

TVHA PROFESSIONAL TRAINING QUALIFICATIONS

Welcome to our guide to the training and qualifications we offer at the TVH Training Centre. Within this pack you will find detailed information on each of the courses we currently deliver.

Over the years, the Training Centre has developed a wide range of qualifications and services for employees, individuals and residents.

Our innovative approach to training has been recognised and awarded through the National Training Awards and the Homes and Communities Awards, and one of our resident trainees won the CIH Housing Heroes Award in 2009 in recognition of training undertaken through the centre.

We are accredited to deliver qualifications by City & Guilds and the Chartered Institute of Housing.

All academic qualifications can be delivered at our Training facilities in Twickenham or in-house (depending on the number of delegates).

Should you require any further information please feel free to contact a member of the Training Centre team who will be happy to help you.

**Thames Valley Housing Training Centre,
Premier House, 52 London Road,
Twickenham, TW1 3RP**

- **Tel: 020 8607 0894**
- **Fax: 020 8607 9923**
- **Email: training_centre@tvha.co.uk**
- **Web: www.tvha.co.uk**



CIH LEVEL 2 CERTIFICATE

HOUSING PRACTICE



The CIH Level 2 Certificate in Housing Practice is an introductory qualification for the housing sector aimed at providing candidates with a basic understanding of housing. The course also introduces some of the skills and knowledge necessary to participate in housing related activities, whether paid or voluntary.

Suitable for:

- Candidates not currently working in housing but considering a frontline housing position as a career option
- Tenants and residents wishing to enhance their personal involvement and understanding of housing issues
- Those new to housing and workers in frontline positions who wish to improve their general awareness of housing issues
- Those working in the sector who wish to attain an initial qualification in housing

Mandatory units:

- Housing provision and housing organisations
- Customer care in the housing context
- Careers and opportunities in housing
- Developing skills for working in housing

To achieve the Level 2 Certificate in Housing, candidates must achieve 13 credits.

Awarding body:

Chartered Institute of Housing

Mode of study:

Once a week classroom based learning, with home study and task completion.

Duration: 4 weeks

CIH LEVEL 3 CERTIFICATE

HOUSING PRACTICE



The CIH Level 3 Certificate in Housing Practice aims to develop the key skills and knowledge necessary to participate in housing practice. The course will provide candidates with a detailed understanding of a specialist area of housing practice, and prepares candidates for study at Level 4. Completion leads to practitioner membership of the Chartered Institute of Housing.

Suitable for:

The CIH Level 3 Award and Certificate in Housing Practice is a vocationally related qualification for the housing sector. It is specifically for those working in housing, including frontline workers who wish to develop their housing skills.

Qualification structure:

- Mandatory core comprising three compulsory double units (completion of these leads to the CIH Level 3 Award in Housing)
- A specified pathway comprising three compulsory units

Units:

This qualification can be delivered through a number of different pathways designed for specific areas or job roles in housing.

Mandatory units:

- Delivery of affordable housing services
- Equality and diversity for housing
- Professional practice in housing skills

To achieve the Level 3 Certificate in Housing, candidates must achieve 27 credits

Awarding body:

Chartered Institute of Housing

Mode of study:

Once a month classroom based learning, with home study and assignment completion.

Duration: 10 months



CIH LEVEL 4 CERTIFICATE

HOUSING

The CIH Level 4 Certificate in Housing is practitioner led, and is structured in response to a period of rapid development of the social housing sector and the need this development presents. Candidates may progress from the CIH Level 4 Certificate in Housing into a second year of study to achieve the CIH Level 4 Diploma in Housing. Together these are equivalent to an HNC in Housing.

Suitable for:

This qualification is aimed at housing staff with extensive housing experience, knowledge and skills.

Units:

- Housing and Society
- Housing Policy
- Customer Service for housing
- Managing People

Plus

- One Pathway made up of two units

Awarding body:

Chartered Institute of Housing

Mode of study:

Once a month classroom based learning with home study and task completion.

