

# Developing People, Transforming Organisations

## Introducing the Housing Professional Passport

Supporting professional conduct and competence across the housing sector

Since 2009 Kingdom Academy (previously Dutton Fisher Associates) has been a specialist in housing training and accredited qualifications and apprenticeships. We work with over 90 Social Housing Organisations and 30 Local Authorities to support individuals and businesses to thrive.



Chartered  
Institute of  
Housing

City  
& Guilds



## Become Recognised

The decisions housing professionals take every day makes a difference to people's lives. The positive and transformative impact a person working in housing can have on a household's circumstances in just one day can be more than most other professionals can achieve in their whole careers. With such important decisions comes responsibility and accountability. That's why we have developed the Housing Professionalism Passport which builds on the important professional skills and behaviours you need to draw on every day.



# The Housing Professional Passport

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Our Housing Professional Passport is a unique programme designed to support your staff to understand, embed and practice professional behaviours. Built around the CIH professional standards, the programme will:

- Support the professionalisation of people working across the housing sector.
- Be relevant across all roles and levels of seniority.
- Focus on individual development and self-reflection.
- Synchronise with your organisational culture and values.
- Embed appropriate professional behaviours and attitudes throughout the workplace.
- Reflect the attitudes and behaviours that your residents want and expect.
- Flexible to adapt to changes sector priorities, legislation, and regulation.



## Our Housing Professional Passport will equip staff to:

- Make ethically informed professional judgements.
- Demonstrate positive attitudes, behaviours and conduct.
- Treat residents with respect, honesty and transparency.
- Challenge stigma and negative stereotypes
- Reflect on their practice, learning and experiences.
- Invest in their own continuing professional development.

## What does the Housing Professional Passport involve?

- This course is designed to take 6 months, with staff completing a mixture of tutor-led workshops and self-guided activities to develop their skills and behaviours.
- The programme is recognised by the CIH\*.
- Programmes can be offered as either 'in house' or open cohorts.
- Programmes are usually up to 10 learners per cohort.
- The programme includes:
  - o Introduction meeting with L&D lead
  - o Professional portfolio template to complete during programme to evidence learning
  - o 5 x professionalism workshops (3-hour sessions)
  - o Professional conversation
  - o Professionalism mentor support throughout the programme
  - o Peer engagement and support / communities of practice
  - o Professional recognition (CIH recognised)
- Can be stand-alone or undertaken before, alongside or after a CIH accredited qualification



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Recognised**

\*This programme is recognised by the CIH, but does not lead to chartered membership of the CIH



## Contact Us

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KingdomAcademy

## What does the Housing Professional Passport cover?

Investing in professionalism will ensure people working in the housing profession have the right skills, knowledge, and behaviours to thrive in their role, make good decisions, deliver better services to residents, and help change lives now and in the future.

Tailored workshops are linked to CIH professional standards and focus on the following areas:

1. Introduction to professionalism
2. Conduct and behaviours
3. Knowledge and skills
4. Equality, diversity and inclusion
5. Making a difference

**\*\* The content of certain workshops offers the flexibility to be tailored to individual organisational priorities\*\***

## What makes us different?

1

### Genuinely Consultative

Every business is different. That's why at Kingdom Academy, we really listen to your challenges and from there, develop flexible training to address your training needs and skills gap. We'll get to know you and create a unique programme to add value fast.

2

### Partners, Not Suppliers

Every aspect of our training is developed in partnership with our clients. From winning senior buy-in, to training future mentors. From selecting the best possible candidates, to delivering training how, when, and where it suits you.

3

### Leaders In Housing

With a passion for changing lives and supporting individuals to thrive we are proud to be the leading provider of Housing apprenticeships.

4

### Expert Tutors

Our training team are housing experts and have real-life sector experience, with academic qualifications up to PhD level, and a wealth of teaching expertise.

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