

# Social Housing Management Certificate

Program Information  
2016 - 2017

Langara College – Continuing Studies  
100 West 49<sup>th</sup> Avenue  
Vancouver, B.C. V5Y 2Z6  
Telephone: 604-323-5322  
Website: [www.langara.ca/real-estate](http://www.langara.ca/real-estate)



The housing content  
in this programme  
has been validated  
by the Chartered  
Institute of Housing



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THE COLLEGE OF HIGHER LEARNING.

# Social Housing Management Certificate

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## Program Description

This part-time program was developed through a partnership between Langara College and the British Columbia Non-Profit Housing Association. It is designed for staff, managers, and volunteers engaged in social housing operations or development. The certificate is also validated by the Canadian Institute of Housing and graduates can apply for membership that is recognized internationally.

## Required Courses

The program includes five required courses, as follows:

- PROP 1030 Social and Affordable Housing in BC \*
- PROP 1052 Social Housing Management \*
- BSAD 1020 Negotiation and Dispute Resolution
- GBSC 1006 Financial Skills for Managers
- GBSC 1004 Business Communications

Students may register in any individual course, subject to a prerequisite in the case of Social Housing Management.

***\*Note: Members of BCNPHA receive a discount of 15% for these two courses.***

## Langara College Real Estate Programs

The two social housing courses deal with social housing history, operations, and management. The balance of the program develops essential knowledge and skills in communications, negotiation, dispute resolution, and financial statement review.

See [page 6](#) of this brochure to locate current information on course dates, fees, and registration procedures. Course descriptions begin on [page 4](#). Also see the Course Planner on [page 7](#) for courses offered by semester.

### Starting the Program

Students may begin the program in any semester by registering in one of the available program courses. Registration is on a course-by-course basis each semester. There is no program application/admission procedure.

The entrance requirement for any program course is completion of British Columbia Grade 12 or equivalent, or 19 years of age or older. Students should be able to read and write English at the Grade 12 level in order to successfully complete the assignment and reading requirements in each course.

### Completing the Program

To earn the Social Housing Management Certificate, students must complete the five required courses within a three-year period with a minimum grade of C (60%) in each course. Upon successful completion of all required courses, students may apply for the certificate at the Continuing Studies office.

A student who takes one course per semester will complete the entire certificate program in about one and a half years (5 semesters). A student who is working full-time should only take one course per semester. A student who is not working could take two or more courses per semester and complete the certificate program in one year or less (2 or 3 semesters).

### Class Times and Location

Most courses hold classroom sessions one evening per week over a 10 or 12 week period. Some courses hold classroom sessions on Saturday.

All classes are held at the Langara College campus at 100 West 49<sup>th</sup> Avenue in Vancouver. Room numbers are posted on the 'room board' next to the Continuing Studies office.

## Tuition and Books

Tuition is paid on a course-by-course basis upon course registration at the start of each semester. The total tuition for all courses in the certificate program is \$2,100. Tuition is subject to change. Tuition for individual courses is listed at the end of each course description (see below).

The total cost for textbooks is approximately \$200. Textbooks for the two social housing courses are included in the tuition fee. Textbooks are available in the Langara College Bookstore at the start of each semester. The Bookstore telephone number is 604-323-5525. Bookstore information is also available on the College website [www.langara.ca](http://www.langara.ca)

## Course Descriptions

**Note on Course Scheduling:** Courses normally run one 3-hour classroom session per week on a weekday evening or a Saturday. For example, a 36-hour course may run over 12 weekly sessions at 3 hours per session. See page 6 to locate current scheduling information. Also see the Course Planner on page 7. Tuition is subject to change.

### GBSC 1004 Business Communications

This course introduces the fundamentals of interpersonal and group interaction including written, verbal, and non-verbal communication. The class will examine options in presentation preparation and delivery techniques, awareness of tone, consideration of audience, and selection of indirect and direct message organization. (36 hours) \$405

### GBSC 1006 Financial Skills for Managers

This course explains accounting concepts, tools, and methods in concise and understandable terms. Students will learn basic skills such as reading financial statements, analyzing financial reports, developing and modifying revenue and expense forecasts, and identifying and monitoring critical measures of business performance. (36 hours) \$420

### BSAD 1020 Negotiation and Dispute Resolution

Develop the dispute resolution, negotiation, and mediation skills essential in today's demanding workplace. Learn how to analyze complex issues, find common ground, deal with different communication styles, envision win-win outcomes, avoid litigation, and effectively resolve disputes. (36 hours) \$440

### PROP 1030 Social and Affordable Housing in BC

Explore the history of social and affordable housing in BC and examine current government policy and social housing conditions. Management topics include: financial planning and budgets; operations and purchasing; risk and insurance; and working with staff, volunteers, and tenants. An introductory course for anyone involved in social housing operations or development. (30 hours) \$390

