



Chartered Institute of Housing Level 2 Award in Involvement in Housing and Communities

Pathway – Skills for Active Tenants

This is a new qualification that is suitable for tenants and residents and aims to provide the skills and knowledge to help them be actively involved in their activities with the housing organisation and their communities.

This pathway comprises of seven units. The learner must achieve a minimum of 3 units to achieve the award

Chairing Skills

- Role and responsibilities of a chair
- Skills and qualities needed for the chair role
- How to effectively chair a meeting
- Dealing with difficult situations

Developing Negotiation Skills

- The negotiation process
- Different roles in negotiation
- Tactics, tips and strategies for negotiation
- Applying negotiation in practice

Developing skills for working in housing*

- Different roles and activities
- How to prioritise and manage your time
- Working together as a team
- Communication skills
- Being assertive
- Dealing with a difficult situation

Presentation skills

- Features of an effective presentation
- Skills for presenters
- Plan, prepare and deliver a presentation
- Evaluate and plan for success

Interpersonal communication skills

- Exploring what effective interpersonal communication means
- Barriers to communication
- Listening skills
- Non verbal communication
- Being assertive
- Assessing own effectiveness

Interviewer skills

Role of an interview panel

- Stages in an interview including the
- Selection process
- Structuring an interview
- Equality and diversity for interviewers
- Develop interview questions
- Evaluate your role

Teamwork skills

- What makes an effective team
- Different role and responsibilities of team members
- Achieving a team goal
- Dealing with conflict within a team
- Assess the team's performance

Running the course

Each course is a standalone session and takes two days to complete*. This can be on consecutively days or different weeks, evening and half day sessions. TPAS will work with you to develop a bespoke programme for your organisation or group.

*note this unit is 3 credits and will take 3 days to complete

You may consider running the course jointly with other organisations locally to share costs

For more information contact

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