

Competence and Conduct Policy

1 Purpose

MTVH will ensure all colleagues and service provider staff involved in managing social housing have, maintain and demonstrate the skills, knowledge, experience and behaviours needed to deliver safe, professional and high-quality services to customers.

This policy sets out MTVH's approach to meeting the Housing Competence and Conduct Standard (HC&CS), supporting compliance with regulatory requirements and promoting a culture of professionalism, accountability and continuous improvement.

The policy should be read alongside the **Competence & Conduct Framework** and related MTVH policies and procedures.

2 Scope

This policy applies to all colleagues and relevant service provider staff involved in the management of social housing.

Roles within scope of the Housing Competence and Conduct Standard are identified through MTVH's **Competence and Conduct Framework** and supporting role assessment arrangements.

3 Our Approach

3.1 Definitions

The below table outlines the definitions of terms used throughout this policy.

Term	Meaning
Competence	The skills, knowledge, experience and behaviours needed to perform a role safely, professionally, inclusively and effectively.
Conduct	The professional and ethical standards expected of colleagues and service providers under MTVH's values, Code of Conduct, policies and regulatory requirements.
Colleague/Staff	Colleagues and service provider staff whose work falls within the Housing Competence and Conduct Standard.
Senior Housing Manager	A manager with responsibility for managing the delivery of housing management services, where the statutory qualification requirements apply.
Senior Housing Executive	A senior leader with responsibility for the strategic management of social housing services, where the statutory qualification requirements apply.
Continuing Professional Development (CPD)	Planned, recorded learning and reflective practice that helps a person maintain and improve competence.
Service Provider	An external organisation or individual delivering landlord services on MTVH's behalf.

3.2 Our Customers

MTVH will provide meaningful opportunities for customers to influence and scrutinise this policy and the associated **Code of Conduct**.

Assurance activities such as customer feedback, complaints insight, scrutiny outcomes and engagement activity will be used to inform competence, conduct and learning priorities. Competence, conduct and learning arrangements will support positive customer outcomes, service quality and continuous improvement.

Customer involvement arrangements are set out in the **Customer Voice Framework**. Where this policy or the associated **Code of Conduct** are reviewed or materially amended, MTVH will provide customers with meaningful opportunities to influence and scrutinise proposed changes through the appropriate customer governance and engagement arrangements.

3.3 Our Colleagues

Colleagues must maintain and demonstrate competence, complete required learning and development, and follow MTVH's **Code of Conduct**.

Managers must support learning, development, appraisal and performance reviews through existing people management processes.

3.4 Service Providers

MTVH will take proportionate steps to confirm service providers have suitable competence and conduct arrangements. Where qualification requirements apply, MTVH will seek evidence that service provider managers meet them.

3.5 Quality Assurance and Monitoring

MTVH will maintain appropriate monitoring and assurance arrangements to support compliance with the Housing Competence and Conduct Standard.

Assurance information will be used to support oversight, continuous improvement and regulatory readiness.

4 Roles and Responsibilities

Below is a table that outlines the responsibilities of those implementing this policy.

Role	Responsibilities
Board or delegated committee	Receives assurance that MTVH is meeting the requirements of the Housing Competence and Conduct Standard and oversees any significant compliance risks.
Executive Team	Provides leadership and organisational oversight for implementation of this policy.
Chief People Officer	Acts as executive sponsor for workforce competence and conduct arrangements.

Role	Responsibilities
People and Organisational Development	Maintains this policy and the Competence and Conduct Framework and supports organisational implementation.
Directors and Heads of Service	Accountable for implementing this policy within their areas of responsibility and addressing competence, conduct and qualification risks.
Line Managers	Support learning, development, appraisal and performance review arrangements within their teams.
Colleagues	Maintain competence, complete required learning and act in accordance with MTVH's Code of Conduct .
Procurement and Contract Managers	Ensure appropriate competence and conduct requirements are reflected within relevant service provider arrangements.
Service Providers and Contractors	Meet relevant contractual competence, conduct and qualification requirements where applicable.
Governance, Risk and Assurance	Supports oversight and assurance through MTVH's governance arrangements.
Diversity, Equity and Inclusion Lead	Provides advice regarding equality, inclusion and reasonable adjustment considerations where required.

5 Learning Development and Qualifications

MTVH will provide learning and development opportunities that support competence, professional development and regulatory compliance.

Learning and development arrangements will be aligned to role requirements and organisational need. For further information, refer to MTVH's **Learning and Development Policy** and the **Professional Qualifications Sponsorship Policy**.

