	
1. Understand the key features of effective meetings.	1.1. Describe the purpose of different types of meetings. 1.2. Describe the purpose of key meeting documents. 1.3. Describe the key responsibilities of a Chair and Secretary at a meeting. 1.4. Describe the key elements to be captured when taking minutes at a meeting. 1.5. Describe the importance of an agenda and standing items to be included.	
2. Know how to organise a meeting.	2.1. Describe how to organise a meeting. 2.2. Describe actions to be taken before, during and after a meeting.	
Additional information about the unit		
Unit expiry date	31-Oct-2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	15.3 Business Management	
Name of the organisation submitting the unit	OCNWMR	
Availability for use	Shared	
Unit guided learning hours	8	

Title	Inspecting your landlord	
Level	2	
Credit Value	2	
Unit number	M/506/9902	
Learning outcomes	Assessment criteria	
1. Understand the role of tenant inspection and the tenant inspector within the housing service.	1.1. Outline the purpose of tenant inspection of the housing service. 1.2. List the roles and responsibilities of a tenant inspector. 1.3. List the different methods that tenant inspectors can use to inspect the housing service.	
2. Understand the skills that tenant inspectors need to carry out an inspection of the housing service.	2.1. List the key skills that tenant inspectors need to enable them to carry out an inspection of the housing service. 2.2. Discuss the importance of communication skills in tenant inspection.	
3. Be able to conduct an inspection of the housing service.	3.1 Carry out and record an inspection of at least one aspect of the housing service.	
Additional information about the unit		
Unit purpose and aim(s)	The unit aims develop the skills and knowledge necessary to undertake an inspection of an aspect of the housing service.	
Unit expiry date	30 Sep 2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
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	7	
CIH reference number	2004	

Title	Interpersonal Communication Skills	
Level	2	
Credit Value	1	
Unit ref num.	D/503/0979	
Learning outcomes	Assessment criteria	
1. Understand the importance of effective interpersonal communication skills.	1.1. Explain the importance of the following elements of effective communication: (a) Active listening (b) Non-verbal communication (c) Appropriateness of language and tone. 1.2. Describe three situations in which good interpersonal skills are important. 1.3. Describe possible barriers to communication.	
2. Be able to demonstrate effective interpersonal communication skills.	2.1. Use the elements of effective communication listed above in both a formal and an informal setting. 2.2. Apply strategies to overcome barriers to communication. 2.3. Assess the effectiveness of own interpersonal communication skills.	
Additional information about the unit		
Unit expiry date	31 Mar 2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life	
Name of the organisation submitting the unit	NOCN	
Availability for use	Shared	
Unit guided learning hours	8	

Title	Interviewer Skills	
Level	2	
Credit Value	1	
Unit ref num.	F/506/9905	
Learning outcomes	Assessment criteria	
1. Understand the interview process.	1.1. Identify the stages in carrying out an interview. 1.2. Describe the process of selecting candidates. 1.3. Describe the role of the interview panel. 1.4. Outline the structure of an interview. 1.5. Identify methods of recording information. 1.6. Identify the importance of equality and diversity in the recruitment process.	
2. Be able to carry out an interview.	2.1. Develop questions for an interview. 2.2. Carry out an interview and describe how to make an interviewee feel at ease. 2.3. Evaluate your role as an interviewer.	
Additional information about the unit		
Unit purpose and aims	The unit aims to develop the skills and knowledge necessary to carry out an interview.	
Unit expiry date	30 Sep 2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	15.2 Administration	
Name of the organisation submitting the unit	CIH	
Unit guided learning hours	7	
CIH reference number	2005	

