

# 2016/17 Certified Level Online Course Offerings



Registration in CIH Canada's certified-level courses is open to most housing professionals. You can take individual courses or complete the full program at your own pace. Taking a course doesn't commit you to pursuing the Certified designation.

## Managing Buildings

Housing professionals are responsible for the management and maintenance of a substantial capital asset. They need to ensure that it is well maintained to both protect the capital investment and improve the quality of life of their residents. This course addresses the key elements of property maintenance and management.

### Key Topics Explored:

- Main principles of the construction of residential buildings, building systems and the provision of utilities and related services
- Common maintenance problems associated with residential buildings and appropriate measures for dealing with them
- Relevant legislation relating to the construction and management of residential buildings
- Contract and procurement management principles for residential buildings and maintenance

**Application deadline:** September 8, 2016  
**Course starts:** October 6, 2016

**Application deadline:** August 10, 2017  
**Course starts:** September 7, 2017

## The Housing System

Housing professionals operate within a particular social, political and economic environment which has shaped the way that social housing is delivered in their community. This course deals with the context for social housing: where it fits in the broader housing system and in Canadian society.

### Key Topics Explored:

- The big links between housing, including social housing, and larger concerns or systems
- The social, political and regulatory context in which social housing organizations operate
- The history of Canadian social housing and its implication on current issues, including good repair of older buildings, expiring subsidy, complex intergovernmental roles, multiple funding formulas, and diverse providers
- The diverse types of housing organizations and stakeholders
- Policy and the roles of government in housing
- Funding framework for social housing

**Application deadline:** December 8, 2016  
**Course starts:** January 5, 2017

**Application deadline:** October 26, 2017  
**Course starts:** November 23, 2017

## Housing Management

Housing professionals are directly involved in delivering housing management services to their residents. This course focuses on the range of services expected as well as current good practices in housing management at various stages of a tenancy.

### Key Topics Explored:

- Main housing management functions
- Strategies and approaches for managing successful tenancies/memberships
- Key legislation that governs housing and complying with it
- Waiting lists, allocation processes and priorities
- Customer service and conflict and dispute resolution
- How being a social housing professional differs from being a private sector housing professional

**Application deadline:** February 23, 2017  
**Course starts:** March 23, 2017

## Managing People & Organizations

Some housing professionals are responsible for overseeing contractors, dealing with suppliers and managing relationships with tenants/ members and external relationships with other agencies. Others may work in larger organizations and have more specialist roles. Either way, it is important that they understand how their organization functions. This course addresses people and relationship management, administration and governance.

### Key Topics Explored:

- The range of human resource management practices in housing organizations
- How to manage a team effectively
- The responsibility of a housing organization for safe and ethical practices in the workplace
- The financial framework for housing organizations
- The role of the Governing Board, its operation and reporting requirements

**Application deadline:** May 11, 2017  
**Course starts:** June 8, 2017

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## Course/Program Costs

\$850 + tax per online course\*

\$3400 + tax for the entire online program\*

*\*You must be a member of CIH Canada to take courses/programs. CIH Canada membership fees are pro-rated.*

### More information:

Visit our website: [www.cihcanada.ca](http://www.cihcanada.ca)

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