



## **Qualification Specification for:**

**OCN NI Level 3 Certificate in Housing Practice  
(Northern Ireland)**

➤ **Qualification No: 610/1939/2**

## Qualification Regulation Information

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### **OCN NI Level 3 Certificate in Housing Practice (Northern Ireland)**

Qualification Number: 610/1939/2

Operational start date: 15 January 2023

Operational end date: 14 January 2028

Certification end date: 14 January 2031

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications ( <http://register.ofqual.gov.uk/> ). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

### **OCN NI Contact Details**

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## Foreword

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This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualifications:

→ **OCN NI Level 3 Certificate in Housing Practice (Northern Ireland)**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at [www.ocnni.org.uk](http://www.ocnni.org.uk)

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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## About Regulation

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### OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

### The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).



## Qualification Features

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### Sector Subject Area

1.4 Public services

### Qualification Aim

The aim of the OCN NI Level 3 Certificate in Housing Practice (Northern Ireland) is to provide the learner with vocational opportunities for learners to develop their housing sector related skills and knowledge, whilst working in a range of housing organisations.

### Qualification Objectives

The objectives of the OCN NI Level 3 Certificate Housing Practice (Northern Ireland) will enable learners to gain skills and knowledge relating to the following:

- understanding the housing sector, relevant legislation, guidelines and procedures
- dealing with housing sector customers including repairs and inspections
- assessing, allocating and supporting customers to access appropriate housing
- working with other organisations to support housing sector customers

### Grading

Grading for this qualification is pass/fail.

### Transversal Skills

Transversal skills are cross-economy skills. They are an important part of any role, particularly within the housing sector, to ensure that competencies are integrated into a trainee's day-to-day activities. It is important that these skills are embedded into the learning journey whilst progressing throughout the qualification. The transversal skills are listed in [Appendix A](#).

### Qualification Target Group

The OCN NI Level 3 Certificate in Housing Practice (Northern Ireland) is targeted at learners who wish to be employed in the housing sector.

### Progression Opportunities

The OCN NI Level 3 Certificate in Housing Practice (Northern Ireland) will allow learners to progress to higher level qualifications in the housing and related sectors and/or into employment.

## Entry Requirements

Learners must have access to a relevant work placement in order to complete the qualification.

Learners should be at least 16 years old.

Learners must have previously achieved a relevant level 2 recognised vocational qualification in a related area or sector or five GCSE's or equivalent including English and Maths

**Or**

Learners must have already gained significant work experience in the occupational area, which could be considered as meeting the requirements of a level 2 framework in the services occupational area and can show the capacity to achieve a level 3 standard

In addition, if the qualification is taken as part of a programme, for those learners who do not already have the following qualifications, they will be given the opportunity to obtain either:

- GCSE Maths and English at Grade C or above, or
- Essential Skills Level 2 Communication and Essential Skills Level 2 Application of Number

## Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

## Delivery Languages

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

## Centre Requirements for Delivering the Qualification

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### Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### Equipment Requirements

Centres offering this qualification must provide learners with access to industry standard equipment and technologies including buildings in order to demonstrate practical elements within each of the units.

### Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

### Tutors

Tutors delivering this qualification should be qualified to at least one level higher than the qualification and have at least three years' relevant experience in the housing sector.

### Assessors

The qualification is assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

#### **Assessors must:**

- qualified to at least one level higher than the qualification and have at least three years' relevant experience in the housing sector
- have a relevant assessor qualification
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities



## Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

### ***Internal Verifiers must:***

- qualified to at least one level higher than the qualification and have at least three years' occupational experience in the housing sector
- attend OCN NI's internal verifier training if not already completed or have relevant internal verification qualifications

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

## Structure and Content

### OCN NI Level 3 Certificate in Housing Practice (Northern Ireland)

In order to achieve this qualification learners must complete 27 credits – all four core units – 10 credits, plus 17 credits from any of the optional units.