## PROP 1052 Social Housing Management

This course includes an in-depth study of contemporary social housing management issues and challenges, with a particular focus on social housing in BC. Major topics include: assessing housing needs, redeveloping the housing stock, creating development partnerships, tenant support programs, community relations, and financial management. Each student will complete a major project offering analysis and recommendations on a contemporary management problem. ***Prerequisite: Social and Affordable Housing in BC.*** (30 hours) \$445

## Student Profile

The Social Housing Management Certificate program is designed for working adults who require a part-time study option. Examples include the following:

- Current social housing staff and managers
- Current social housing volunteers and service providers
- New social housing staff, managers, and board members without non-profit housing experience
- Experienced property managers without non-profit housing experience who wish to enter the social housing field

## Learning Outcomes

The essential goal of the program is to help students “think like a manager” in a social housing context. Emphasis is placed on the practical elements of social housing management. After successful completion of the certificate program, graduates will be able to:

- Demonstrate a broad knowledge of social housing history, laws, policies, operations, and practices
- Analyze and discuss issues unique to social housing such as government subsidy programs; rent geared to income; housing for the frail elderly, tenants with mental or developmental disabilities, and working with volunteer staff and boards
- Interpret laws and policies relevant to social housing management and utilize this information to help develop effective management plans and strategies
- Research social housing issues, analyze financial information, and contribute to the development of operational plans for a non-profit housing project
- Explain and discuss the preparation of operating budgets, capital budgets, and capital reserves
- Explain and discuss security and risk management for a housing complex
- Demonstrate negotiation skills acquired through an enhanced understanding of the negotiation process

## Langara College Real Estate Programs

- Apply and discuss a variety of dispute resolution techniques
- Utilize an understanding of interpersonal and group interactions to develop and implement effective workplace communications strategies, including written, verbal, and non-verbal interactions
- Prepare and deliver oral presentations
- Analyze and comprehend the unique needs of social housing residents, and seek creative ways of responding to those needs
- Apply for membership in the Canadian Institute of Housing and receive international recognition.

## Schedule and Registration Information

Langara College offers courses in the fall semester (*September-December*), the spring semester (*January-April*), and the summer semester (*May-August*). Not all courses are offered every semester. See the Course Planner on page 7 for program courses offered each semester.

For current course offerings, course dates, and other information, visit:

[www.langara.ca/real-estate](http://www.langara.ca/real-estate)

**Note:** The schedule for an upcoming semester is displayed on the website approximately 6 weeks before the start of the new semester. For example, the schedule for the Sep-Dec semester will appear on the website by July 31. The schedule for the Jan-Apr semester will appear on the website by November 30.

For a current Continuing Studies Catalogue (*print version*), visit the Continuing Studies office or call to have a current Catalogue sent by mail.

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## Langara College Real Estate Programs

### Course Planner

2016 - 2017

The "X" indicates the semester in which a course is offered. While every effort is made to follow this schedule, the College reserves the right to make adjustments due to unforeseen circumstances.

Course	Sep-Dec	Jan-Apr	May-Aug
PROP 1030 Social and Affordable Housing in BC	X		X
PROP 1052 Social Housing Management		X	
BSAD 1020 Negotiation and Dispute Resolution	X	X	X
GBSC 1006 Financial Skills for Managers	X	X	X
GBSC 1004 Business Communications	X	X	X

Langara College also offers the *Professional Building Manager Certificate* program, the *Property Management Certificate* program, and the *Real Property Analyst Certificate* program. Selected courses from these programs are offered as indicated below.

Course	Sep-Dec	Jan-Apr	May-Aug
PROP 1044 Building Fire Safety	X	X	X
PROP 1044 Building Operations Management	X	X	X
PROP 1060 Building Systems and Analysis	X	X	X
PROP 1061 Commercial Lease Analysis	X	X	X
BSAD 1088 Economics – Micro and Macro	X	X	X
PROP 1088 Environmental Hazards – Mould & Lead	X	X	X
PROP 1049 House Construction	X	X	X
PROP 1087 Invisible Hazard – Asbestos in Buildings	X	X	X
SSCP 1010 Leading and Managing Employees	X	X	X
PROP 1065 Creating an CRF for Janitorial Services		X	X
PROP 1031 Managing Residential Tenancies	X	X	X
BSAD 1016 Project Supervision	X	X	X
PROP 1002 Property Management – Commercial	X	X	
PROP 1001 Property Management – Residential	X	X	X
PROP 1005 Real Estate Appraisal	X	X	X
PROP 1020 Real Estate Investment Analysis	X	X	X
PROP 1004 Real Estate Law	X	X	X
PROP 1024 Real Estate Mathematics	X	X	X
PROP 1022 Residential Construction	X	X	
<i>Plus various Energy Management courses</i>			

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