











# Chartered Institute of Housing Awarding Organisation



## Centre Handbook

-  *Regulatory requirements*
-  *Centre accreditation*
-  *Extending provision*
-  *Centre responsibilities*
-  *Quality assurance requirements*
-  *CIH external moderation*
-  *Registering learners and certification*
-  *Policy guidance*

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***This document should be read in conjunction with the following policies, guidance and information available at <http://www.cih.org/education/awarding/>***

- ✚ Centre Accreditation
- ✚ Application to extend provision
- ✚ Fees
- ✚ Assessment guidance
- ✚ Certification / pass list
- ✚ CIH Centre External Moderation & QA guidance
- ✚ Internal Verification Policy
- ✚ Reasonable Adjustments & Special Considerations
- ✚ Malpractice & Misconduct Policy
- ✚ Complaints Policy
- ✚ Enquiries & Appeals Policy
- ✚ Customer Service Statement
- ✚ Equality and Diversity Policy
- ✚ Claiming Credit for QCF Qualifications

## Section A: About the Chartered Institute of Housing Awarding Organisation

### 1. The role of an Awarding Organisation

England, Wales and Northern Ireland share a common system of external qualifications – the Qualifications and Credit Framework (QCF). Statutory regulation of these qualifications is used to safeguard the public interest, ensure fairness for candidates and maintain public confidence. The responsibilities for regulating external qualifications lie with three regulatory authorities:

- Office of the Qualifications and Examinations Regulator(Ofqual)
- Welsh Assembly Government in Wales
- Council for the Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Further details of these responsibilities are set out in the Regulatory Arrangements for the Qualifications and Credit Framework - August 2008. <http://www.ofqual.gov.uk/121.aspx> and the General Conditions of Recognition <http://www.ofqual.gov.uk/files/2011-05-16-general-conditions-of-recognition.pdf>

An Awarding Organisation is accredited and regulated by Ofqual, Welsh Assembly Government & CCEA to offer external regulated qualifications.

#### **The CIH Awarding Organisation**

The Chartered Institute of Housing (CIH) is a nationally recognised Awarding Organisation for a suite of VRQ qualifications at Levels 2, 3 and 4. These qualifications cover the work of those people who are employed or are active in the housing profession in the statutory, voluntary or private sectors.

The CIH has been offering housing qualifications at all levels for many decades and achieved its Awarding status in 2000. Every year, over 1500 learners complete CIH accredited qualifications.

Part of the CIH mission is to identify training and education needs and develop qualifications that can be accessed by a range of different modes of delivery, including distance learning and blended learning. The courses are delivered directly through CIH, in partnership with employers and through universities, colleges, training providers and housing organisations.




***The CIH believes that qualified staff improves service delivery to residents, tenants and employers and increases their value to their organisations.***

## 2. CIH Awarding Organisation QCF qualifications

**Regulation start date:** Date from which Ofqual has recognised a qualification and learner can be registered against it. Full details of all CIH QCF qualifications can be found on [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk).

**NB:** -Qualifications will be reviewed regularly – under the QCF there are no end dates for qualifications. At the time the AO decides to withdraw a qualification an end date and end certification date will be set.

OFQUAL Reference	Qualification Title & Credit value	Learner Registration fee 11/12	Regulation Start Date
600/2599/2 	<a href="#">CIH Level 2 Award in Sustainable Living (QCF)</a> <b>11 Credits</b>	£87.50	01/08/2011
600/3503/1 	<a href="#">CIH Level 2 Award for Landlords</a> <b>10 Credits</b>	£74.50	01/09/2011
501/0810/4 	<a href="#">CIH Level 2 Certificate in Housing Practice (QCF)</a> <b>13 Credits</b>	£81.00	01/09/2010
600/2120/2  	<a href="#">CIH Level 2 Certificate in Housing Maintenance (QCF)</a> <b>16 Credits</b>	£87.50	01/06/2011
501/1159/0	<a href="#">CIH Level 3 Award in Resident Scrutiny (QCF)</a> <b>8 Credits</b>	£82.00	01/09/2010
501/1162/0	<a href="#">CIH Level 3 Award in Community Action in Housing (QCF)</a> <b>11 Credits</b>	£95.50	01/09/2010
501/1181/4	<a href="#">CIH Level 3 Award in Governance in Housing (QCF)</a> <b>12 Credits</b>	£95.50	01/09/2010
501/1161/9	<a href="#">CIH Level 3 Certificate in Resident Participation (QCF)</a> <b>32 credits</b>	£163.00	01/09/2010
501/1147/4	<a href="#">CIH Level 3 Certificate in Supporting Homeless People (QCF)</a> <b>13 credits</b>	£109.00	01/09/2010
501/1236/3	<a href="#">CIH Level 3 Award in Housing Practice (QCF)</a> <b>12 Credits</b>	£95.50	01/09/2010
501/1549/2 	<a href="#">CIH Level 3 Certificate in Housing Practice (QCF)</a> <b>27 Credits</b>	£163.00	01/09/2010