Total Qualification Time (TQT) for this qualification:	270 hours
Guided Learning Hours (GLH) for this qualification:	189 hours

**Learners will typically take 24 months to complete the qualification.**

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
<b>Core units</b>					
<a href="#">L/650/4891</a>	CBG121	Employment Rights and Responsibilities in Social Housing and Property Services	2	14	Three
<a href="#">M/650/4892</a>	CBG122	Promote and Apply Safe, Ethical, and Sustainable Practice in Housing	3	21	Three
<a href="#">T/650/4894</a>	CBG124	Professional Development Planning within Housing	2	14	Three
<a href="#">Y/650/4895</a>	CBG125	Positive Relationships with Customers and Colleagues when Providing Housing Services	3	21	Three
<b>Optional units</b>					
<a href="#">A/650/4896</a>	CBG126	Dealing with Customer Repair Requests	3	21	Three
<a href="#">D/650/4897</a>	CBG127	Property Inspections	3	21	Three
<a href="#">F/650/4898</a>	CBG128	Managing Vacant Properties	3	21	Three
<a href="#">H/650/4899</a>	CBG129	Providing a Housing Rental Service	3	21	Three

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
<a href="#">R/650/4900</a>	CBG130	Organising and Facilitating Housing Meetings	2	14	Three
<a href="#">T/650/4901</a>	CBG131	Developing and Maintaining Partnership Working in a Housing Environment	2	14	Three
<a href="#">Y/650/4902</a>	CBG132	Developing and Promoting Customer Involvement in a Housing Organisation	2	14	Three
<a href="#">A/650/4903</a>	CBG133	Assessing Housing Need and Support	3	21	Three
<a href="#">D/650/4904</a>	CBG134	Allocating Accommodation	2	14	Three
<a href="#">F/650/4905</a>	CBG135	Managing Tenancy, Licence and Leaseholder Agreements	3	21	Three
<a href="#">H/650/4906</a>	CBG136	Managing Temporary Accommodation	2	14	Three
<a href="#">J/650/4907</a>	CBG137	Supporting Individuals to Access Learning and Development Opportunities within and Engagement with the Local Community	2	14	Three
<a href="#">K/650/4908</a>	CBG138	Working with Individuals to Address their Social and Personal Development Needs	5	35	Three
<a href="#">L/650/4909</a>	CBG139	Supporting Individuals to Minimise the Risk of Homelessness	2	14	Three

## Unit Details

Title	Employment Rights and Responsibilities In Social Housing and Property Services
Level	Three
Credit Value	2
Guided Learning Hours (GLH)	14
OCN NI Unit Code	CBG121
Unit Reference No	L/650/4891
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand employer and employee rights, housing industry, own role and responsibilities and sources of advice and guidance.	
Learning Outcomes	Assessment Criteria
1. Understand employer and employee rights, responsibilities and relevant organisational procedures.	1.1. Explain the importance of having defined employment rights and responsibilities. 1.2. Explain employer and employee rights and responsibilities under employment law, including: a) equality act b) health and safety c) general data protection regulations 1.3. Explain organisational procedures for health and safety and equality and diversity, including relevant documentation. 1.4. Summarise sources of information and advice on employment rights and responsibilities.
2. Understand the housing industry, own role and responsibilities and sources of advice and guidance.	2.1. Explain own role and responsibilities within own organisation and industry and personal career pathways available. 2.2. Summarise different types of housing industry representative bodies and their key roles and responsibilities. 2.3. Summarise different housing industry sources of information and advice on the following: a) industry b) occupations c) training d) careers

**NOS reference: INSHOU47, INSHOU22**

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Promote and Apply Safe, Ethical, and Sustainable Practice in Housing
Level	Three
Credit Value	3
Guided Learning Hours (GLH)	21
OCN NI Unit Code	CBG122
Unit Reference No	M/650/4892
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the promotion of safe, ethical and sustainable practice in own housing role.	
Learning Outcomes	Assessment Criteria
1. Understand how to apply legislation, policies and procedures to promote equality, diversity and anti-discriminatory practice in own role.	1.1. Explain how key aspects of legislation, policies and procedures relating to equality, diversity, and discrimination apply to own role. 1.2. Explain how to challenge discrimination. 1.3. Demonstrate effective and sensitive communication ensuring an individual's needs values, beliefs, faith, and cultural conventions are met.
2. Be able to support an individual to understand their rights and responsibilities.	2.1. Summarise conflicts and potential conflicts of interest in own role. 2.2. Support an individual to understand their rights and responsibilities through: <ul style="list-style-type: none"> <li>a) developing and maintaining positive interactions</li> <li>b) sharing and explaining information in an appropriate manner</li> </ul>
3. Be able to promote safe and sustainable working practices in own role.	3.1. Explain own legal and organisational responsibilities for promoting health and safety. 3.2. Assess potential hazards and risks, identifying actions to minimise, control, or eliminate them. 3.3. Work in a way that minimises environmental damage and ensures the use and disposal of equipment and materials in a safe and sustainable way. 3.4. Summarise boundaries of own competence and how specialist support may be accessed if required.
4. Understand requirements of own role to ensure protection of personal data.	4.1. Summarise key aspects of legislation, organisational policies and procedures relating to the protection of personal data and how these apply to own role.