Duration: 12 months



CIH LEVEL 4 DIPLOMA HOUSING

Candidates must have achieved CIH Level 4 Certificate in Housing to progress into a second year of study to achieve the CIH Level 4 Diploma in Housing, equivalent to an HNC in Housing. The structure of the Level 4 Diploma in Housing is based upon the new CIH 'expectations' for corporate membership, developing the skills and knowledge for the current challenges in housing.

Suitable for:

The qualification is aimed at housing staff with extensive housing experience, knowledge and skills, who wish to study for a professional qualification; candidates must therefore be aged 19+ to register for the qualification.

Units:

- Housing Economics
- Housing Law
- Partnership Working in Housing
- Professional Practice
- Skills for Housing
- Diversity for Housing
- Research for Housing

Awarding body:

Chartered Institute of Housing

Mode of study:

Once a month classroom based learning, with home study and task completion.

Duration: 12 months



CITY & GUILDS LEVEL 2 CERTIFICATE IN HOUSING



Suitable for:

The Level 2 qualification is aimed at those working in the following housing functions: customer service, lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance, revenues, tenant participation and management.

This qualification is aimed at those new to the sector or those with limited housing experience and knowledge.

Units:

To achieve the Level 2 Certificate in Housing, candidates must achieve the mandatory units and a minimum of 6 credits from the range of optional units available.

Mandatory Units:

- Develop and maintain relationships with stakeholders in a housing context
- Maintain professional behaviour and working relationships in a housing context
- Maintain the health, safety and security of self and others

Awarding body:

City & Guilds

Mode of study:

Work based evidence collection. A candidate will be allocated an assessor who will judge their competence against the National Occupational Standards.

Duration: 8 months



CITY & GUILDS LEVEL 3 CERTIFICATE IN HOUSING



Suitable for:

The Level 3 qualification is aimed at those with some experience and knowledge of the housing sector. It is suitable for candidates working in the following housing functions: customer service, lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance, revenues, tenant participation and management.

Units:

To achieve the Level 3 Certificate in Housing, candidates must achieve the mandatory units and a minimum of 14 credits from the range of optional units available.

Mandatory Units:

- Promote safe, ethical and sustainable practice in housing
- Plan own professional development within housing
- Develop positive relationships with customers and colleagues in providing a housing service

Awarding body:

City & Guilds

Mode of study:

Work based evidence collection. A candidate will be allocated an assessor who will judge their competence against the National Occupational Standards.

Duration: 10 months



APPRENTICESHIP IN HOUSING

Apprenticeships are an excellent way of gaining qualifications and workplace experience. As an employee, learners can earn as they learn and gain practical skills from the workplace. The Apprenticeship qualification is formed by the successful achievement of three qualifications.

Suitable for:

There is no age restriction on starting an Apprenticeship, they are suitable for all employees from those new to the work place, school leavers and those who have established careers. TVHA is able to draw down funding for those aged 16-19 who wish to undertake their first Apprenticeship.

Awarding body:

City & Guilds and
Chartered Institute of Housing

Mode of study:

Largely delivered in the work place with some classroom based tuition. The different qualification components are assessed using various methods including assignments, portfolios and a test.

Duration: 18 months

Foundation framework:

- Level 2 Certificate in Housing (NVQ)
- CIH Certificate in Housing Practice Level 2
- Functional Skills:
 - Application of Number Level 1
 - Information Communication Technology Level 1
 - Communication Level 1
- Employment Rights and Responsibilities work book

Advanced framework:

- Level 3 Certificate in Housing (NVQ)
- CIH Certificate in Housing Practice Level 3
- Functional Skills:
 - Application of Number Level 2
 - Information Communication Technology Level 2
 - Communication Level 2
- Employment Rights and Responsibilities work book



CERTIFICATES IN PRINCIPLES OF BUSINESS AND ADMINISTRATION

The City & Guilds Level 2 and 3 Certificates in Principles of Business and Administration develop essential knowledge of how to carry out tasks such as managing information and supporting events, as well as providing opportunities to understand project management, innovation and change in business.