OFQUAL Reference	Qualification Title & Credit value	Learner Registration fee 11/12	Regulation Start Date
501/1539/X	<a href="#">CIH Level 3 Diploma in Housing Practice (QCF)</a> <b>39 Credits</b>	£163.00	01/09/2010
600/0555/5 	<a href="#">CIH Level 3 Certificate in Telecare Services (QCF)</a> <b>16 Credits</b>	£122.50	01/03/2011
600/2138/X 	<a href="#">CIH Level 4 Certificate in Housing Practice (QCF)</a> <b>36 Credits</b>	£149.50	01/06/2011
600/2300/4 	<a href="#">CIH Level 4 Award in Governance in Housing (QCF)</a> <b>12 credits</b>	£86.50	01/07/2011





these qualifications are the technical/knowledge component of the housing apprenticeship

## 2. List of units within CIH QCF qualifications

The CIH Awarding Organisation recommends that learners aim to complete a full qualification. However if the full qualification is not completely appropriate for the learner, the learner may be registered for one or more units from a CIH QCF qualification. The learner registration fee will be variable dependant on the number of units undertaken.

The information below details the units within each qualification

### CIH Level 2 Award in Sustainable Living (QCF) (600/2599/2) 11 Credits

-  New qualification aimed at those living in homes developed to high sustainability standards
-  Learners must achieve all 5 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit value	Accreditation Start Date
L/503/3294	Sustainable Living <b>2 credits</b>	01/08/2011
R/503/3295	Reduce, reuse and recycle household waste <b>2 credits</b>	01/08/2011
D/503/3297	Energy efficiency in the home <b>4 credits</b>	01/08/2011
H/503/3298	Water conservation in the home <b>2 credits</b>	01/08/2011
K/503/3299	Food and transport choices for sustainable living <b>1 credit</b>	01/08/2011

## CIH Level 2 Award for Landlords (QCF) (600/3503/1) 10 Credits

- ✚ Introductory vocational qualification for individual landlords
- ✚ Learners must achieve all 3 mandatory units in order to be awarded the qualification

OFQUAL Reference	Unit Title and Credit value	Accreditation Start Date
M/503/4681	The human aspect of renting homes <b>4 Credits</b>	01/09/2011
T/503/4679	Property condition and tenancy management <b>3 credits</b>	01/09/2011
K/503/4680	Tenancies and the law <b>3 credits</b>	01/09/2011

## CIH Level 2 Certificate in Housing Practice (QCF) (501/0810/4) 13 Credits

- ✚ Replaced the CIH Level 2 Certificate in Housing (500/2769/4)
- 📖 Learners must achieve all 4 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit value	Accreditation Start Date
D/602/1225	Housing Provision and Housing Organisations <b>4 credits</b>	01/09/2010
H/602/1226	Customer Care in the Housing Context <b>3 credits</b>	01/09/2010
K/602/1227	Careers and Opportunities in Housing <b>3 credits</b>	01/09/2010
M/602/1228	Developing Skills for Working in Housing <b>3 credits</b> (CIH externally set assignment)	01/09/2010

## CIH Level 2 Certificate in Housing Maintenance (QCF) (600/2120/2) 16 Credits

- 📖 Replaced the CIOB-CIH Level 2 Certificate in Housing Maintenance (500/2770/0)
- 📖 Learners must achieve all 5 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit value	Accreditation Start Date
D/602/1225	Housing Provision and Housing Organisations <b>4 credits</b>	01/09/2010
H/602/1226	Customer Care in the Housing Context <b>3 credits</b>	01/09/2010
D/503/2716	House Construction <b>4 credits</b>	01/06/2011
M/503/2719	Housing Maintenance Systems <b>2 credits</b>	01/06/2011
M/602/1228	Developing Skills for Working in Housing <b>3 credits</b> (CIH externally set assignment)	01/09/2010

## CIH Level 3 Award in Resident Scrutiny (QCF) (501/1159/0) 8 Credits

- 📖 New qualification aimed at active resident and tenants and frontline housing workers.
- 📖 Learners must achieve both (2) mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
Y/602/1241	Resident Participation in the Housing Service <b>4 credits</b>	01/09/2010
M/602/1309	Resident Participation in Performance Management <b>4 credits</b>	01/09/2010

## CIH Level 3 Award in Community Action in Housing (QCF) (501/1162/0) - 11 Credits

- 📖 New qualification aimed at active resident and tenants and frontline housing workers.
- 📖 Learners must achieve all 3 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
Y/602/1241	Resident Participation in the Housing Service <b>4 credits</b>	01/09/2010
A/602/2298	Resident Participation and Community Projects <b>4 credits</b>	01/09/2010
F/602/2304	Community Action for Neighbourhoods <b>3 credits</b>	01/09/2010