**NOS reference: INSHOU16, INSHOU48, INSHOU33, INSHOU11, INSHOU04**

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Professional Development Planning within Housing	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG124	
Unit Reference No	T/650/4894	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to develop own professional development plan.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand development opportunities and support within an organisation.	1.1. Explain own organisation's policies and procedures for continuing professional development. 1.2. Summarise sources of information and support which may contribute to continuing professional development.	
2. Be able to use reflective practice to identify own career and personal development goals.	2.1. Explain what is meant by the term reflective practice. 2.2. Use reflective practice to inform own career and personal development goals. 2.3. Use outcomes of reflective practice undertaken in AC 2.2 to identify own career and personal development goals.	
3. Be able to agree work objectives and produce own professional development plan.	3.1. Work with line manager to agree own work objectives. 3.2. Assess possible gaps in own knowledge and skills in relation to current and future job roles. 3.3. Use outcomes of assessment undertaken in AC 3.2 to inform and produce own professional development plan.	
<b>NOS reference: INSHOU52</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Positive Relationships with Customers and Colleagues when Providing Housing Services
Level	Three
Credit Value	3
Guided Learning Hours (GLH)	21
OCN NI Unit Code	CBG125
Unit Reference No	Y/650/4895
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand customer service and effective communication to promote positive relationships when providing housing services.	
Learning Outcomes	Assessment Criteria
1. Understand organisational customer service policies and procedures.	1.1. Explain own organisational customer service policies and procedures including how the following apply to own role: a) equality b) diversity c) discrimination d) rights e) confidentiality
2. Be able to communicate effectively with customers and colleagues to promote positive relationships.	2.1. Explain different approaches to working effectively with customers displaying the following: a) challenging behaviours b) presenting with substance abuse and/or addictions c) in crisis situations 2.2. Explain how to use communication skills to clarify needs and decisions made by customers and others. 2.3. Summarise appropriate approaches which may be used to deal with difficult customer conversations. 2.4. Explain how to ethically record information in accordance with own organisational policies and procedures. 2.5. Explain using examples when it would be necessary to share sensitive information. 2.6. Select, use and evaluate appropriate methods of communication with customers and colleagues to promote positive relationships in different situations.
3. Be able to agree and work with customers and colleagues to carry out actions.	3.1. Identify internal teams and external organisations who contribute to own work role in providing services to customers. 3.2. Negotiate agreement with customers and colleagues on actions to be taken within own work boundaries and in line with organisational policies and procedures. 3.3. Work with customers and colleagues to carry out actions agreed in AC 3.2. 3.4. Review with customer and colleagues the effectiveness of the actions carried out in AC 3.3 identifying possible areas for improvement.

**NOS reference: INSHOU01, INSHOU04, INSHOU16, INSHOU47, INSHOU28**

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Dealing with Customer Repair Requests	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	21	
OCN NI Unit Code	CBG126	
Unit Reference No	A/650/4896	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to respond to customer requests for repairs in line with own organisation's policies and procedures.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be aware of an organisation's housing stock and possible defects requiring repair.	1.1. Summarise the types of properties managed by own organisation and associated common defects.	
2. Understand an organisation's policies and procedures relating to repair requests.	2.1. Explain different types of service agreements. 2.2. Explain own organisation's policies and procedures relating to repair requests including determining if they require emergency action.	
3. Be able to respond to customer requests for repairs.	3.1. Clarify with customers the nature of repair and accurately record requests prioritising urgent repairs. 3.2. Explain the role of other parties involved in the maintenance and repair of the organisation's properties and any associated charges. 3.3. Summarise requests which are outside own organisation's responsibilities and how to refer customers to other organisations and individuals. 3.4. Organise inspection visits and repair work according to own organisational policies and procedures.	
<b>NOS reference: INSHOU10, INSHOU01, INSHOU04, INSHOU17</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log



Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Property Inspections	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	21	
OCN NI Unit Code	CBG127	
Unit Reference No	D/650/4897	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to carry out property inspections.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be aware of health and safety and organisational procedures relating to inspection.	1.1. Explain the purpose of inspections including related health and safety and organisational procedures. 1.2. Summarise different types of risks to be considered when carrying out an inspection.	
2. Know the equipment and terminology required to conduct an inspection.	2.1. Explain the use of basic building terms and plans and technical equipment used for inspections. 2.2. Summarise the types of properties which a given organisation manages and the types of possible faults associated with those properties.	
3. Be able to carry out and record a property inspection.	3.1. Assess potential risks to personal safety and security and take appropriate action to minimise risks prior to carrying out a property inspection. 3.2. Organise and confirm inspection details with customers and relevant parties. 3.3. Collate required documentation prior to inspection. 3.4. Carry out a property inspection. 3.5. Record inspection reports accurately and clearly to enable identified problems to be rectified. 3.6. Summarise when specialist inspections may be required for a property.	
<b>NOS reference: INSHOU09, INSHOU17</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise	Record of observation Learner notes/written work Learner log

	and apply skills and knowledge	
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Managing Vacant Properties	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	21	
OCN NI Unit Code	CBG128	
Unit Reference No	F/650/4898	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the practical and organisational management of vacant properties.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand the legal and organisational frameworks in relation to the management of vacant properties.	1.1. Summarise the legal and structural guidelines and practices to be considered in the management of vacant properties. 1.2. Summarise reasons for vacant properties. 1.3. Analyse possible risks to the following if vacant properties are not secured: a) self and others b) the property	
2. Be able to manage vacant properties.	2.1. Provide current information and data on vacant properties in own area. 2.2. Evaluate reasons for properties identified in AC 2.1 being vacant. 2.3. Organise for vacant properties to be secured. 2.4. Organise inspection of a vacant property identifying, recording and reporting potential problems. 2.5. Organise viewing of a vacant property. 2.6. Explain ways of improving access to vacant properties. 2.7. Determine which parties have responsibilities for the condition of vacant properties.	
<b>NOS reference: INSHOU23</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Providing a Housing Rental Service
Level	Three
Credit Value	3
Guided Learning Hours (GLH)	21
OCN NI Unit Code	CBG129
Unit Reference No	H/650/4899
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to provide a housing rental service.	
Learning Outcomes	Assessment Criteria
1. Understand the legal issues involved in providing a housing rental service.	1.1. Summarise the key aspects of legislation relating to: <ol style="list-style-type: none"> <li>setting appropriate rent and service charges</li> <li>managing rent arrears</li> </ol> 1.2. Evaluate how the legislation relates to own professional practice. 1.3. Explain how the following may impact a customer: <ol style="list-style-type: none"> <li>the housing benefit system</li> <li>welfare and reform</li> <li>universal credit</li> </ol>
2. Understand organisational guidelines and procedures relating to the provision of a housing rental service.	2.1. Summarise key aspects of organisational policies and procedures relating to: <ol style="list-style-type: none"> <li>rent collections</li> <li>debt recovery</li> </ol> 2.2. Summarise the different debt services available to customers. 2.3. Prioritise financial advice and guidance requests according to level of importance or urgency.
3. Be able to provide a rental service.	3.1. Identify current rent charges and service charges if applicable. 3.2. Communicate effectively with customers outlining: <ol style="list-style-type: none"> <li>legal obligations on payment of rent</li> <li>rights as tenants</li> </ol> 3.3. Provide a rental service to customers to include: <ol style="list-style-type: none"> <li>income or benefits checks and advice on payments</li> <li>explaining how rent will be collected and agreeing appropriate payment methods</li> <li>establishing agreed payment methods</li> </ol>
4. Be able to monitor a rental service.	4.1. Establish a rental service monitoring system to include: <ol style="list-style-type: none"> <li>collation of data</li> <li>identifying accounts in arrears</li> <li>management of debt recovery for accounts in arrears</li> <li>recording of rent recovery actions</li> </ol>



