

SCQF Level 7 Professional Certificate



Management of Tenant & Resident Safety in Social Housing (Scotland)

Exclusively for employees of social housing providers in Scotland

Introduction

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***Important note:** this qualification is appropriate for candidates already employed in the social housing sector who wish to develop a specialist knowledge of the tenant safety requirements in different subject areas; they should already have some experience of working in these contexts.*

A bespoke, unique and brand new customised award qualification which has been designed and developed by the specialist team at Housing H&S Compliance UK Ltd to recognise and enhance the skills and knowledge of those colleagues supporting the tenant and resident safety function of organisations operating in the social housing sector in Scotland.

Our SCQF Level 7 'Professional Certificate: Management of Tenant & Resident Safety in Social Housing (Scotland)' is equivalent to an Advanced Higher, a Higher National Certificate (HNC), or the first year of a degree programme and makes real world and lived experience come to life with case studies and written assessments that reflect the day-to-day requirements of colleagues looking after the tenant and resident safety functions of their organisation.

What is the qualification?

This customised qualification has been created by Housing H&S Compliance UK Ltd colleagues who have worked within the social housing sector for many years and who have 'real-life, lived experience'. Each specialist colleague has dedicated their time and skills to develop realistic and relevant case studies, written exercises and knowledge questions that will truly test the knowledge, understanding and skills of those undertaking the award in order for them to demonstrate their competence in these **eight** critical areas:

- Asbestos Management
- Condensation, Damp & Mould
- Electrical Safety
- Fire Safety
- Gas
- Lifts & Lifting Equipment
- Water Hygiene / Legionella Management
- Management of Contractors

At the end of the qualification, our objective is to ensure that learners have increased their knowledge, understanding and skills and can demonstrate how to apply this within their workplace across eight different areas of tenant and resident safety.

This customised award is not for the faint hearted, with eight individual units to complete which includes attendance at 24 different webinars, training sessions and e-learning* courses as well as the completion of multiple case studies, written exercises and detailed knowledge questions for each unit - **learners must be prepared to dedicate at least 250 hours to completing it.**

**We recognise those learners who have already completed our training courses in the last 12 months; they will not be required to attend these again (unless they wish to do so).*

Learners will have **up to two years** to complete their qualification, using an online e-portfolio which is simple to use and ensures swift submission of assessments and exercises by them, and assessment by our team of specialists.

The reward for completion of this truly bespoke qualification is an SCQF Level 7 Professional Certificate in the Management of Tenant and Resident Safety in Social Housing (Scotland) which has been awarded a total of 24 credit points.

Qualifications Scotland approved

Housing H&S Compliance UK Ltd are proud to have successfully completed a rigorous process to be confirmed as a 'Qualifications Scotland' (formerly SQA) Approved Centre.

Qualifications Scotland is a national awarding body and becoming an approved centre confirms that we have the right set-up and meet the highest quality standards to deliver our qualification for learners.

SCQF Credit-rated

Our SCQF credit-rated qualification has undergone a rigorous, formal quality-assurance process to be placed on the Scottish Credit and Qualifications Framework at level 7; this is formal recognition of the quality of our qualification.

This level is comparable with an Advanced Higher, a Higher National Certificate (HNC) or the first year of a degree programme and completion of the full qualification earns 24 credit points.

Learners will gain a nationally recognised qualification, which can improve their career prospects and professional development and will enable them to use the credits earned from the qualification towards further and higher education and qualifications, promoting lifelong learning and career progression.

Want more information?

Then, please visit us at:

<https://www.hhsc-learning.com/scqf-level-7-professional-certificate/>

or email us at:

Quals@hhsc-learning.com



UNIT ONE: Managing Asbestos Risk in Social Housing

This unit is about demonstrating an understanding of the legislation and guidance associated with asbestos risk management within organisations that provide social housing in Scotland and how it applies in practice.

The unit has 5 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, including within both non-domestic and domestic premises.

Learning Outcomes

1. Demonstrate an understanding of the dangers of asbestos, including the health hazards associated with exposure.
2. Explain the legislation and practice associated with the management of asbestos in social housing providers in Scotland.
3. Demonstrate an understanding of asbestos surveys, including deciphering the content of a completed survey, completing risk assessments and creating the asbestos register.
4. Demonstrate an understanding of asbestos in domestic premises and how the legislative requirements differ from non-domestic premises.
5. Demonstrate an understanding of the different types, and basic minimum requirements of working with asbestos.