## CIH Level 3 Award in Governance in Housing (QCF) (501/1181/4) 12 Credits

- 📖 New qualification aimed at active resident and tenants and frontline housing workers.
- 📖 Learners must achieve all 3 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
H/602/1257	The Regulatory Framework for Housing <b>4 credits</b>	01/09/2010
F/602/1296	The Role of the Governing Body of a Housing or Community Organisation <b>4 credits</b>	01/09/2010
M/602/1309	Resident Participation in Performance Management <b>4 credits</b>	01/09/2010

## CIH Level 3 Certificate in Resident Participation (QCF) (501/1161/9) - 32 Credits

- 📖 New qualification aimed at active resident and tenants and frontline housing workers.
- 📖 Learners must achieve all 8 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
R/602/1254	The Policy Framework for Resident Participation <b>4 credits</b>	01/09/2010
H/602/1257	The Regulatory Framework for Housing <b>4 credits</b>	01/09/2010
Y/602/1241	Resident Participation in the Housing Service <b>4 credits</b>	01/09/2010
F/602/1296	The Role of the Governing Body of a Housing or Community Organisation <b>4 credits</b>	01/09/2010
A/602/2298	Resident Participation and Community Projects <b>4 credits</b>	01/09/2010
Y/602/1305	Equality and Diversity for Housing and Communities <b>4 credits</b>	01/09/2010
H/602/1307	Reflective Practice for Participants in Housing or Community Activities <b>4 credits</b> (externally set assignment)	01/09/2010
M/602/1309	Resident Participation in Performance Management <b>4 credits</b>	01/09/2010

## CIH Level 3 Certificate in Supporting Homeless People (QCF) (501/1147/4) - 13 Credits

- 📖 New qualification for people in the homelessness sector. (This is the Engage to Change programme).
- 📖 Learners must achieve all 4 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title	Accreditation Start Date
D/602/3024	Homelessness Services and Prevention <b>3 credits</b>	01/09/2010
H/602/3025	Involving Housing Service Users <b>3 credits</b>	01/09/2010
M/602/3027	Role of the Support Worker for Independent Living <b>3 credits</b>	01/09/2010
R/602/3019	Professional Practice Skills for Housing <b>4 credits</b> (externally set assignment)	01/09/2010

## CIH Level 3 Award in Housing Practice (QCF) (501/1236/3) 12 Credits

- ☰ Replaced the CIH Level 3 Award in Housing (500/3317/7)
- ☰ Learners must achieve all 3 mandatory units in order to be awarded the qualification.

OFQUAL Reference	Unit Title	Accreditation Start Date
R/602/3201	Delivery of Affordable Housing Services <b>4 credits</b>	01/10/2010
R/602/3196	Equality and Diversity for Housing <b>4 credits</b>	01/10/2010
R/602/3019	Professional Practice Skills for Housing <b>4 credits</b> (externally set assignment)	01/09/2010

## CIH Level 3 Certificate in Housing Practice (QCF) (501/1549/2) – 27 Credits

and

## CIH Level 3 Diploma in Housing Practice (QCF) (501/1539/X) 39 Credits

- ☰ Replaced the CIH Level 3 Certificate in Housing (500/4009/1)
- ☰ For the Certificate learners must achieve 3 mandatory units (Award), 3 pathway units and 2 optional units in order to be awarded the qualification.
- ☰ For the Diploma learners must achieve 3 mandatory units (Award), 3 pathway units and 6 optional units in order to be awarded the qualification.

**Mandatory Units** (once achieved learner is entitled to CIH Level 3 Award in Housing Practice (QCF) 501/1236/3).

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
R/602/3201	Delivery of Affordable Housing Services <b>4 credits</b>	01/10/2010
R/602/3196	Equality and Diversity for Housing <b>4 credits</b>	01/10/2010
R/602/3019	Professional Practice Skills for Housing <b>4 credits</b> (externally set assignment)	01/09/2010

## Optional Units

- (i) The 3 mandatory units above and 5 of the units below entitle the learner to the CIH Level 3 Certificate in Housing Practice (QCF)
- (ii) The 3 mandatory units above and 9 of the units below entitle the learner to the CIH Level 3 Diploma in Housing Practice (QCF).
- (iii) Learners must achieve specific units if they are to be awarded a pathway – (see [Pathways](#) )

