



# CIH Awarding Organisation

## Customer Services Statement

### Introduction

The Chartered Institute of Housing (CIH) is the professional organisation for people who work in housing. The CIH is a registered charity and a non-profit making organisation. We have over 22,000 members who work predominantly in local authorities, housing associations and the private sector in the UK and Asian Pacific.

As an Awarding Organisation, our qualifications have been designed to provide up to date knowledge, skills and understanding to all who work in housing. There is a wide range of qualifications which lead to membership of the CIH. The course to suit you will depend on your previous experience, qualifications and the career path you wish to follow. Most courses are available through colleges and training providers, or by distance learning.

Every learner attending a CIH Awarding Organisation accredited course will receive free CIH student membership for the duration of the course.

CIH Awarding Organisation accredited course providers are required to pay a fee for each learner registered on the course. The fees are reviewed annually and published on the CIH website at:

<http://www.cih.org/education/awarding/index.html>

## Awarding Organisation Customer Services Statement

### For accredited centres, CIH will:-

Ensure that they have the opportunity to offer a wide range of qualifications which lead to membership of the CIH. Membership of CIH provides access to information which provides up to date knowledge, skills and understanding to all who work in housing.

- Ensure that there are robust and effective quality assurance mechanisms in place at all centres accredited to offer CIH courses.

- Provide guidance documents and an CIH appointed external moderator to help the centre to maintain quality standards.
- Monitor the courses to ensure that the quality standards are maintained and feedback issues to the centres.
- Communicate regularly with the centre through newsletters and independently as required.
- Provide annual training and networking events for course leaders.
- Ensure that the CIH Awarding Organisation website is informative and up to date.
- Publish the CIH Awarding Organisation learner registration fee structure for all accredited courses on our website at:  
<http://www.cih.org/education/awarding/index.html>.
- Despatch CIH Certificates within 20 working days or receipt of the pass lists.
- Ensure that there is a responsive customer services support desk for existing and potential new course providers.
- Monitor and evaluate our performance and effectiveness through an annual feedback questionnaire to all accredited centres.
- Welsh and Northern Ireland centres:-  
Where there is demand we will consider communicating through the mediums of Welsh or Gaeilge and/or dual language. Evidence of this will be submitted to our Professional Development Board who will take a decision as to whether or not this demand can be met.

### **For the learners undertaking CIH Awarding Organisation accredited courses we will:-**

- Ensure that there are a wide range of qualifications, which lead to membership of the CIH. Membership of CIH provides access to information which provides up to date knowledge, skills and understanding to all who work in housing.
- Ensure that there are robust and effective quality assurance mechanisms in place at all centres accredited to offer CIH Awarding Organisation courses.
- Monitor the courses to ensure that the quality standards are maintained and feedback issues to the centres.

- Ensure that the CIH Awarding Organisation website is informative and up to date.
- Take steps to ensure that the data that we hold about you on our database, or in any other format, is accurate, up to date and secure.
- Ensure that our staff are polite, friendly and courteous to you at all times.
- Pick up telephone calls within five rings. If the person that you are trying to contact is not available we will take a message and, where appropriate, ensure that they call you back within the same working day or that another member of staff deals with your call.
- Send an acknowledgement or response to all written correspondence, and any requests for information within 5 working days of receipt.
- Send an acknowledgement or response to your email within 2 working days.
- If you are dissatisfied, we welcome your complaints and will respond to you within 10 working days of receipt of your complaint. Please refer to our full Complaints Procedure for further guidelines.
- Monitor and evaluate our performance and effectiveness through an annual feedback questionnaire to all learners registered on CIH accredited courses.



#### **Contacting us:**

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**[www.cih.org](http://www.cih.org)**