Learning hours	41.25	Credit points	4
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UNIT TWO: Effective Management of Condensation, Damp and Mould in Social Housing

This unit is about condensation, damp and mould in social housing in Scotland and understanding the legislation, sector specific practice and guidance associated with the effective management of the issues that arise from the effects of condensation damp and mould.

The unit has 4 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements, arrangements and guidance relating to tenanted domestic dwellings owned and managed by a social housing provider.

Learning Outcomes

1. Demonstrate an understanding of condensation, damp and mould, including how it develops, where it can be found, how it can be treated and the potential health implications.
2. Explain the specific legislation, standards and guidance relating to condensation, damp and mould within domestic social housing properties.
3. Demonstrate an understanding of how to respond to reports (and complaints) of condensation, damp and mould in a social housing property, including how to effectively engage with tenants.
4. Demonstrate an understanding of damp diagnostic equipment and its appropriate usage.



Learning hours	28.5	Credit points	3
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UNIT THREE: Electrical Safety Management in Social Housing

This unit is about understanding the legislation and guidance associated with electrical safety and electrical installation condition reports within organisations that provide social housing in Scotland and how it applies in practice.

The unit has 3 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, including within non-domestic and domestic premises.

Learning Outcomes

1. Explain the overarching legislation, guidance and sector practice for electrical safety management which demonstrates an understanding of the requirements to carry out electrical installation and safety inspections within properties within the social housing sector in Scotland.
2. Demonstrate an understanding of the importance of using competent persons to carry out electrical safety checks and how to validate competence.
3. Demonstrate an understanding of the different records, their content and the specific requirements that ensure they are valid, including addressing observations.



Learning hours	21	Credit points	2
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UNIT FOUR: Fire Safety Management in Social Housing (Scotland)

This unit is about understanding the legislation and guidance associated with fire safety within organisations that provide social housing in Scotland and how it applies in practice to keep tenants and resident safe.

The unit has 5 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, predominantly focused on the communal areas of residential premises (non-domestic) and domestic premises.

Learning Outcomes

1. Demonstrate an understanding of the basic principles of fire and fire safety-related terminology.
2. Define the overarching legislation relating to fire safety for social housing providers in Scotland including for interlinked fire and smoke alarm systems in domestic properties.
3. Demonstrate an understanding of fire risk assessment, the requirements and the process for completion.
4. Demonstrate an understanding of the different types of fire safety related equipment, the inspection and maintenance requirements (in accordance with British Standards) and the importance keeping records.
5. Demonstrate a basic understanding of 'passive fire protection' and 'compartmentation'.



Learning hours	46.5	Credit points	5
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UNIT FIVE: Gas Safety Management in Social Housing

This unit is about demonstrating an understanding of the legislation and guidance associated with the management of gas safety within organisations that provide social housing in Scotland and how it applies in practice.

The unit has 5 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, including within domestic premises and commercial premises, including boiler/plant rooms.

Learning Outcomes

1. Explain the overarching legislation, regulatory requirements and practice for gas safety management within social housing providers in Scotland.
2. Demonstrate an understanding of natural gas, pipelines and infrastructure in Scotland and of the 'Gas Safe Register'.
3. Demonstrate an understanding of what hazards and risks are associated with gas burning appliances (including, carbon monoxide poisoning, gas tampering and gas theft) and any action that may be required.
4. Demonstrate an understanding of defects, including unsafe situations classified 'At Risk (AR)' and 'Immediately Dangerous (ID)' and any action that may be required.
5. Demonstrate an understanding of the different gas records and the specific requirements that ensure they are valid.



Learning hours	23	Credit points	2
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UNIT SIX: Lifting Equipment Safety & Management in Social Housing

This unit is about lifting equipment safety, the different pieces of lifting equipment and understanding the legislation and guidance associated with the management of lifts and lifting equipment within organisations that provide social housing in Scotland, and how it applies in practice.

The unit has 4 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, including within non-domestic and domestic premises.