Cont..... optional units follow

<b>OFQUAL Reference</b>	<b>Unit Title and Credit Value</b>	<b>Accreditation Start Date</b>
M/602/3867	Dealing with Anti-Social Behaviour (ASB) in Housing <b>3 credits</b>	01/10/2010
T/602/3899	Prevention and Management of Rent Arrears <b>3 credits</b>	01/10/2010
F/602/3873	Call Handling for Telecare Services Operators <b>3 credits</b>	01/10/2010
Y/602/3880	Cleaning Public Areas <b>3 credits</b>	01/10/2010
M/602/3920	The Economic Context of Affordable Housing <b>3 credits</b>	01/10/2010
F/602/3890	The Framework for Housing Advice <b>3 credits</b>	01/10/2010
D/602/3900	Handling Telecare Customer Data Safely and Securely <b>3 credits</b>	01/10/2010
Y/602/3913	Regeneration and Renewal <b>3 credits</b>	01/10/2010
T/602/4339	The Context of Telecare Services Provision <b>3 credits</b>	01/10/2010
K/602/4614	Housing and Young People <b>3 credits</b>	01/10/2010
T/602/4616	Independent Living for Older People <b>3 credits</b>	01/10/2010
H/602/3865	Accessible and Adaptable Housing <b>3 credits</b>	01/10/2010
Y/602/4592	Community Development <b>3 credits</b>	01/10/2010
D/602/3024	Homelessness Services and Prevention <b>3 credits</b>	01/09/2010
M/602/4291	Housing Policy and Affordable Housing <b>3 credits</b>	01/10/2010
A/602/3919	Introducing Social Welfare <b>3 credits</b>	01/10/2010
H/602/3025	Involving Housing Service Users <b>3 credits</b>	01/09/2010
L/602/3925	Laws and Rights in the Planning and Development of Gypsy and Traveller Sites <b>3 credits</b>	01/10/2010
J/602/3938	Managing Gypsy and Traveller Sites <b>3 credits</b>	01/10/2010
Y/602/4057	Managing Leasehold Housing Services <b>3 credits</b>	01/10/2010
R/6024073	Managing Resources for Caretaking and Concierge Services <b>3 credits</b>	01/10/2010
Y/602/4088	Managing Neighbourhoods <b>3 credits</b>	01/10/2010
M/602/4095	Occupancy, Tenure and Lettings <b>3 credits</b>	01/10/2010
A/602/4102	Personalisation and Delivering Support for Independent Living <b>3 credits</b>	01/10/2010
D/602/4318	Planning and Development for Housing Regeneration <b>3 credits</b>	01/10/2010
Y/602/4110	Planning Support for Independent Living <b>3 credits</b>	01/10/2010
D/602/4321	Providing Telecare Services <b>3 credits</b>	01/10/2010

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
A/602/4326	Repairs and Maintenance in Housing Organisations <b>3 credits</b>	01/10/2010
M/602/3027	Role of the Support Worker for Independent Living <b>3 credits</b>	01/09/2010
F/602/4327	Maintaining Safe and Secure Residential Areas <b>3 credits</b>	01/10/2010
J/602/4328	The Social Context of Housing in the UK <b>3 credits</b>	01/10/2010
Y/602/4334	Sustainable Communities <b>3 credits</b>	01/10/2010
D/602/4349	The Impact of Housing Conditions on Health <b>3 credits</b>	01/10/2010
F/602/4358	The Legal Framework for Housing <b>3 credits</b>	01/10/2010
R/602/4381	Understanding Gypsy and Traveller Identity in Society <b>3 credits</b>	01/10/2010
Y/602/4382	Managing Empty Properties <b>3 credits</b>	01/10/2010
F/602/2304	Community Action for Neighbourhoods <b>3 credits</b>	01/10/2010
L/503/4137	Housing Benefit <b>3 credits</b>	01/07/2011
F/503/4149	Provision and improvement of services on Gypsy and Traveller sites <b>3 credits</b>	01/07/2011

## PATHWAYS

### Pathway - P1 – Managing Housing Services

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
T/602/3899	Prevention and management of Rent Arrears <b>3 credits</b>	01/10/2010
H/602/3025	Involving Housing Service Users <b>3 credits</b>	01/09/2010
M/602/4095	Occupancy, Tenure and Lettings <b>3 credits</b>	01/10/2010

### Pathway – P2 – Resident and Service Users Involvement

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
H/602/3025	Involving Housing Service Users <b>3 credits</b>	01/09/2010
Y/602/4088	Managing Neighbourhoods <b>3 credits</b>	01/10/2010
F/602/2304	Community Action for Neighbourhoods <b>3 credits</b>	01/90/2010

Cont..