**NOS reference: INSHOU24**

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Organising and Facilitating Housing Meetings	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG130	
Unit Reference No	R/650/4900	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to be able organise and facilitate housing meetings with a range of personnel including housing customers.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand an organisation's policies and procedures for organising housing meetings.	1.1. Summarise own organisation's policies and procedures for organising housing meetings.	
2. Understand how to organise housing meetings.	2.1. Complete the following procedures for organising housing meetings: a) confirming meeting arrangements with venue ensuring compliance with health and safety requirements b) identifying relevant attendees for the meeting c) negotiating and agreeing meeting date, time and venue with relevant parties d) providing relevant information to participants prior to meeting e) arranging for relevant equipment to be available for meeting	
3. Understand facilitation methods relevant to meetings.	3.1. Summarise facilitation techniques to support participation and deal with possible conflict.	
4. Be able to facilitate housing meetings.	4.1. Facilitate housing meetings to include the following: a) managing meeting time b) introductions, explaining aims and objectives c) encouraging open and constructive discussion to facilitate productive decision making d) using appropriate questioning to aid understanding 4.2. Identify and agree meeting outcomes. 4.3. Review minutes of housing meeting facilitated in AC 4.1 for content and accuracy and share with relevant parties.	
<b>NOS reference: INSHOU12</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Developing and Maintaining Partnership Working in a Housing Environment	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG131	
Unit Reference No	T/650/4901	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand partnership working within the housing environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand an organisation's policies and procedures in relation to partnership working and their impact on own job role.	1.1. Summarise own organisation's policies and procedures for partnership working and impact on own job role. 1.2. Assess formal and informal arrangements in own organisation when working in partnership with different groups and impact on own job role.	
2. Be able to develop and maintain partnership working in a housing environment.	2.1. Summarise the roles and responsibilities of individuals and organisations involved in partnership working in a housing environment. 2.2. Explain procedures for the following when engaging in partnership working in a housing environment: a) sharing sensitive information with other organisations b) managing conflict and dealing with potential difficulties in partnership working 2.3. Develop and maintain partnership working in a housing environment including: a) promoting and explaining services of own organisation to relevant partners b) evaluating effectiveness of partnership working c) identifying opportunities to work with other organisations to improve services d) sharing findings with relevant colleagues	
<b>NOS reference: INSHOU02, INSHOU47</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Developing and Promoting Customer Involvement in a Housing Organisation	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG132	
Unit Reference No	Y/650/4902	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand ways to develop and promote customer involvement in a housing organisation.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand how to facilitate customer involvement in a housing organisation.	1.1. Explain the importance of involving customers in a housing organisation and the different ways this may be facilitated. 1.2. Summarise own organisation's policies and procedures relating to the involvement of customers in own organisation. 1.3. Summarise barriers which might prevent customers from becoming involved in a housing organisation and how they may be addressed.	
2. Be able to develop customer involvement in an organisation.	2.1. Evaluate customer involvement in own organisation. 2.2. Explain ways in which customers can become involved in own organisation. 2.3. Develop and implement plans to promote customer involvement in own organisation including: <ul style="list-style-type: none"> <li>a) informing customers of opportunities for involvement</li> <li>b) agreeing roles and responsibilities</li> <li>c) explaining to customers the extent to which their involvement can be facilitated</li> <li>d) explaining how and with whom sensitive information may be shared</li> <li>e) reviewing customer involvement to enhance future participation</li> </ul>	
<b>NOS reference: INSHOU29</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Assessing Housing Need and Support
Level	Three
Credit Value	3
Guided Learning Hours (GLH)	21
OCN NI Unit Code	CBG133
Unit Reference No	A/650/4903
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to assess housing need and other support for those in need of housing assistance.	
Learning Outcomes	Assessment Criteria
1. Understand different housing services and types of support available within an organisation.	1.1. Evaluate the role of assessment and its impact on meeting individual housing needs. 1.2. Explain how own organisation can assist individuals including services it can and cannot provide. 1.3. Summarise using examples different housing needs presented by individuals to own organisation. 1.4. Explain the different perceptions held by individuals in relation to own organisation and the possible impact on trust in own organisation if these are not met. 1.5. Summarise how to access different types of housing support in own organisation. 1.6. Evaluate other sources of support available and how individuals may be referred to them.
2. Be able to communicate effectively with individuals with own role.	2.1. Evaluate own practice in communicating with individuals in an appropriate manner including: <ul style="list-style-type: none"> <li>a) welcoming individuals in a friendly and non-judgmental manner</li> <li>b) respecting individual's beliefs, expectations and requirements</li> <li>c) establishing nature of enquiry and their expectations</li> <li>d) establishing individual's needs through listening, questioning and confirming understanding</li> <li>e) ensuring confidentiality and privacy of individuals</li> <li>f) managing an individual's distress or concern if it arises</li> </ul>
3. Be able to assess an individual's housing needs.	3.1. Demonstrate how to assess an individual's housing needs including: <ul style="list-style-type: none"> <li>a) sensitively explaining own organisation's capacity to address or not address their needs</li> <li>b) clarifying housing needs and other support required</li> <li>c) determining initial and ongoing housing needs</li> <li>d) recording relevant information and updating housing management system in line with own organisational procedures</li> </ul>