Title	Involving residents in housing organisations	
Level	3	
Credit Value	3	
Unit ref num.	J/506/9906	
Learning outcomes	Assessment criteria	
1. Understand why housing organisations involve residents.	1.1. Summarise the legal and regulatory expectations for involving residents in the region where you live or work.	1.2. Explain, using at least three examples, the benefits to the business of involving residents.
2. Understand the range of opportunities for residents to be involved in housing.	2.1. Explain the terms: <ul style="list-style-type: none"> • Resident involvement • Community development • Tenant management. 	2.2. Summarise the range of involvement activities offered by housing providers. 2.3. Describe some of the challenges of delivering effective resident involvement and how they might be overcome.
3. Understand how to plan for effective resident involvement.	3.1. Explain how customer insight information helps resident involvement.	3.2. Explain how resident involvement can influence a service or the delivery of a service. 3.3. Describe a method to assess the effectiveness of resident involvement.
Additional information about the unit		
Unit purpose and aims	The unit aims to develop an understanding of resident involvement and its importance in relation to providing an effective housing service.	
Unit expiry date	30 Sep 18	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	CIH	
Unit guided learning hours	20	
CIH reference number	3O01	

Title	Managing a Project	
Level	2	
Credit Value	1	
Unit ref num.	L/504/8443	
Learning outcomes	Assessment criteria	
1. Know how to plan a project.	1.1. Produce a project plan that identifies the: a) stages in a project b) activities for each stage c) required resources d) timescale for completion	
2. Know how to monitor the progress of a project.	2.1. Outline the progress of the project against its timelines. 2.2. Explain why new targets may need to be set.	
3. Know how to review the project.	3.1. Describe own role in carrying out the project. 3.2. Identify: a) two recommendations for improvement of the project. b) two areas of strength for the project.	
Additional information about the unit		
Unit expiry date	28-Feb-2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life	
Name of the organisation submitting the unit	AIM Awards	
Availability for use	Shared	
Unit guided learning hours	8	

CIH Awarding Organisation Unit 2M10

Title	Participating in community activities	
Level	2	
Credit Value	3	
Unit ref no.	D/503/6877	
Learning outcomes	Assessment criteria	
1. Know a range of activities carried out in a community.	1.1. Identify a range of community activities that take place where you live. 1.2. Describe one of these community activities.	
2. Be able to participate in a community related activity.	2.1. Describe a community activity that you have been involved in. 2.2. Demonstrate the role you played in the community activity. 2.3. Describe how this activity has benefited the community.	
3. Understand the skills and knowledge required for participating in community activities.	3.1. Describe the skills and knowledge that you have used to participate in community activities. 3.2. Explore the skills or areas of learning that you would like to develop further as a result of participating in a community activity.	
Additional information about the unit		
Unit purpose and aim(s)	The unit aims to enable learners to recognise the opportunities for, and to, participate in community activities, and to understand the skills and knowledge to do so.	
Unit expiry date	31 Dec 2017	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	ASTH225 How to develop residents' involvement in the local community.	
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	Supported by 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	
Availability for use	Shared	
Unit guided learning hours	22	

Title	Performing effectively at interviews	
Level	2	
Credit Value	3	
Unit ref num.	M/600/7801	
Learning outcomes	Assessment criteria	
1. Understand the interview process.	1.1. Describe the interview process. 1.2. Explain how interviews are a two-way process. 1.3. Describe different types of interview (e.g. panel, group) and activities you may be asked to complete. 1.4. Describe ways to make a positive impression	
2. Prepare for an interview.	2.1. Outline research completed regarding the interviewing organisation. 2.2. Outline research completed regarding the selected job, course or placement. 2.3. Organise relevant documentation to take to an interview. 2.4. Suggest possible interview questions and answers. 2.5. Plan how to arrive at the interview on time	
3. Participate in an interview.	3.1. Take part in a real or simulated interview. 3.2. Dress appropriately.	
4. Be able to make an informed decision.	4.1. Describe the impression gained and any information obtained during the interview. 4.2. State whether or not he/she would still like the job, course place or placement and give reasons for his/her decision.	
5. Reflect on own performance.	5.1. Evaluate own interview practice. 5.2. Describe how he/she will build on this experience.	
Additional information about the unit		
Unit expiry date	31 Dec 2018	

Title	Performing effectively at interviews
Level	2
Assessment requirements or guidance specified by a sector or regulatory body	N/A
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life, 14.2 Preparation for Work
Name of the organisation submitting the unit	City & Guilds
Availability for use	Shared
Unit guided learning hours	20