### Pathway – P3 – Managing Neighbourhoods

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
M/602/3867	Dealing with Anti-Social Behaviour (ASB) in Housing <b>3 credits</b>	01/10/2010
Y/602/4592	Community Development <b>3 credits</b>	01/10/2010
Y/602/4088	Managing Neighbourhoods <b>3 credits</b>	01/10/2010

### Pathway – P4 – Caretaking and Concierge Services

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
R/602/4073	Managing Resources for Caretaking and Concierge Services <b>3 credits</b>	01/10/2010
A/602/4326	Repairs and Maintenance in Housing Organisations <b>3 credits</b>	01/10/2010
F/602/4327	Maintaining Safe and Secure Residential Areas <b>3 credits</b>	01/10/2010

### Pathway – P5 – Regeneration, Renewal and Sustainability

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
Y/602/3913	Regeneration and Renewal <b>3 credits</b>	01/10/2010
D/602/4318	Planning and Development for Housing Regeneration <b>3 credits</b>	01/10/2010
Y/602/4334	Sustainable Communities <b>3 credits</b>	01/10/2010

### Pathway – P6 – Support for Independent Living

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
A/602/4102	Personalisation and Delivering Support for Independent Living <b>3 credits</b>	01/10/2010
Y/602/4110	Planning Support for Independent Living <b>3 credits</b>	01/10/210
M/602/3027	Role of the Support Worker for Independent Living <b>3 credits</b>	01/09/2010

Cont..

### Pathway – P7 – Telecare Services

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
F/602/3873	Call Handling for Telecare Services Operators <b>3 credits</b>	01/10/2010
T/602/4339	The Context of Telecare Services Provision <b>3 credits</b>	01/10/2010
D/602/4321	Providing Telecare Services <b>3 credits</b>	01/10/2010

### Pathway – P8 – Housing Advice and Information

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
F/602/3890	The Framework for Housing Advice <b>3 credits</b>	01/10/2010
A/602/3919	Introducing Social Welfare <b>3 credits</b>	01/10/2010
F/602/4358	The Legal Framework for Housing <b>3 credits</b>	01/10/2010

### Pathway – P9 – Traveller Site Management

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
L/602/3925	Laws and Rights in the Planning and Development of Gypsy and Traveller Sites <b>3 credits</b>	01/10/2010
J/602/3938	Managing Gypsy and Traveller Sites <b>3 credits</b>	01/10/2010
R/602/4381	Understanding Gypsy and Traveller Identity in Society <b>3 credits</b>	01/10/2010

### Pathway – PC – The Housing Context

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
M/602/3920	The Economic Context of Affordable Housing <b>3 credits</b>	01/10/2010
M/602/4291	Housing Policy and Affordable Housing <b>3 credits</b>	01/10/2010
J/602/4328	The Social Context of Housing in the UK <b>3 credits</b>	01/10/2010

Cont..

### Pathway – PS – Supporting Homeless People

Mandatory units (Award) plus 3 units below + 2 optional units for Certificate

Mandatory units (Award) plus 3 units below + 6 optional units for Diploma

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
D/602/3024	Homelessness Services and Prevention <b>3 credits</b>	01/09/2010
H/602/3025	Involving Housing Service Users <b>3 credits</b>	01/09/2010
M/602/3027	Role of the Support Worker for Independent Living <b>3 credits</b>	01/09/2010

Learners can also achieve a **Generic Pathway:**

Mandatory units (Award) plus 5 optional units for the Certificate

Mandatory units (Award) plus 9 optional units for the Diploma

Pathways must appear on the certificate as in the following example:

CIH Level 3 Certificate in Housing Practice (QCF) (Managing Housing Services)

CIH Level 3 Diploma in Housing Practice (QCF) (Support for Independent Living)

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### CIH Level 3 Certificate in Telecare Services (QCF) (600/0555/5) 16 Credits

- ☰ New qualification aimed at workers in the telecare services sector (replaces the call and control centre operators pathway under the previous L3 Certificate in Housing).
- ☰ Learners must achieve all 5 mandatory units in order to be awarded the qualification
- ☰ Qualification accredited from 01/03/2011

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
R/602/3019	Professional Practice Skills for Housing <b>4 credits</b>	01/10/2015
F/602/3873	Call Handling for Telecare Services Operators <b>3 credits</b>	01/10/2010
D/602/3900	Handling Telecare Customer Data Safely and Securely <b>3 credits</b>	01/10/2010
D/602/4321	Providing Telecare Services <b>3 credits</b>	01/10/2010
T/602/4339	The Context of Telecare Services Provision <b>3 credits</b>	01/10/2010

## CIH Level 4 Certificate in Housing Practice (QCF) (600/2138/X) - 36 credits

- Replaced the CIH Level 4 Certificate in Housing (500/1338/5)
- Learners must achieve 4 mandatory units and two mandatory units for each pathway; a total of 6 units in order to achieve the qualification.