Learning Outcomes

1. Demonstrate your understanding of the different types of lifting equipment that are required to be maintained across the portfolio of a social housing provider.
2. Explain the relevant regulations and legislative requirements for lift safety, including duties on lift owner.
3. Demonstrate an understanding of the requirements for servicing / maintenance of a variety of lifting equipment.
4. Demonstrate an understanding of the thorough examination process, including how to deal with equipment not available as well as identification and actioning of defects and record keeping.



Learning hours	22	Credit points	2
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UNIT SEVEN: Management of Water Hygiene & Legionella Risk in Social Housing

This unit is about understanding the legislation and guidance associated with the management of water hygiene / legionella within organisations that provide social housing in Scotland and how it applies in practice.

The unit has 4 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements within a social housing provider, including within non-domestic and domestic premises

Learning Outcomes

1. Demonstrate an understanding of legionella bacteria, the conditions it requires to grow, how it can be contracted, and the health effects that it can have.
2. Define the overarching legislation relating to water hygiene and the management of legionella for social housing providers in Scotland, including the role of the duty holder and responsible person.
3. Demonstrate an understanding of legionella risk assessment, why they are required and the process for completion.
4. Demonstrate an understanding of the basic principles of legionella management, the risk controls required to safeguard tenants and residents and the importance of maintaining records.



Learning hours	35.5	Credit points	4
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UNIT EIGHT: Effectively Managing Contractors in Social Housing

This unit is about effectively managing contractors within a social housing provider to ensure that legal compliance, financial value and quality standards are met. It covers elements of the lifecycle of contractor management, including understanding the legal framework and contractor selection processes and the practical application of performance monitoring, management and issue resolution.

The unit has 2 Learning Outcomes which ensure candidates demonstrate an understanding of the different requirements and arrangements for managing contractors within social housing providers in Scotland.

Learning Outcomes

1. Demonstrate your understanding of the importance of effectively managing contractors and how to do so.
2. Demonstrate your understanding of dealing with poor performance and why it is important to do so.



Learning hours	16	Credit points	2
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How is the qualification assessed?

For each unit, whether undertaken individually or all units to complete the qualification, the format is the same and includes the following:

Training sessions (including self-study & e-learning)

Attendance at group training sessions which will either be 'live online' (virtual) or 'in person' - this means that they are delivered by our subject specialists with interactive discussion and sharing of good practice as well as the opportunity to ask questions.

At the end of each training session will be a 'mini assessment' which comprises of multiple-choice questions which the learner will be required to answer to successfully complete the training.

Case studies and written exercises

Each unit has been carefully designed to reflect 'real life' and our team has developed a range of written exercises and case studies that learners must complete as part of the assessment process to demonstrate their knowledge and understanding in a specific subject area.

The case studies and written exercises are typical of what learners are likely to see when working within a tenant safety role in the social housing sector in Scotland.

Knowledge questions

Each unit contains a 'workbook' of questions which learners are required to answer to demonstrate their knowledge and understanding in a specific subject area.

Our assessors

All of our assessors are tenant safety specialists and have worked within the social housing sector for many years; they hold assessor and/or internal verifier qualifications (or are working towards this) to ensure consistency in assessment. They will be supported technically by our pool of subject specialists.



Vicki Cutler (Director)



Matt Dawes



Conor Brown



Ryan Hodgson

Cost (full qualification)

We have put together two pricing options in order to suit the needs of you and your organisation.

We're delighted to confirm that members of The Social Housing Safety Network Scotland can enrol at a discounted rate.

OPTION A:

Option A includes all elements of the qualification:

- Induction and sign-up
- Your own e-portfolio
- 16 x training courses (delivered either face to face or 'live online' by our specialists)
- 5 x 'Back to Basics' webinars (delivered 'live online')
- 3 x e-learning sessions
- All written exercises, case studies and knowledge questions
- All mandatory reading materials
- Access to ten British Standards (view only)
- Ongoing support and assistance to complete the qualification.

Member price	Non-member price
£4775 + VAT	£5775 + VAT

OPTION B:

This option means that those learners who have already undertaken relevant HHSC training courses (in the last 12 months) can put these towards the qualification requirements without having to complete the training again. Any training not yet completed can be booked and paid for individually.

