



THE SHELTERED HOUSING NETWORK

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The Sheltered Housing Network
is part of The SHN Partnership

The National Diploma in Sheltered & Supported Housing Studies

Course Information Pack

The National Diploma in Sheltered & Supported Housing Studies

The National Diploma in Sheltered & Supported Housing Studies is designed to enable students to explore and debate topical issues relating to the provision and management of sheltered / supported housing and allied professions. The student is able to choose the pathway that best suits their specific requirements, enabling them to fit the course criteria around their specific profession (e.g. sheltered or supported housing, extra care, telecare, community support etc.). The course aims to develop a wider understanding of the role of the students chosen pathway and the range of allied professions that housing related support services associate with. As such the course will be of benefit to those who work in variety of housing related support services.

The curriculum is designed to enhance the students understanding of issues that the service of their chosen pathway need to address. It also provides an excellent opportunity to learn more about the wider issues that impact on their chosen pathway. The course focuses on research based learning, giving students an added opportunity to utilise and develop effective research methods and effective planning skills throughout their studies.

One of the principle aims of the course is to encourage and enable the student to develop sound research practice and evaluate findings in a constructive and objective manner. It is hoped that this in turn will provide the student with evidence of competency in research and planning skills.

Each module of study will be supported by a course reader prompting the student to explore and question conventional theories and practices. The course reader will raise relevant and topical points and guide the student to conduct further research.

The course is approximately ten months in duration. To complete the course successfully, students need to receive a Pass grade on all assessed work by the course completion date. Provision is made for an extension or deferral of study to be granted in the event of sickness or personal circumstances that cause difficulties with studies (dependent upon the circumstances). A fee of £50 will be payable for an extension of studies not exceeding 3 months, £100 for up to six months extension of studies and £200 for a 12 month deferral of studies.

How is the Course Delivered?

The course is offered in two formats:

- **Flexible Learning** where students attend study days at a regional study centre.
- **E-Learning** where students study at home/work via the SHN E-Learning site.
- The course can also be delivered 'In-House' making it an extremely cost effective way of enabling your staff team to gain and develop the necessary skills to provide a quality service.

What will I need to do to gain my Diploma?

Student assessment of ability and competency will be through a continuous assessment process throughout the course enabling students to obtain a clear understanding of their current achievement and to plan their course work accordingly.

There will be five pieces of assessed work that students will need to successfully complete to pass. These are as follows:

- Five assignments – each linked to a specific module of study
- An Individual Research Project – Students will choose from a choice of topics that have particular relevance and interest to them. It is intended that the student utilise the project as a working management tool within their own workplace wherever possible.

Student Support

As well as support provided by your tutor the following is available:

- Access to additional tutorial support on a weekly basis via the national student telephone support help line
- Access to additional tutorial support on a 24 hour basis via the national student e-mail support help line
- Interaction with fellow students nationwide via the SHN e-learning site
- On-Line group forums via the SHN e-learning site
- Confirmation of your grade of assignments will be sent to you by e-mail within 10 working days of the submission date provided work is received by the set submission date.

Course Fees (including SHN Corporate Membership Discounts)

Platinum member - £920.00*

Gold member - £977.50*

Silver member - £1035.00*

Non members - £1150.00*

*Inclusive of all registration fees for national accreditation and award of certificate. Exclusive of VAT. Please note that fees may be subject to increase for reasons beyond our control. Cancellation of enrolment is subject to the refunds policy as outlined on the enrolment application form. All withdrawals must be made in writing. This can be sent to SHN by post, fax or e-mail. The date of receipt at the SHN offices will be deemed as the date of notification of withdrawal.

Details of instalment payments

Individuals who are paying for the course themselves can pay in instalments.

- Initial Payment with application of £350.00 + VAT
- Five equal monthly payments to cover remainder (starting one month after course commencement)

If you are self-funding and have difficulties in meeting the course fees, you are invited to contact SHN to discuss ways that we can support you. . SHN allocate funds to provide a bursary scheme and you may be eligible for this.

The National Diploma in Sheltered/Supported Housing Studies

COURSE CONTENT

Name of Module	Unit 1	Unit 2	Unit 3	Unit 4
INDUCTION	Introduction to Course Content and Requirements	Study Skills Researching and Appropriate use of findings from research.	Writing your Assignments and Project. Producing your project plan	Planning and Formulating your Research Project
1. The Function and Purpose of: <ul style="list-style-type: none"> • Sheltered/Supported Housing • Extra Care • Telecare / Social Alarms 	Considering the overall purpose and function of housing related support Exploring the future of housing related support services	Delivering user directed support and identifying outcomes	Inducting new service users to ensure a person centred approach Induction procedures for new staff in post	Ensuring equality of service delivery to service users
2. Ethical and Legal Issues when Providing Professional Support Services	Legislation and policy that impacts on the delivery of housing related support services	Rights and responsibilities of the service provider and the service user	Managing anti-social behaviour	Ethical and moral Issues in the delivery of housing related support
3. Equality and Diversity	Recognising and valuing the individual	Promoting and encouraging equality & diversity Ensuring equality of service delivery	Meeting the requirements of a multi-cultural society Ensuring equality of service delivery	Group Tutorial on Draft Outline of Project Work
4. Managing and Monitoring the Provision of Support Services	Defining local needs and requirements	External factors that influence the delivery of service	Ensuring the planned service meets the diversity and needs of all Consultation with existing and future stakeholders	Understanding Service Standards and their purpose The function of Performance Indicators Setting targets to match defined service standards Developing clear policy and procedures
5. Optional Module of Study	Managing Change	Managing and Supporting Staff	Project Management Skills	Group Tutorial on Final Submission of Project Work
Course Completion	Continuing Professional Development Meeting (CPD)	Personal Development Action Planning	Course Evaluation	Presentation of Certificate

THE SHELTERED HOUSING NETWORK Supporting those involved in the provision of sheltered housing **Developing** a positive attitude towards the benefits of sheltered housing **Promoting** the professional status of staff working in sheltered housing

OPTIONAL MODULES

As well as the four core modules, there is a requirement for students to complete one of the following optional modules of their choice:

Optional Module One

Effective Change Management

- Evaluating the need for change
- Describing to people why change is necessary
- Understanding how and why people react to change
- The use of a range of tools to manage change effectively
- Understanding how to make change stick

Optional Module Two

Managing and Supporting the Staff Team

- Interviewing Skills
- Induction of Staff
- Staff Supervision
- Appraising Staff
- Building and Motivating the Team
- Setting Standards And Agreeing Targets
- Communicating with staff in a Dispersed Setting
- Understanding the Disciplinary and Capability Process

Optional Module Three

Project Management Skills

- Understanding the importance of managing an effective project
- Defining the objective of the projects you manage in the future
- Planning projects, identifying key tasks, allocating resources and setting milestones
- Communicating with the project team in order to implement the project
- Evaluating the success of the projects you run and identify areas where improvements can be made
- Devising an Action plan to enhance your project management skills

Research Project

There is also a requirement for students to produce a project on one of the following topics:

- Does housing related support encourage independence or institutionalism?
- Moral and ethical issues that challenge the service
- Promoting equality and diversity in the provision of support
- Managing Change
- Creating effective teams
- Planning for and providing additional services (project management)
- Evaluation of Quality Standards and Person Centred Services

The project is likely to link to the students own preferred area of work and can reflect upon a particular service provision or focus on the wider concept of housing related support in general.