### Mandatory units

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
L/503/1173	Housing Need, Demand and Supply <b>6 credits</b>	01/06/2011
R/503/1174	Housing Policy <b>6 credits</b>	01/06/2011
Y/503/1175	The Delivery of Housing Services (externally set assignment) <b>6 credits</b>	01/06/2011
D/503/1176	Managing People <b>6 credits</b>	01/06/2011

### Support for Independent Living pathway

OFQUAL Reference	Unit Title and Credit Value	Accreditation Start Date
H/503/1177	Housing Support Services for Independent Living <b>6 credits</b>	01/06/2011
K/503/1178	Strategies for Promoting Independent Living <b>6 credits</b>	01/06/2011

### Managing Neighbourhoods Pathway

OFQUAL Reference	Unit Title	Accreditation Start Date
M/503/1179	Customer Involvement in Local Services <b>6 credits</b>	01/06/2011
H/503/1180	Housing Management Services <b>6 credits</b>	01/06/2011

### Planning and Development Pathway

OFQUAL Reference	Unit Title	Accreditation Start Date
H/503/1678	The Framework for Planning and Development <b>6 credits</b>	01/06/2011
K/503/1679	Buildings, Communities and the Environment <b>6 credits</b>	01/06/2011

### Governance Pathway

OFQUAL Reference	Unit Title	Accreditation Start Date
Y/503/2391	The Governance of Housing Businesses <b>6 credits</b>	01/06/2011
K/503/2394	The Role of a Housing Board <b>6 credits</b>	01/06/2011

## CIH Level 4 Award in Governance in Housing (QCF) (600/2300/4) 12 credits

☰ Replaces the CIH Level 4 Award in Governance for Housing (500/5881/2)

☰ Learners must achieve 2 mandatory units in order to achieve the qualification.

OFQUAL Reference	Unit Title	Accreditation Start Date
Y/503/2391	The Governance of Housing Businesses <b>6 credits</b>	01/06/2011
K/503/2394	The Role of a Housing Board <b>6 credits</b>	01/06/2011

### 3. CIH Awarding Organisation National Qualification Framework (NQF) qualifications

The following qualifications are listed on the NQF. It is anticipated that these will be replaced by an equivalent QCF qualification by 2012.

Ofqual Reference	Qualification Title	Learner registration Fee 11/12	Accreditation Start Date	Accreditation End Date	Certification End Date
500/5514/8	CIH Level 2 Award in Community Action in Housing	74.50	01/11/2008	31/12/2011	31/12/2013
500/2775/X	CIH Level 3 Certificate in Housing Maintenance	157.50	01/09/2007	31/12/2011	31/12/2014
500/3165/X	CIH Level 4 Certificate in Housing Maintenance Management	157.50	01/10/2007	31/12/2011	31/12/2014
500/6424/1	CIH Level 4 Diploma in Housing Development	78.75	01/06/2009	31/12/2011	31/12/2014
500/6200/1	CIH Level 4 Diploma in Housing Maintenance and Asset Management	78.75	01/06/2009	31/12/2011	31/12/2014
500/1449/3	CIH Level 4 Certificate in Access to Housing	149.50	01/11/2006	31/12/2011	31/12/2014
500/1338/5	CIH Level 4 Certificate in Housing	149.50	01/09/2007	31/12/2011	31/12/2014
500/1339/7	CIH Level 4 Diploma in Housing	94.50 <sup>1</sup>	01/09/2007	31/12/2012	31/12/2015
500/5881/2	CIH Level 4 Award in Governance for Housing	102.25	01/03/2009	31/12/2011	31/12/2014

<sup>1</sup> The £94.50 is in addition to the £149.50 paid for the certificate, as learners will ordinarily register for and pass the certificate before going on to register for the diploma.

## 4. CIH Awarding Organisation Centre accreditation

A Centre is an organisation or consortium accountable to an Awarding Organisation for the assessment arrangements leading to a qualification or units.

CIH Awarding Organisation Centre accreditation is designed to meet regulatory requirements and the learning and quality assurance needs of the providers of education, training and skills development. Accredited Centers include colleges of further education, training providers and housing organisations.

### CIH Awarding Organisation accreditation provides:

- ✚ Up-to-date programmes of learning for the housing profession
- ✚ Nationally recognised qualifications at Levels 2, 3 and 4
- ✚ Rigorous quality assurance
- ✚ Help and support from the Awarding Organisation and visits where appropriate
- ✚ Access to information and supporting documents on the CIH web site at [www.cih.org/education/awarding](http://www.cih.org/education/awarding)
- ✚ Regular CIH Awarding Organisation forums and newsletters

### An accredited CIH Awarding Organisation accredited Centre can:

- ✚ Deliver CIH Awarding Organisation qualifications from the Qualifications and Credit Framework (QCF)
- ✚ Contact the CIH Awarding Organisation for support and advice
- ✚ Have the help and support of a CIH appointed external moderator who will assist you with your programmes
- ✚ Use the CIH logo to market and promote courses leading to CIH Awarding Organisation accredited qualifications

### How to become an accredited centre and annual fees

- ✚ To become an accredited centre download and complete the Centre Accreditation form at: - [www.cih.org/education/awarding](http://www.cih.org/education/awarding). There is a non-refundable fee of £500
- ✚ In order to maintain accreditation, the Centre must have complied with any conditions or sanction set down by the CIH Awarding Organisation. They must also have paid the annual re-accreditation fee of £500. Failure to comply with conditions or sanctions or failure to pay the re-accreditation fee will mean that the accreditation is suspended and no learners may be registered on any CIH qualification.