Title	Presentation Skills	
Level	2	
Credit Value	2	
Unit ref num.	H/505/4667	
Learning outcomes	Assessment criteria	
1. Understand uses and styles of presentations.	1.1. Define reasons for using presentations. 1.2. Assess two presentation styles.	
2. Understand the planning and preparation of a presentation.	2.1. Describe sources of information available for the preparation of a short presentation on an agreed topic. 2.2. Plan the presentation. 2.3. Prepare visual aids.	
3. Be able to deliver a presentation.	3.1. Describe the characteristics of a well delivered presentation. 3.2. Deliver a short presentation including visual aids.	
4. Know how to review own performance.	4.1. Assess the presentation. 4.2. Compare what went well, with what did not go well. 4.3. Produce an action plan for the further development of own presentation skills.	
Additional information about the unit		
Unit expiry date	31-May-2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life	
Name of the organisation submitting the unit	NOCN	
Availability for use	Shared	
Unit guided learning hours	16	

Title	Procurement	
Level	2	
Credit Value	1	
Unit ref num.	R/506/9908	
Learning outcomes	Assessment criteria	
1. Understand the procurement process.	1.1. Describe the main stages of a tender process. 1.2. Identify the legal and organisational requirements for procuring services. 1.3. Identify how to set specifications and standards. 1.4. Describe a method of scoring tenders.	
2. Know how to monitor contractor performance.	2.1. Identify how performance management information can be used to assess contractor performance. 2.2. Identify how to ensure that issues of equality and diversity are met.	
Additional information about the unit		
Unit purpose and aims	The unit aims to provide the knowledge for understanding and monitoring the procurement process.	
Unit expiry date	30 Sep 2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	15.2 Administration	
Name of the organisation submitting the unit	CIH	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2006	

CIH Awarding Organisation Unit 2M08

Title	Services available for communities	
Level	2	
Credit Value	2	
Unit ref no.	R/503/6875	
Learning outcomes	Assessment criteria	
1. Know the range of services housing organisations provide for the community.	1.1. Outline the range of services that housing organisations provide for the community. 1.2. Describe a service that a housing organisation provides for the community.	
2. Know the range of services provided to the community by voluntary and community groups and public sector agencies.	2.1. Identify the voluntary and community groups and public sector agencies operating in the community. 2.2. Describe a service that a voluntary and community group provides for the community. 2.2. Describe a service that a public sector agency provides for the community.	
3. Understand how the work of voluntary and community groups and public sector agencies links to that of a housing organisation.	3.1. Give an example of how a service provided by a voluntary and community group links to the work of a housing organisation. 3.2. Give an example of how a service provided by a public sector agency links to the work of a housing organisation.	
Additional information about the unit		
Unit purpose and aim(s)	To enable learners to identify different types of organisations, and describe the different services they provide for or with the community. To enable the learners to make the links between housing and non-housing organisations in the provision of services.	
Unit review date	31 Dec 2017	

Title	Services available for communities
Level	2
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	ASTH225 How to develop residents' involvement in the community.
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	Supported by 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
Availability for use	Shared
Unit guided learning hours	15

CIH Awarding Organisation Unit SL201

Title	Sustainable living	
Level	2	
Credit Value	2	
Unit Ref No.	L/503/3294	
Learning outcomes	Assessment criteria	
1. Understand the meaning of sustainable living.	1.1. Define the terms sustainability and sustainable living.	1.2. Describe the range of lifestyle choices that sustainable living covers.
	1.3. Compare the ecological and carbon footprints of three UK house types.	
2. Understand how to gain and share information on sustainable living.	2.1. Compare a range of sources of information relating to sustainable living.	2.2. Describe how sustainable living can be promoted to others.
Additional information about the unit		
Unit purpose and aim(s)	The unit aims to provide learners with an understanding of what sustainability and sustainable living are. It also explores ways that sustainable living is promoted.	
Unit review date	31 Dec 2017	
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	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	15	

