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Global-Mark P/L *Learn and Practice*

Management Document **G-120-NZ**

Title: **Understanding Housing Accreditation:
*Course for Community Housing
Organisations and Peer Evaluators***

Type of Document:

Programme Information Brochure

Accredited Certification



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This document is internal (confidential) or external



Document Information and Revision History

Document Number	G-120-NZ
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Current Revision Author(s)	Herve Michoux

Revision History

Revision	Date	Author(s)	Notes
1	18/11/2014	Herve Michoux	Original Release
2			
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7			
8			
9			
10			

Table of Contents

1 Why do we have this document3

2 Overview.....3

3 Objectives4

4 Workshop Fees5

5 Assessment method5

6 Additional support.....5

7 Bookings, cancellations and more information5



1 WHY DO WE HAVE THIS DOCUMENT

This document describes the educational workshop offered by Global-Mark Pty Ltd to existing and potential clients and those seeking to be involved in housing accreditation as peer evaluators.

This document is subject to change without notice. The latest version is on our web site:

www.Global-Mark.com.au.

2 OVERVIEW

The community housing sector is experiencing a period of exponential change and will continue to do so in the medium term. Stakeholders are increasingly expecting community housing organisations to:

- Implement sound management practices
- Engage with their communities,
- Implement transparent and accountable Governance structures
- Manage budgets and finance and
- Implement management systems that strategically and operationally support their organisation (document control, records, HR, complaints etc.).

Community Housing Aotearoa (CHA) has developed a Best Practice Guide and Assessment Booklet designed to:

- Set a standard of common national best practice in the community housing sector
- Be used as a tool to assist organisations to benchmark their current practices against external best practice standards.

Community Housing Organisations seeking registration are required to demonstrate that they meet Performance Standards set by the Community Housing Regulatory Authority.

Accreditation is the formal recognition that an organisation complies, and is subject to on-going audits (checks).

As part of Global-Mark’s Accreditation process, the audit team includes a peer evaluator: a person (with no conflict of interest) who has specific knowledge of the sector and can engage with management, tenants and staff.

Program summary card	
Issue	Program rules/comments
Relevant compliance standard (s)	Community housing accreditation standards
Target audience	Managers of community housing organisations and peer evaluators
Global-Mark output document	Certificate of Achievement
Other Global-Mark output document	Workshop notes, handouts, and exercises
Certificate validity period	NA
Who should attend	Managers and peer evaluators
How many people per firm should attend	Generally 1 or 2 should be sufficient, however large organisations may prefer to run an in-house workshop for their supervisors and managers
What material should I bring to the course	Nil needed
Workshop pre-requisites	It is expected that participants have some prior knowledge of the housing accreditation framework and standards.
Other details	
Course assessment required?	✓
Real trial event (under supervision) is included in the course	No
Group size limits	12 participants
Course duration	1 (Manager and Peer evaluators) + 1 (Peer evaluators) days



Our 2-day training course covers two aspects:

- Day 1: General awareness and understanding of the community housing accreditation standards, processes and experiences. This course is targeted at managers and peer evaluators
- Day 2: Accreditation process, protocols, records. Auditing skills. This course is targeted at peer evaluators.

The training is delivered through a series of interactive workshops and group discussions.

Pre-requisites:

It is expected that participants have some prior exposure to the community housing sector.

3 OBJECTIVES

On completion of the workshop participants will

For Managers and Peer Evaluators (day 1)

- Understand the Community Housing Standards (Best Practice Guide and Assessment Booklet)
- Understand the accreditation process
- Understand the processes through which complaints and appeals may be made
- Be aware of the documents and records typically required for accreditation
- Be aware of the preparation needed prior to the accreditation audit
- Understand the Continuous Improvement Process (CIP) to implement post audit and accreditation

For Peer Evaluators only (day 2)

- Global-Mark induction
- Global-Mark accreditation procedure and records
- Global-Mark credentialing requirements
- Codes of behaviour, confidentiality
- Role in the audit
- Auditing Skills

This Global-Mark workshop can be run in-house: this provides organisations and managers with the opportunity to adapt the questions (and to an extent the exercises) to their conditions and needs. Global-Mark cannot provide any specific advice, but will answer questions based on its experience and knowledge of the requirements.



4 WORKSHOP FEES

In-house Course (NZ \$)

The workshop can be run in-house for a fee of \$2600 plus GST (up to 12 attendees), 2-day format or \$1600 plus GST in single day format (for managers)

To run the course, we will need:

- A training room (U-shape set up is less formal)
- Whiteboard
- Projector screen

Typically the courses are run from 9:00am to 4:00pm, with 15 minute breaks at 10:30am for Morning Tea, and 2:30pm for Afternoon Tea. A 40-minute lunch break has also been planned.

Public Courses

The workshop fees, which are payable in advance of the course, are:

- Single participant: \$350 (ex GST)
- 2 or more participants: 10% discount

There are no charges for approved peer evaluators for Day 2.

5 ASSESSMENT METHOD

The assessment methods will include role plays, student manual assessment, and participation during the class, written questions and presenters and peer observations (which can include third parties).

The assessment sections are clearly marked in the workbooks and students will be notified during the class.

6 ADDITIONAL SUPPORT

Our presenters remain available for up to 6 weeks after the course, by email or telephone.

7 BOOKINGS, CANCELLATIONS AND MORE INFORMATION

To make a booking please complete a [Student Enrolment Form](#) and return it to our office by fax or email.

Our cancellation policy can be found on the student enrolment form.

For more information please contact us on: CustomerService@Global-Mark.com.au.

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