**NOS reference: INSHOU05**

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Allocating Accommodation	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG134	
Unit Reference No	D/650/4904	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to allocate accommodation to customers according to their needs.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand an organisation's policies and procedures relating to the allocation of accommodation.	1.1. Summarise own organisation's policies and procedures relating to the following: a) allocation of accommodation b) health and safety c) prioritising urgent housing need d) meeting the diverse needs of individuals	
2. Be able to support the housing application process and allocate appropriate accommodation.	2.1. Support individuals with the housing application process including: a) managing meetings with individuals seeking housing in a fair, sensitive and courteous manner b) determining an individual's housing preferences and needs and type of housing required c) explaining the Housing Selection Scheme d) providing relevant housing information, answering questions and concerns e) assisting with completion of application 2.2. Process applications in line with own organisational procedures and regulatory requirements allocating appropriate accommodation. 2.3. Complete and maintain accurate customer records.	
3. Be able to apply organisational policies on refusals, appeals and complaints and assist where housing needs cannot be accommodated.	3.1. Apply own organisational policies on refusals, appeals or complaints and refer issues as appropriate to relevant person or department in own organisation. 3.2. Assess why a customer has refused accommodation and provide the individual with information on alternative agencies who may be able to assist. 3.3. Complete and maintain accurate customer records.	
<b>NOS reference: INSHOU 01, INSHOU04, INSHOU06, INSHOU18</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence	Learner notes/written work Learner log/diary Peer notes

	to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Managing Tenancy, Licence and Leaseholder Agreements	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	21	
OCN NI Unit Code	CBG135	
Unit Reference No	F/650/4905	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the process of establishing and managing tenancy, licence and leaseholder agreements.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand the legal definitions of tenancy, licence, and leaseholder and the rights and responsibilities of landlord and tenant or leaseholder.	1.1. Explain the legal definitions of tenancy, licence and leaseholder, and the legal rights and responsibilities of landlord and tenant or leaseholder.	
2. Understand policies and procedures in relation to the management of agreements.	2.1. Summarise own organisation's policies and procedures relating to the establishment and management of agreements including procedures to handle any breaches.	
3. Be able to establish agreements.	3.1. Explain the documentation required for different types of occupancy including the content and requirements of each. 3.2. Clarify the content and requirements of agreement with the individual and confirm understanding and agreement of terms and conditions. 3.3. Complete relevant agreement documents with the individual.	
<b>NOS reference: INSHOU07, INSHOU19</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Managing Temporary Accommodation	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG136	
Unit Reference No	H/650/4906	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the process for managing temporary accommodation.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand organisational policies and procedures, and legal guidelines for the management of temporary accommodation.	1.1. Summarise the legal guidelines and own organisational policies and procedures for the management of temporary accommodation including the process for prioritising urgent requests.	
2. Be able to manage the provision of temporary accommodation.	2.1. Collate data on current available temporary accommodation. 2.2. Evaluate customer's needs, suitability, and eligibility. 2.3. Evaluate accommodation to meet customer needs in terms of: a) issues to be addressed b) modifications required 2.4. Provide accurate information, advice and guidance to customers. 2.5. Organise temporary accommodation with landlords in line with customers' needs. 2.6. Explain to customers procedures for appeals and complaints.	
<b>NOS reference: INSHOU25</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Supporting Individuals to Access Learning and Development Opportunities within and Engagement with the Local Community	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG137	
Unit Reference No	J/650/4907	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to support individuals to identify and access learning and development opportunities within and to engage with the local community.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand how to support individuals to access learning and development opportunities within and engagement with the local community and its benefits.	1.1. Summarise own organisation's policies and procedures for supporting individuals to access learning and development opportunities within and engagement with the local community. 1.2. Explain the impact of accessing learning and development opportunities and community engagement on an individual's quality of life.	
2. Be able to support individuals to access learning and development opportunities within and engagement with the local community.	2.1. Collate and review information on available learning and development and community engagement opportunities. 2.2. Provide individuals with information, advice and guidance on the following opportunities within the local community: a) learning and development b) engagement in community development 2.3. Assist individuals to access the following opportunities within the local community: a) addressing identified learning and development needs b) engagement in community development 2.4. Explain additional support which may be provided by own organisation to assist individuals to access the opportunities identified in AC 2.3.	
<b>NOS reference: INSHOU26, INSHOU27</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion



Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Working with Individuals to Address their Social and Personal Development Needs
Level	Three
Credit Value	5
Guided Learning Hours (GLH)	35
OCN NI Unit Code	CBG138
Unit Reference No	K/650/4908
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to work with individuals and key personnel to address an individual's social and personal development needs.	
Learning Outcomes	Assessment Criteria
1. Understand an organisation's policies and procedures for supporting an individual's social and personal development needs.	<p>1.1. Summarise own organisation's policies and procedures for supporting an individual's social and personal development needs including:</p> <ul style="list-style-type: none"> <li>a) limitations</li> <li>b) support plans</li> <li>c) roles and responsibilities of other agencies or parties</li> </ul> <p>1.2. Explain using examples, situations when customers may be referred to other organisations or colleagues for support.</p>
2. Understand the social and personal development needs of individuals.	<p>2.1. Explain how to access information on the social and personal needs of individuals.</p> <p>2.2. Evaluate the impact of physical, emotional and health conditions on an individual's needs.</p> <p>2.3. Explain how to encourage an individual to communicate their personal and social development needs.</p> <p>2.4. Explain the limitations of own role and responsibilities including potential challenges and conflicts presented in aligning services with individuals' needs and preferences.</p>
3. Be able to contribute to the development of support plans.	<p>3.1. Confirm the involvement of the following in the decision-making process when developing a support plan:</p> <ul style="list-style-type: none"> <li>a) the individual</li> <li>b) key personnel</li> <li>c) the organisation</li> </ul> <p>3.2. Explain to the individual the limitations of own role and responsibilities.</p> <p>3.3. Confirm understanding of the support plan including appeals and complaints procedures by the individual and key personnel.</p>
4. Be able to work with an individual to implement support plan activities to address their social and personal development needs.	<p>4.1. Communicate effectively with individuals the services to be provided to address their social and personal development needs in line with the support plans and confirm understanding.</p> <p>4.2. Explain to the individual any potential health and safety risks associated with the support plan and how these may be minimised.</p> <p>4.3. Work with the individual and key personnel to implement support plan activities to</p>

	<p>address their social and personal development needs.</p> <p>4.4. Confirm that a risk assessment has been completed and outcomes are implemented.</p> <p>4.5. Clarify with the individual their rights and responsibilities.</p>	
5. Be able to monitor, record and evaluate support.	<p>5.1. Monitor and record data relating to support plan activities implemented in AC 4.3.</p> <p>5.2. Evaluate support provided to individuals and key personnel identifying possible areas for improvement.</p>	
<b>NOS reference: INSHOU 26, INSHOU30, INSHOU31</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Tutor notes/record</p> <p>Learner log/diary</p>
E-assessment	The use of information technology to assess learners' work	<p>Electronic portfolio</p> <p>E-tests</p>

Title	Supporting Individuals to Minimise the Risk of Homelessness	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBG139	
Unit Reference No	L/650/4909	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to provide support to individuals to reduce the risk of homelessness.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand homelessness legislation.	1.1. Summarise the key aspects of homelessness legislation in own region.	
2. Understand why individuals may become homeless and how they may be supported.	2.1. Summarise own organisation's policies and procedures for supporting individuals who may become homeless. 2.2. Explain reasons why individuals may become homeless. 2.3. Explain different housing options available to individuals who may become homeless. 2.4. Explain the role of other organisations that may be involved in preventing homelessness. 2.5. Explain the importance of obtaining permission to share an individual's sensitive information with other organisations and the potential consequences if they do not agree.	
3. Be able to support individuals to avoid homelessness.	3.1. Carry out risk assessment of potentially homeless referrals. 3.2. Work with individuals and others to assess ways of reducing the risk of homelessness. 3.3. Provide individuals with relevant information and advice on housing options and the role of other organisations involved in preventing homelessness. 3.4. Explain to individuals the information that needs to be recorded. 3.5. Record relevant information accurately.	
<b>NOS reference: INSHOU36</b>		
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