Where statutory qualification requirements apply:

- Senior housing managers must hold, or be working towards, an approved Level 4 housing qualification
- Senior housing executives must hold, or be working towards, an approved Level 5 housing qualification or equivalent foundation degree-level qualification
- Managers of service providers must meet applicable qualification requirements under the regulatory framework

The **Competence and Conduct Framework** and supporting guidance set out qualification pathways, funding, equivalency, evidence, study support, completion and monitoring requirements.

5.1 Developing and Maintaining Competence

MTVH will support colleagues to develop, maintain and demonstrate competence through learning, professional practice, supervision, appraisal, qualifications and continuing professional development. Competence includes the skills, knowledge, experience and behaviours required to deliver safe, professional, respectful and inclusive services to customers.

5.2 Appraisal, Performance Review and Development

Managers and colleagues will use existing appraisal, supervision and performance review arrangements to:

- Review competence and conduct
- Identify development needs
- Agree learning objectives and monitor progress

5.3 Learning and Competency Assessment Accommodations

MTVH will provide accessible and flexible learning and competency assessment arrangements and will consider and implement reasonable adjustments or other appropriate accommodations where needed. This may include accessible materials and technology, alternative learning or assessment formats, additional time, flexibility in scheduling or qualification timescales and alternative ways of demonstrating competence, where these maintain the required role, safety, professional and regulatory standards. Assessment criteria will be transparent, objective and applied consistently, and no colleague will be disadvantaged because of disability, family-related leave, caring responsibilities, religion or belief, language or digital access barriers, working patterns, or other relevant circumstances.

5.4 Managing Competency Concerns

Where competence, qualification or conduct concerns are identified, MTVH will take timely, fair and proportionate action.

Support might include learning and development, coaching, mentoring, supervision, qualification support, reasonable adjustments or an agreed improvement plan. MTVH will review whether barriers have been identified and addressed, including equality impacts, disability-related needs, caring responsibilities, language or digital access barriers, working pattern constraints or other mitigating circumstances. Where concerns create significant service, safety, conduct or regulatory risk, or cannot be resolved through development support, they may be managed under the relevant procedure.

If support does not resolve the concern, MTVH will manage it under the relevant policy or procedure. The **Competence and Conduct Framework** and supporting guidance set out arrangements for qualification reviews, non-completion, resits, assessment decisions and review routes.

6 Conduct and Professional Standards

MTVH expects colleagues and relevant service providers to act professionally, respectfully and ethically. Conduct expectations are set out within MTVH's **Code of Conduct**, policies, contractual arrangements and applicable regulatory standards. MTVH will maintain an appropriate and accessible Code of Conduct that reflects regulatory requirements and organisational expectations.

7 Records, Reporting and Continuous Improvement

MTVH will maintain appropriate records, monitoring and assurance arrangements to support compliance with the Housing Competence and Conduct Standard and MTVH's **Data Protection Policy**.

MTVH will use this information for oversight, continuous improvement and regulatory readiness. It will manage all records in line with data protection and information governance requirements. Detailed reporting, monitoring and assurance arrangements are defined within the **Competence and Conduct Framework**.

8 Background Legislation

This policy supports compliance with the Housing Competence and Conduct Standard and associated regulatory requirements below:

- Housing and Regeneration Act 2008
- Social Housing (Regulation) Act 2023
- Housing Competence and Conduct Standard
- Policy Statement on Qualifications Requirements for Social Housing
- Regulator of Social Housing Consumer Standards
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- UK General Data Protection Regulation (UK GDPR) 2021
- Data Protection Act 2018

9 Our Commitment to Equality, Diversity, and Inclusion

In implementing this policy, MTVH is committed to treating all colleagues, customers, suppliers, and stakeholders fairly and with respect. Further information on our approach to equality, diversity and inclusion, including how to raise a grievance or concern, is available in the MTVH Diversity & Inclusion Policy.

An Equality Impact Assessment for this policy has been completed and will be retained by the Policy Team.

10 STAIRs Statement

MTVH publishes the information covered in this policy under the Social Tenant Access to Information Requirements (STAIRs) publication scheme.

All information published under STAIRs can be accessed on our website www.mtvh.co.uk. However, some information may be protected under the General Data Protection Regulation (GDPR) and Freedom of Information Act (FOIA) and will be redacted or withheld to prevent harm.

11 Key Policy Information

Policy Owner	Chief People Officer - Interim
Author	Talent Manager
Approved by	Chief People Officer - Interim
Effective from	October 2026
Approach to review	This Policy & associated Procedures will be reviewed as required by the owner for changes in legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. Next expected review is 5 years from the 'Effective date' of this document.
This is a controlled document maintained and accessible via MTVH's intranet, The Hub. When viewed outside of the intranet, this document should be checked against the master copy held by MTVH to verify that it is the current version, or it shall be considered uncontrolled.	