Suitable for:

Candidates wishing to work or already working in an administrative support role.

Mode of study:

Once a month classroom learning with home tasks or one to one tuition with supported tasks. Assessment by one successful assignment per unit. Mandatory units can be assessed by assignment or via an online test.

Level 2 Certificate

Units:

Mandatory units and a minimum of two credits from the range of optional units.

Mandatory units:

- Principles of personal responsibilities and working in a business environment
- Principles of providing administrative services
- Principles of managing information and producing documents

Level 3 Certificate

Units:

Mandatory units and a minimum of two credits from the range of optional units.

Mandatory units:

- Principles of personal responsibilities and how to develop and evaluate own performance at work
- Principles of working with and supervising others in a business environment
- Principles of managing information and producing documents in a business environment
- Principles of providing and maintaining administrative services

Awarding body:

City & Guilds



CERTIFICATES IN CUSTOMER SERVICE

The City & Guilds Level 2 and 3 Certificates in Customer Service provide recognition of professional competence and may assist candidates who wish to progress further in a customer service career. These qualifications will provide candidates with the knowledge required to work effectively in a busy customer service role.

Suitable for:

Level 2 is aimed at those new to the customer service sector or with limited customer service experience/knowledge.

Level 3 is aimed at those with some experience within the sector.

Mandatory units:

Level 2

Delivery of effective customer service
Supporting the customer service environment

Level 3

Principles of customer service delivery
Developing and improving the customer service process

Mode of study:

Optional: once a month classroom based learning with home task completion or one to one tuition with supported completion of tasks. Online test.

Awarding body:

City & Guilds

Duration:

6 months





FUNCTIONAL SKILLS

You can get ahead in work, education or daily life by building your English, Mathematics and ICT skills with the Functional Skills qualifications. These qualifications are offered at many levels, covering the very basics to more advanced skills.

Suitable for:

The Functional Skills qualifications are for anyone who wants to develop their English, maths or ICT skills.

Prior qualifications are not required and these qualifications are suitable for young learners (14-19 years old) and adults.

Units:

Each Functional Skill is a separate qualification and can be delivered individually, or as a suite of qualifications, and form part of the Apprenticeship

- English
- Mathematics
- ICT

Mode of study:

In all cases the Functional Skills courses assess the practical ability to apply English, mathematics and ICT skills to everyday situations. These are 'skill' rather than 'subject' orientated qualifications and the focus is on 'doing' rather than theoretical study or recall. All Functional Skills assessments are therefore activity-based and involve working through problems or scenarios.

Awarding body:

City & Guilds

Duration:

6 months



Training Assessment Quality Assurance

These qualifications are for staff working in, or looking to gain entry to roles in Assessment and Internal Quality Assurance. There are a range of qualifications available for Assessors at Level 3 and internal and external Quality Assurers at Level 4.

Suitable for:

- Anyone carrying out assessment and quality assurance - not just those working with NVQs
- Those working in accredited learning, non - accredited learning, and the QCF and those who do not assess qualifications, but who assess competence in the workplace
- There is a unit specifically designed for assessors who do not assess competence in the workplace

To complete the performance units, learners must have sufficient occupational competence to ensure up to date working knowledge and experience of the principles and practice specified in the standards they are assessing or quality assuring. Learners do not need to be occupationally competent to complete the knowledge only units.

Sufficient occupational competence is defined as:

1. Having held a post for a minimum of one year within the last two years which involved performing activities defined in the standards as an experienced practitioner

Or

2. Being an experienced trainer or instructor of at least one year in the competence area of the standards.

Having demonstrated updating within the last year two activities from a list set by QCA.

Learners must complete the assessors qualification or have D32/ 33 or A1 to be able to progress to the quality assurance performance units. Learners do not need any prior qualifications to complete the knowledge only unit of the quality assurance qualification.





