

Probably the most comprehensive short course qualification, holders of the BTEC Award in Housing & Homelessness have demonstrated competence in the following areas :

- Basic law surrounding enquiries
- Planning and progressing an enquiry
- Sources of information and intelligence
- Intelligence grading
- Planning an interview
- Non-verbal communication
- Involving the interviewee
- Introducing evidence or information
- Question styles and challenging
- Closing the interview
- Evaluating the interview
- Recording information from clients
- Recording information from third parties
- Officers' own statements
- Civil and criminal statements
- Statements from records
- Production statements

About the qualification

The programme consists of three short courses which can be taken separately without qualification or together to form a *BTEC* award. The content of the courses is aimed at all employees working in the housing and homelessness fields. This training has been developed with Andy Gale, formerly from LB Harrow (the *BEACON Authority for Homelessness*) and now a special advisor at the Office of the Deputy Prime Minister on homelessness – you can be confident that it will meet *your* needs and others will have confidence in your standards. This training was the subject of a special project with ODPM during 2004/5, when it was delivered nationally to delegates from over fifty authorities.

Accreditation

These events are accredited and supervised by **Edexcel**. They are a national awarding body and are not linked to any single academic institution. Edexcel qualifications are available from over 5,000 schools, further and higher education institutes, employers and training providers. Edexcel issue over 1.5 million certificates annually, **over 400,000 for BTEC qualifications!**

Enquiry Skills – Housing & Homelessness 12 hours, level 3.

Increased pressure on Social Housing has led to an increased workload in The Housing and Homeless Persons Services. This material covers the root skills and legislation involved in making enquiries in a professional and lawful manner.

- ✓ Decide when to open a file and maintain that file whilst staying within the law ;
- ✓ Identify, collect and evaluate physical evidence in accordance with the law ;
- ✓ Use the Regulation of Investigatory Powers Act (RIPA) to ensure that surveillance evidence is lawfully collected.

Conversation Management 12 hours, level 3.

The core of this training programme, this course introduces delegates to the Conversation Management technique and the PEACE acronym for enhanced interviewing skills.

- ✓ Plan effective conversation management interviews ;
- ✓ Manage an interview, following the PEACE process, to obtain good quality information ;
- ✓ Evaluate both the product of an interview and their performance.

Taking Written Evidence 6 hours, level 3.

With the increases in challenges to homelessness and waiting list decisions, the importance of making and keeping an agreed record of the salient points of the interview and of recording evidence and information correctly cannot be over-stated.

- ✓ Demonstrate the drafting of a statement from a client ;
- ✓ Demonstrate the drafting of a variety of 'civil style' statements ;
- ✓ Demonstrate the drafting of a variety of 'criminal style' statements.

Assessment

The event is assessed by a mixture of written and observed assessment. Delegates are told clearly what is expected of them and what the marking criteria are. Delegates who do not achieve the required mark for a pass may either opt for a certificate of attendance or may re-sit one or more of the tests or assessments.

Method

Delegates may seek to obtain this qualification by a number of differing methods including :

- Distance learning
- Attendance on training events
- Revision and assessment (for those with prior learning)

A number of employers choose to combine assessment for this qualification with a formal *Training Needs Analysis* process.

Excellent and very useful course, well presented and assessed.
The course was well delivered and active. The discussion groups and interviews etc. were lively and stimulating, as well as informative, and I enjoyed every aspect of the course.