### Extending provision

Where an accredited Centre can evidence it has sufficient resources and expertise, the CIH Awarding Organisation welcomes applications to extend the range of qualifications delivered.

To make an application the Centre must submit a rationale for the delivery of the qualification and evidence that that suitably qualified staff will be appointed to support the course delivery.

The application must also include supporting information detailing how the course will be structured, taught and assessed in compliance with the published CIH Awarding Organisation qualification specification.

To apply, complete the application to deliver a new qualification available at: - <http://www.cih.org/education/awarding/>. There is £250 non-refundable fee for the application.

## **5. CIH Awarding Body Quality Assurance & External Moderation**

The CIH Awarding Organisation will appoint an external moderator to the Centre. The moderator will annually:-

- ✚ Review and approve the Centre devised assessments – completion of Moderation Form A
- ✚ Make a Quality Assurance visit to the Centre. This will include meetings with the course team, learners and a review of all course documentation. A Quality Assurance review form will be completed.
- ✚ Take an external moderation sample of at least 15% of assessed work – completion of moderation form B.

**The external moderator may require that the grades are adjusted or that work of a cohort is remarked. Centers are advised NOT to release marks until after the external moderation process has been completed.**

Further guidance is held within the Centre External Moderation and QA guidance at: - <http://www.cih.org/education/awarding/>

## Section B: - Centre responsibilities

### 1. Compliance with regulatory requirements:

As an accredited centre, there are certain regulatory requirements that must be met. These are set out in:

- ✚ Regulatory arrangements for the Qualifications and Credit Framework - August 2008, Paragraph 5.11 <http://www.ofqual.gov.uk/121.aspx>
- ✚ General Conditions of Recognition <http://www.ofqual.gov.uk/files/2011-05-16-general-conditions-of-recognition.pdf> specifically section C3

### Unique Learner Number - ULN

For Centres based in England, Wales and Northern Ireland only, there is a requirement to have the ability to obtain, on behalf of the learner, a unique learner number (ULN) and a learner record. The ULN is a personal 10-digit number randomly generated by the Learner Registration Service (LRS).

Download the information guidance at

<http://www.qcda.gov.uk/resources/5032.aspx>

In order to be able to do this the centre must be registered on the UK Register of Learner Providers (UKRPL) and obtain a UK Provider Reference Number (UKPRN). Download the information flyer at

<http://www.miap.gov.uk/documentlibrary/comms/UKRLP+Communications+Toolkit.htm> and register at <http://www.ukrlp.co.uk/>

***Note: The CIH Awarding Organisation does not currently use the ULN and they will not collect this information. However this may be a requirement at a future date.***

### 2. Accountability

The Centre must appoint a senior member of staff who will be accountable for the delivery of the CIH Awarding Organisation qualifications. They must also provide contact details of an individual who will provide the day to day liaison for the CIH Awarding Organisation and learners.

The Centre must ensure that the CIH Awarding Organisation has up to date contact information regarding these key posts.

### 3. Equality and Diversity

The CIH Awarding Organisation wishes to ensure that courses leading to its qualifications are accessible to all who wish to take them. Centres are required to ensure that there are no unnecessary barriers to access or to learning, that the course content and structure are non-discriminatory and that the special needs of the individual students are met, both in terms of learning and of assessment.

**The CIH Awarding Organisation will expect to see specific documentation that relates to equality of opportunity.** Centre must access the CIH Awarding Organisation Equalities and Diversity policy at [www.cih.org/education/awarding](http://www.cih.org/education/awarding) for further guidance.

#### 4. Assessment

All CIH Awarding Organisation qualifications are Vocationally Related Qualifications (VRQs) and include both externally set and internally set assessments. The centre must evidence competency in designing assessments and assessment process. This will be assessed through the external moderation and quality assurance visits to the centre. Centres must access the CIH Awarding Organisation **assessment guidance** at: - [www.cih.org/education/awarding](http://www.cih.org/education/awarding)

#### 5. Other Policies and Procedures

The centre must maintain the following policies and procedures to underpin the delivery of CIH Awarding Organisation qualifications:

- ✚ Health and safety policy
- ✚ Compliance with the Equalities Act 2010
- ✚ Quality Assurance policy\*
- ✚ Complaints procedure and appeals procedure for learners\*
- ✚ Internal Verification policy and process\*
- ✚ Malpractice policy\*
- ✚ Reasonable adjustments and special considerations policy\*
- ✚ Learner handbook

These documents will be collected and held by the CIH Awarding Organisation as part of the Centre accreditation process. **If they are subsequently revised the Centre must submit the revised version to the CIH Awarding Organisation.**

\*Guidance on the requirements for these policies is held in separate CIH Awarding Organisation documents available at <http://www.cih.org/education/awarding/> .