Title	Teamwork skills	
Level	2	
Credit Value	2	
Unit number	L/503/0993	
Learning outcomes	Assessment criteria	
1. Understand the meaning of teamwork.	1.1. Define team and teamwork. 1.2. Describe effective team working skills and qualities.	
2. Understand the role and responsibilities of team members.	2.1. Describe the role and responsibilities of different team members. 2.2. Describe own role within a team.	
3. Know how to work within a team.	3.1. Identify a team goal. 3.2. Work with others towards a common goal. 3.3. Describe ways to promote effective team working, for example, communication, respect and support for others. 3.4. Describe techniques that could be used to overcome conflict within a team.	
4. Know how to review performance of a team.	4.1. Assess performance of the team. 4.2. Describe ways to improve own team working skills.	
Additional information about the unit		
Unit expiry date	31 May 2018	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
Location of the unit within the subject/sector classification system	14.1 Foundations For Learning and Life	
Name of the organisation submitting the unit	NOCN	
Availability for use	Shared	
Unit guided learning hours	16	

CIH Awarding Organisation Unit 2M09

Title	The diversity of communities	
Level	2	
Credit Value	3	
Unit ref no.	Y/503/6876	
Learning outcomes	Assessment criteria	
1. Know the diversity of the people and places where you live.	1.1.	Describe the diverse groups and individuals where you live.
	1.2.	Outline the different types of housing and how this affects the diversity of where you live.
2. Understand the range of needs that groups of people and individuals have.	2.1.	Describe the range of particular needs that groups and/or individuals in your community have.
	2.2.	Describe the ways in which these needs are met by the housing and other organisations providing services in your community.
3. Understand how to promote diversity in the community.	3.1.	Demonstrate that you have engaged with different groups of people within your community.
	3.2.	Give examples of ways to challenge discrimination or discriminatory attitudes in your community.
Additional information about the unit		
Unit purpose and aim(s)	The unit aims to enable learners to understand and engage with the different groups and individuals which make up neighbourhoods. It also aims to enable learners to understand the different ways in which people live in the community and their different needs.	
Unit expiry date	31 Dec 2017	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula	ASTH201 Develop and maintain relationships with stakeholders in a housing context. ASTH225 How to develop residents' involvement in the local community.	
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	Supported by 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	22	

Title	The role of a community representative	
Level	2	
Credit Value	1	
Unit number	Y/506/9909	
Learning outcomes	Assessment criteria	
1. Understand the role of a community representative.	1.1. Describe the key elements of a community representative's role. 1.2. Outline the key skills needed to be an effective community representative.	
2. Understand the benefits of effective community representation.	2.1. Describe their own community with examples to illustrate its diversity. 2.2. Identify and describe methods of representing their own community effectively.	
Additional information about the unit		
Unit purpose and aim(s)	The unit aims to develop the learners understanding of the role of the community representative and community representation.	
Unit expiry date	30 Sep 2018	
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	
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	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2007	

Title	The role of a peer mentor	
Level	2	
Credit Value	2	
Unit number	Y/507/0042	
Learning outcomes	Assessment criteria	
1. Understand the role of a peer mentor.	1.1. Describe the purpose of a peer mentor. 1.2. Describe the different activities in which peer mentors can be involved. 1.3. Identify one activity and explain your role and the key tasks involved in this activity.	
2. Understand the skills and qualities required to be an effective peer mentor.	2.1. Identify the skills and qualities that a peer mentor needs to be effective. 2.2. Describe the importance of communication within the peer mentor role. 2.3. Explain how a peer mentor supports equality and diversity within their role. 2.4. Devise a personal action plan for developing your skills.	
Additional information about the unit		
Unit purpose and aim(s)	This unit aims to enable the learner to gain the skills and knowledge to be an effective peer mentor.	
Unit expiry date	30 Sep 2018	
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	
Location of the unit within the subject/sector classification system	13.2 Direct learning support	
Name of the organisation submitting the unit	Chartered Institute of Housing	
Unit guided learning hours	15	
CIH reference number	2008	

