

# Certified Housing Professional Program

Designed for new and front-line housing professionals seeking to develop their careers



The **Certified Housing Professional Program** is for new and/or front-line housing professionals who are seeking to develop their careers in housing.

This educational program helps you by broadening your knowledge and understanding of the fundamental elements of social and affordable housing. In this program, you will:

- Enhance your **effectiveness** in delivering day-to-day housing services
- Learn about the key aspects of **housing practice** including management and maintenance
- Broaden your knowledge of **Canada's housing system**
- Evaluate practices in your organization
- Develop skills in **managing people and assessing your own professional performance** by gaining an understanding of human resource policy and practice and managing change and risk

Participants that successfully complete the program obtain **Certified Membership** with CIH Canada (**CertCIH**). You can then continue your housing education by taking courses at the Chartered level.



## Core Curriculum

To achieve the Certified designation, participants must successfully complete four online courses. You can take individual courses at your own pace. Taking a course doesn't commit you to pursuing the full Certified designation.

The Housing System*	Managing Buildings	Housing Management	Managing People and Organizations*
Explores the broader context and implications for financing and delivering social housing.	Addresses the key elements in property maintenance and management.	Examines housing management practices at all stages of a tenancy.	Addresses people and relationship management, administration and governance best practices in housing organizations.

\*Qualifies as an elective towards IHM's Property Management Certificate program

## Frequently Asked Questions

### Is this program right for me?

This program suits housing professionals who want to further their career in housing, those currently working in the housing field and those who wish to progress to a management position.

### How do I qualify for course exemptions?

If you have obtained accreditation from REIC or IHM, you will be granted an exemption from the Managing Buildings module.

### How much time will I need to spend on a course?

Approximately 6 hours per week.

### How long is each online course?

Courses are 8-10 weeks in length.

### What are the entry requirements?

You will be considered for entry if you meet **one** of the following requirements:

- University/College degree/diploma
- Experience working in housing sector or related field
- Experience working in housing sector or related field
- Evidence of qualification with the Real Estate Institute of Canada (REIC) or the Institute of Housing Management (IHM)

### How will I be evaluated?

- NO exams
- An assignment is due at the end of each course
- The assignments are designed to be practical and will draw on concepts covered during the course and/or your own personal experience

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## Studying Online with CIH Canada

To assist you in your course of study, CIH Canada provides you with:

- Learning materials
- Opportunities to engage with fellow participants
- Access to the CIH Learning Team
- Dedicated specialist tutor

## 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)

Call us: 1.866.268.4451 ext. 283 or

416.594.9325 ext. 283

Email us: [cihcanada\\_info@cih.org](mailto:cihcanada_info@cih.org)



# 2017/18 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:** July 12, 2018  
**Course starts:** August 9, 2018

## 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:** October 26, 2017  
**Course starts:** November 23, 2017

**Application deadline:** September 20, 2018  
**Course starts:** October 25, 2018

## 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:** January 18 2018  
**Course starts:** February 15, 2018

## 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:** April 12, 2018  
**Course starts:** May 10, 2018

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## Course/Program Costs

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

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