#### 6. Centre course team

**The course team, including the Internal Verifiers, must be suitably qualified and experienced to deliver and assess the qualifications.** The CIH Awarding Organisation expects that the course delivery team and Internal Verifiers hold a teaching and/or assessment and/or verification qualification, or give an undertaking to acquire this within 18 months of joining the team. Where appropriate, they should also have experience of the housing sector.

**The Centre must provide to CIH Awarding Organisation the CVs of all staff associated with the delivery of the course.**

**The centre must ensure that there is no conflict of interest when undertaking assessment or the quality assurance of assessments. No assessor or quality reviewer / internal verifier may assess the work of a learner with whom they have a personal interest or connection.**

## **7. Course tutor training events**

The CIH Awarding Organisation will normally hold at least one annual training event for tutors delivering CIH qualifications. At least one tutor from each Centre is expected to attend these events. There is no attendance fee and the travel expenses must be met by the Centre.

## **8. Learner registration, cohort lists and fees**

Each learner undertaking a CIH Awarding Organisation qualification must be registered as a student member of CIH. **It is the responsibility of the Centre to ensure that the learners are registered and the registration fees are paid.**

The learner **registration forms and fee** information can be accessed through the CIH website at: <http://www.cih.org/education/awarding/>. The exception is the registration forms for the Level 3 Certificate in Housing Practice. As this qualification enables a varied flexible delivery, a bespoke registration form will be sent to each centre, listing the units the centre will deliver.

The **fee for each registration** is based on the qualification undertaken. The fee must not be sent with the registration form. CIH will invoice the Centre as part of the registration process.

After the registration forms have been received, CIH will produce a **cohort list** and send this to the centre. The list will then be used by the centre to record the grades achieved for each unit within the qualification. The formulae with the document will calculate the final qualification grade and the centre can then re-submit the document to CIH as the formal **pass list** and request for certification. See paragraph 12.

## **9. Internal Verification**

The Centre must have Internal Verification policies and procedures in place in compliance with the CIH Awarding Organisation guidance held <http://www.cih.org/education/awarding/>. The Awarding Organisation expects all Internal Verifiers to hold an appropriate qualification.

## **10. Reasonable adjustment and special considerations.**

The Centre must have policies and procedures in place to deal with reasonable adjustments and, special considerations. **All cases must be reported to the CIH Awarding Organisation.** Include details of the issue and the adjustments made. CIH Awarding Organisation guidance can be accessed at <http://www.cih.org/education/awarding/>.

## 11. Malpractice

### Learners:

The Centre must have policies and procedures in place to deal with malpractice, that comply with the CIH Awarding Organisation guidance which can be accessed at <http://www.cih.org/education/awarding/>

**All suspected cases must be reported to the CIH Awarding Organisation who will conduct an investigation.**

### Centres:

Centre malpractice is malpractice committed by a member of staff from an accredited centre or a contractor employed by the centre (for example an invigilator). CIH defines malpractice as any activity, neglect or other practices that:-

- + compromises, or may compromise the integrity of the CIH assessment process, and/or
- + compromises, or may compromise the validity of assessment results and/or CIH certificates, and/or
- + damages, or may damage the authority, reputation or credibility of CIH.

Failure to investigate allegations of centre or learner malpractice may also constitute centre malpractice. CIH will investigate centre malpractice, irrespective of whether it is deliberate or unintentional. **Following the investigation, centre accreditation may be suspended or withdrawn.**

In compliance with Regulatory arrangements the CIH Awarding Organisation will report cases to the regulators whenever it finds evidence that results or certificates may be invalid.

Full details in the malpractice policy at: - <http://www.cih.org/education/awarding/>

## 12. Award of Units and qualifications - Certification

The centre **MUST** have processes to ensure that each learner verifies any assignment submitted as being wholly their own work. This will be checked by the CIH external moderator.

All courses must be Internally Verified and externally moderated before an application is made for certification of the learners.

As soon as possible after the completion of the course, the Centre must complete and verify a **pass list** and submit this to the CIH Awarding Organisation. The pass list must include details of learners that have passed, withdrawn, deferred or failed. The centre must use the cohort/pass list that they will have received from the CIH Awarding Organisation.

## 13. Claims for Unit Credits

The QCF enables learners to claim for prior achievements through equivalent Units, recognition of prior learning (RPL) or exemption Units. The Centre must deal with such applications as set out in the **CIH Claiming Credit policy** at:- <http://www.cih.org/education/awarding/>

#### **14. Audit trail and retention of records**

The Centre must retain learner records and a sample learner work for 5 years. This will enable the monitoring of standards across time.

#### **15. Access to premises**

With prior agreement, the Centre must allow the regulators, the CIH Awarding Organisation officers and the CIH external moderators, access to the Centre premises. They must also, as required, enable access to course records and materials, learners work, the course team, learners and employers.

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