TAQA

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Units and qualifications:

The qualifications consist of a mix of units – some competence based and some knowledge based units. The knowledge units allow anyone who is interested in or needs to know about assessment and quality assurance, but is not a practitioner, to acquire knowledge and information about the roles. The qualifications develop understanding of the principles of assessment and internal quality assurance, and provide the knowledge to develop and improve systems at their training centre.

There are mandatory knowledge-only units in each of the qualifications, and there is a unit and qualification for quality assurance staff who manage the work of teams of assessors.

Awarding body:

City & Guilds

Duration:

Four class study days for the knowledge units then six months (one visit per month) for all others units.

Mode of study:

Four class study days for the knowledge units and active performance assessment for the performance units.

One day Courses CIH Accredited



The Training Centre delivers the one day courses in Twickenham and Leicester.

These sessions can also be delivered in-house (minimum of 10 people).

Learners can complete an assignment for each session to achieve accreditation from the Chartered Institute of Housing, forming credits towards the Certificate in Housing qualifications Level 3 or 4.

Please ask a member of the Training Centre Administration Team for further information.



Course	Price	Price incl. assignment
Housing and the Law (All Day Session)	£195	£300
Developing Skills for Working in Housing (All Day Session)	£195	£300
Housing Policy (All Day Session)	£200	£350

Course	Price	Price incl. assignment
Equality and Diversity for Housing (All Day Session)	£195	£300
Customer Service for Housing (All Day Session)	£200	£350
Prevention and Management of Rent Arrears (All Day Session)	£195	£300
Community Action for Neighbourhoods (am Session)	£98	N/A
Involving Housing Service Users (am Session)	£98	N/A
Dealing with Anti-Social Behaviour (ASB) in Housing (All Day Session)	£195	£300
Customer and Neighbourhood Services (All Day Session)	£200	£350
Housing Management Day (All Day Session)	£200	£350
Repairs and Maintenance in Housing Organisations (All Day Session)	£195	£300



Booking Form

Booking and payment

You can book a course by sending an email to training_centre@tvha.co.uk or calling us on 0208 607 0607. Alternatively, you can complete this booking form and return it to us by post, fax or email.

Please note: Learners will only be officially registered on the course once full payment has been received. Payment is due 21 days from invoice or before the course commences, whichever is sooner.

If a learner defers the course after it has started, the full amount is payable (no refund will be issued). The learner can join on the next course if one is run by the centre, for which 75% of the full fee will be payable to cover costs.

Confirmation and joining instructions

We will send written confirmation and joining instructions within 10 working days of receiving a booking. This will include a course programme and venue map. Please contact us if this information does not arrive.

Waiting lists

If the course is full, or not yet due to run, we will inform you that we have placed you on the waiting list and will contact you if a space becomes available. We will not process your payment unless your place is confirmed, or you have advised us of another date that you wish to attend.

Delegate cancellations

Should the learner withdraw from the qualification after payment is received but before the commencement date; 75% of the fee is payable. If the learner withdraws from the qualification after the commencement date, the full amount is payable (no refund will be issued).

Course cancellations

TVHA reserves the right to cancel courses up to 10 working days before the start date. We will refund your course fee.

Venue details:

London:

Heathgate House
2-4 The Green
Twickenham
TW2 6QF

Midlands:

Campanile Leicester
1 Bedford Street North
St. Matthews Way
Leicester
LE1 3JE

You can book quickly and easily by calling us on **0208 607 0607**.

Alternatively, fill in and return this form. By completing this form you are agreeing to the booking conditions detailed above.

Delegate name _____

Position _____

Organisation _____

Address _____

Postcode _____

Tel _____

Email _____

Course _____

Date _____

Venue: London/Midlands (Delete as appropriate)

Fee £ _____

Please make cheques payable to 'Thames Valley Housing Association Ltd'. If you do not enclose a cheque, we will send an invoice to the address provided above.

Please state if you have any specific requirements, e.g. wheelchair access, hearing loop system. (We do not provide lunch on our courses.)

Please return this form by post to:

TVHA Training Centre
Premier House
52 London Road
Twickenham
TW1 3RP

Or by fax to: 0208 607 9923