## Appendix A - Transversal Skills

<u>Transversal skill</u>	<u>Initial</u> Within the first three months	<u>Interim</u> By the end of the first 12 months	<u>Final</u> By the end of the qualification
<b>I. Self-management</b>	Ask for direction and clarify understanding of instructions received. Work in a way that takes responsibility for own safety.	Plan own work to meet the needs of the tasks given. Undertake learning proactively.	Track emerging trends in Housing Practice in Northern Ireland. Commit to self-development plan, reflecting and identifying next steps.
<b>II. Working with others</b>	Take on the viewpoints of others. Make connections with colleagues and other relevant stakeholders to establish working relationships.	Listen to others' point of view and consider their viewpoint when planning own work. Liaise with other teams in the organisation.	Work with colleagues and other stakeholders in own and other teams to ensure effective outputs.
<b>III. Citizenship/ participating in society</b>	Understand the basic profiles of customers and team members. Respect the differences of individuals, including disability, ethnicity background, gender, sexuality and religion in own and other teams	Understand how individuals' differences, including disability, ethnicity background, gender, sexuality and religion impact upon the way the organisation develops and provides housing support and services.	Challenge own perceptions of individuals' needs. Work proactively with customers to meet individual needs.
<b>IV. Work professionalism</b>	Be punctual, polite, and respectful to colleagues, customers and other stakeholders.	Uphold the housing organisation's standards, guidelines and policies. Report issues in accordance with organisational policy.	Set an example to team members by living the values of the organisation at all times, being positive about the organisation externally.

<b>V. Problem solving and decision making</b>	Identify when a problem needs to be solved and seek the required assistance.	Learn from own mistakes and those of others to inform improved future performance.	Propose alternatives / solutions when there are problems.
<b>VI. Numeracy and use of data</b>	Ensure appropriate resources are made available.	Use software packages relevant to role.	Use specialist organisational software for specific tasks.
<b>VII. Digital literacy</b>	Conduct self in a professional manner when on personal social/digital media.	Use software packages relevant to role.	Use specialist organisational software for specific tasks.
<b>VIII. Literacy and communication</b>	Maintain records accurately. Communicate with team members clearly and concisely.	Produce accurate written reports when required. Communicate with team, other teams and stakeholders effectively.	Consistently use effective two-way communication face to face, remotely and in writing throughout the role.

## Appendix B – Mapping of Units to Transversal Skills

OCN NI LEVEL 3 CERTIFICATE IN HOUSING PRACTICE (Apprenticeship Northern Ireland)	TRANSVERSAL SKILLS															
	Self-management				Communication & Literacy		Numeracy	Digital Literacy	Problem solving and decision making		Work professionalism		Working with others		Citizenship / participating in society	
Core Units	Intermediate				Advanced		Intermediate	Intermediate	Intermediate		Advanced		Advanced		Advanced	
Employment Rights and Responsibilities In Social Housing and Property Services	Take action on what has to be done without having to be told	Work unsupervised	React appropriately to situations	Be open to new processes and situations	Engage persuasively using agreement and challenge	Understand when to compromise	Apply numerical concepts	Format, organise and manage files and data	Take action without being given step-by-step guidance and supervision	Use own mistakes and successes as a learning process	Work flexibly as workplace requires	Work through difficult situations	Lead teams and give feedback	Influence others in a positive way	Contribute to local community	To challenge own perceptions in society
1. Understand employer and employee rights, responsibilities and relevant organisational procedures	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		
2. Understand the housing industry, own role and responsibilities and sources of advice and guidance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Promote and Apply Safe, Ethical, and Sustainable Practice In Housing</b>																
<b>Learning Outcomes:</b>																
1. Understand how to apply legislation, policies and procedures to promote equality, diversity and anti-discriminatory practice in own role	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓
2. Be able to support an individual to understand their rights and responsibilities	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓
3. Be able to promote safe and sustainable working practices in own role	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
4. Understand requirements of own role to ensure protection of personal data	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Professional Development Planning within Housing</b>																
<b>Learning Outcomes:</b>																
1. Understand development opportunities and support within own organisation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
2. Be able to use reflective practice to identify own career and personal development goals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
3. Be able to agree work objectives and produce own professional development plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
<b>Positive Relationships with Customers and Colleagues When Providing Housing Services</b>																
<b>Learning Outcomes:</b>																
1. Understand organisational customer service policies and procedures	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓		
2. Be able to communicate effectively with customers and colleagues to promote positive relationships	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		
3. Be able to agree and work with customers and colleagues to carry out actions	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		



## Quality Assurance of Centre Performance

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### External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

### Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

## Administration

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### Registration

A centre must register learners within 90 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

**OCN NI Level 3 Certificate in Housing Practice (Northern Ireland)**  
**Qualification Number: 610/1939/2**

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Operational start date: 15 January 2023  
Operational end date: 14 January 2028  
Certification end date: 14 January 2031

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