Learners will still get:

- Induction and sign-up
- Their own e-portfolio
- All written exercises, case studies and knowledge questions
- All mandatory reading materials
- Access to ten British Standards (view only)
- Ongoing support and assistance to complete the qualification.

Member price	Non-member price
£2975 + VAT	£3575 + VAT

Please note, the above pricing is the 'per learner' cost for the full Professional Certificate, made up of all eight units. Units can also be completed individually – whilst they will not constitute a separate qualification, they will receive the SCQF credit points.

Cost (individual units)

We have put together two pricing options in order to suit the needs of you and your organisation.

We're delighted to confirm that members of The Social Housing Safety Network Scotland can enrol at a discounted rate.

OPTION A:

Option A includes all elements of the subject unit:

- Induction and sign-up
- Your own e-portfolio
- Subject-specific training courses, webinars and e-learning sessions (delivered either face to face or 'live online' by our specialists)
- All written exercises, case studies and knowledge questions for the unit
- All mandatory reading materials
- Access to British Standards (fire and legionella units – view only)
- Ongoing support and assistance to complete your specified unit(s).

Unit	Member price	Non-member price
Unit 1: Managing Asbestos Risk in Social Housing	£1195.00 + VAT	£1595.00 + VAT
Unit 2: Effective Management of Condensation, Damp and Mould in Social Housing	£750.00 + VAT	£950.00 + VAT
Unit 3: Electrical Safety Management in Social Housing	£650.00 + VAT	£850.00 + VAT
Unit 4: Fire Safety Management in Social Housing (Scotland)	£970.00 + VAT	£1270.00 + VAT
Unit 5: Gas Safety Management in Social Housing	£650.00 + VAT	£895.00 + VAT
Unit 6: Lifting Equipment Safety & Management in Social Housing	£650.00 + VAT	£850.00 + VAT
Unit 7: Management of Water Hygiene & Legionella Risk in Social Housing	£1595.00 + VAT	£1935.00 + VAT
Unit 8: Effectively Managing Contractors in Social Housing	£595.00 + VAT	£815.00 + VAT

Please note, the above pricing is the 'per learner' cost for each individual unit. However, if the same learner enrolls on multiple units at the same time then discounts will be available.

OPTION B:

This option means that those learners who have already undertaken relevant HHSC training courses (in the last 12 months) can put these towards the unit requirements without having to complete the training again. Any training not yet completed can be booked and paid for individually.

Learners will still get:

- Induction and sign-up
- Their own e-portfolio
- All written exercises, case studies and knowledge questions for the specific unit(s)
- All mandatory reading materials
- Access to British Standards (fire and legionella units – view only)
- Ongoing support and assistance to complete the unit(s).

Unit	Member price	Non-member price
Unit 1: Managing Asbestos Risk in Social Housing	£695.00 + VAT	£895.00 + VAT
Unit 2: Effective Management of Condensation, Damp and Mould in Social Housing	£625.00 + VAT	£825.00 + VAT
Unit 3: Electrical Safety Management in Social Housing	£550.00 + VAT	£750.00 + VAT
Unit 4: Fire Safety Management in Social Housing (Scotland)	£770.00 + VAT	£970.00 + VAT
Unit 5: Gas Safety Management in Social Housing	£550.00 + VAT	£750.00 + VAT
Unit 6: Lifting Equipment Safety & Management in Social Housing	£550.00 + VAT	£750.00 + VAT
Unit 7: Management of Water Hygiene & Legionella Risk in Social Housing	£685.00 + VAT	£885.00 + VAT
Unit 8: Effectively Managing Contractors in Social Housing	£495.00 + VAT	£695.00 + VAT

Please note, the above pricing is the ‘per learner’ cost for each individual unit. However, if the same learner enrolls on multiple units at the same time then discounts will be available.

Any questions?

Please email quals@hhsc-learning.com and we'll get back to you as soon as we can.

Housing H&S Compliance UK Ltd

Supporting organisations to understand their responsibilities with regard to landlords' health & safety and providing training that is 'down to earth' and delivered by knowledgeable, subject experts with experience in the sector.

**Find out more about us and our people by visiting
www.housingcompliance.co.uk
or by calling us on 07974 578103.**

Registered address: 172 Watling Street, Shorade Business Estate, Bridgtown, Cannock, Staffordshire, WS11 0BD