Title	Understanding housing management performance information	
Level	2	
Credit Value	1	
Unit number	D/507/0043	
Learning outcomes	Assessment criteria	
1. Understand how housing management performance information is gathered.	1.1.	List examples of different types of housing management performance information.
	1.2.	Describe how the housing management performance information can be gathered.
2. Understand how housing management performance information can be used.	2.1.	List different ways housing providers can use housing management performance information.
	2.2.	Describe how to challenge performance information and feedback based on its findings.
	2.3.	Describe how one item of performance information is used in a service area.
Additional information about the unit		
Unit purpose and aim(s)	The unit aims to provide the learner with an understanding of housing management performance information.	
Unit expiry date	30 Sep 2018	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula (if appropriate)		
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A	
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	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2009	

Title	Understanding scrutiny in the housing service	
Level	2	
Credit Value	1	
Unit number	K/507/0045	
Learning outcomes	Assessment criteria	
1. Understand what is meant by the term scrutiny of the housing service.	1.1. Outline the purpose and role of scrutiny in the housing service. 1.2. List the different ways that scrutiny of the housing service can take place.	
2. Understand the principles of effective scrutiny of the housing service.	2.1. Outline the key principles of effective scrutiny of the housing service. 2.2. List the key features of tenant led scrutiny of the housing service. 2.3. Outline how to disseminate findings of a tenant led scrutiny.	
3. Understand the principles of partnership working to ensure effective scrutiny of housing services.	3.1. Outline instances where partnership work is needed in scrutiny. 3.2. Describe how partnership working can effect the outcomes of scrutiny.	
Additional information about the unit		
Unit purpose and aim(s)	This unit aims to provide the learner with an understanding of the process of scrutiny of a housing service.	
Unit expiry date	30 Sep 2018	
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	
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	
Availability for use	Shared	
Unit guided learning hours	7	
CIH reference number	2010	

Title	Undertaking a scrutiny review of a housing service	
Level	2	
Credit Value	2	
Unit number	T/507/0047	
Learning outcomes	Assessment criteria	
1. Understand the range of activities needed to carry out a scrutiny review of a housing service.	1.1. Outline the range of activities needed to carry out a successful scrutiny review project. 1.2. Draft a scrutiny housing service review project outline.	
2. Understand the key skills needed to carry out a scrutiny review of a housing service.	2.1. List the key skills needed to carry out a scrutiny review. 2.2. Outline the project management approaches that are needed to deliver a project effectively.	
3. Understand the possible barriers to conducting an effective scrutiny review of a housing service.	3.1. List the possible barriers to carrying out an effective scrutiny review. 3.2. Plan an approach to deal with at least one of the barriers identified.	
Additional information about the unit		
Unit purpose and aim(s)	This unit aims to enable the learner to carry out a scrutiny review of a housing service.	
Unit expiry date	30 Sep 2018	
Details of the relationship between the unit and the relevant national occupational standards or other professional standards or curricula (if appropriate)	N/A	
Assessment requirements or guidance specified by a sector or regulatory body	N/A	
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	15	
CIH reference number	2011	

Title	Value for Money	
Level	2	
Credit Value	1	
Unit number	F/507/0049	
Learning outcomes	Assessment criteria	
1. Understand what is meant by the term Value for Money.	1.1 Describe the terms of economy, efficiency and effectiveness when defining Value for Money. 1.2 Define the terms quantitative and qualitative data. 1.3 Explain the following terms and how each is applicable when assessing value for money. <ul style="list-style-type: none"> • Costs • Inputs • Outputs • Outcomes 	
2. Understand how to apply Value for Money principles in a practical situation.	2.1. Explain why it is important to apply value for money principles. 2.2. Identify three areas where value for money principles have been applied.	
Additional information about the unit		
Unit purpose and aim(s)	This unit aims to provide the learner with an understanding of Value for Money and its principles.	
Unit expiry date	30 Sep 2018	
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	
Location of the unit within the subject/sector classification system	01.4 Public services	
Name of the organisation submitting the unit	CIH	
Unit guided learning hours	7	
CIH reference number	2012	