

# **Propertymark Qualifications: Level 3 Technical Award in Residential Inventory Management & Practice (England & Wales)**

## **Qualification Specification**

## ABOUT PROPERTYMARK QUALIFICATIONS

Propertymark Qualifications (formerly NFoPP Awarding Body) is the UK's specialist awarding organisation offering industry recognised qualifications in property and property affiliated disciplines. We draw our expertise from an array of experienced property industry practitioners and academics from relevant fields including property, law, surveying and finance.

Propertymark Qualifications is an independent organisation and is recognised by the national qualification regulators in England, Wales and Northern Ireland; namely the Office of the Qualifications and Examinations Regulator (Ofqual), Qualifications Wales and the Council for Curriculum, Assessment and Examinations (CCEA Regulation) respectively. We also offer accredited qualifications in Scotland, credit and level rated in the Scottish Credit and Qualifications Framework (SCQF). This means we follow strict guidelines and maintain quality standards in the provision of all our qualifications.

Propertymark Qualifications has been operating as a recognised and regulated awarding body since March 2002 with our first qualifications being awarded to candidates in 2003. We work in association with professional membership bodies which allows us to collaborate with them and draw on their expertise and experience to ensure the design and development of our qualifications is at pace with changes in the industry at large.

All of this puts us in a unique position to provide tailored and industry specific qualifications that meet industry requirements, reinforce industry standards and afford individuals the opportunity to progress.

All information on this document is correct at the time of publication.

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## QUALIFICATION PURPOSE

The Level 3 Technical Award in Residential Inventory Management and Practice is an introductory qualification ideal for candidates wanting to gain basic knowledge in the key areas related to Residential Inventory Management and Practice.

## STRUCTURE

- Unit 1: General Law, Health, Safety & Security in Relation to Residential Inventory Management & Practice (RIMP1)
- Unit 2: Legal Aspects of Residential Inventory Management & Practice (RIMP2)
- Unit 3: Residential Letting & Property Management (RIMP3)
- Unit 4: Residential Inventory Management & Practice (RIMP4)

## ASSESSMENT GUIDANCE

Assessment Guidance is provided to amplify the learning objective and/or assessment criterion as relevant and enable national or industry specific information and requirements to be noted.

## OTHER INFORMATION

This qualification is accepted for membership by ARLA Inventories PropertyMark (Association of Residential Letting Agents). If you have any queries regarding ARLA Inventories PropertyMark membership, then please contact them directly.

## QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 3 Technical Award in Residential Inventory Management & Practice (England & Wales)
QCF Qualification Number (QAN)	601/2163/4
Accreditation start date	02/12/2013
Approved age ranges	16 – 18 19 +
Credit value	12
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Guided learning hours	120
Grading information	Pass or Fail
Entry requirements	n/a

## QUALIFICATION UNITS

The unit titles and unit codes will appear at examination booking stage and on certification.

Propertymark Qualifications requires any candidate wishing to complete the Level 3 Technical Award in Residential Inventory Management and Practice to complete the 4 units listed below. Once all 4 units have been successfully achieved, Propertymark Qualifications will provide certification for the full qualification.

*Please Note: Units can be completed in any order*

Unit Number	Unit Title	Unit Reference
1	General Law, Health, Safety and Security in Relation to Residential Inventory Management & Practice (RIMP1)	H/505/8296
<b>About this unit</b>		
This unit is about knowing and understanding the general concepts of law relevant to an inventory provider. It deals with the historical development and current concepts of appropriate statute and common law to enable inventory providers to understand and carry out their duties to colleagues, customers and the general public. Health, safety, security and discrimination matters are also covered, including the legislation and best practice issues relevant to an inventory provider in their duties within and outside their office when dealing with colleagues and customers and visiting residential properties.		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
<b>A, B</b>	1. Understand Health and Safety at Work Act 74 and security issues within and outside the workplace	1.1 Summarise the duties of employers 1.2 Summarise the duties of employees 1.3 Justify correct procedures for dealing with H&S matters for appraisals and viewings 1.4 Select appropriate procedures when securing property 1.5 Develop a safe and secure set of procedures for dealing with keys
<b>C</b>	2. Understand the general legal concepts relating to the provision of inventory management services	2.1 Distinguish the different divisions of the law 2.2 Distinguish between common law and equity 2.3 Evaluate the remedies available under the law
<b>D</b>	3. Understand the common-law duties of letting agents and agents' authority	3.1 Summarise the legal duties the provider owes to a landlord and tenant 3.2 Distinguish between the different capacities in which a provider might act 3.3 Identify industry best practice when considering a provider's legal role 3.4 Analyse your legal obligations if a subcontractor makes an error in completing a checkout report
<b>E</b>	4. Understand the basic elements of the law of contract	4.1 Summarise the elements needed for a contract to exist 4.2 Interpret situations where a contract will have ended 4.3 Select appropriate remedies where there is a breach of contract 4.4 Clarify the special requirements relating to contracts relating to land and property
<b>F</b>	5. Understand the basic elements of the law of tort	5.1 Summarise the elements needed for negligence to be proved 5.2 Interpret situations where vicarious liability may apply 5.3 Evaluate situations where occupier's liability may be relevant
<b>G</b>	6. Understand the basic concepts of discrimination	6.1 Summarise the circumstances when sex or race discrimination may occur 6.2 Select the appropriate remedies where sex or race discrimination has occurred 6.3 Interpret situations where age discrimination has occurred 6.4 Apply reasonable adjustments to situations to prevent disability discrimination occurring
<b>H</b>	7. Understand the requirements of the Data Protection Act 1998	7.1 Summarise the data protection principles laid down in the Act 7.2 Analyse situations to comply with data protection principles 7.3 Distinguish between who can and who cannot be given data protected information
<b>I</b>	8. Understand the requirements of the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007	8.1 Judge situations that might be deemed suspicious in relation to the legislation 8.2 Summarise the procedures needed to comply with the MLR 2007 8.3 Apply legislative requirements to possible suspicious situations

## Assessment Guidance

Unit 1 Syllabus Items (elements A-I)		Number of Questions 20
A	Health and Safety at Work Act 1974 and security issues relating to self and others both within the workplace and outside when dealing with inventory management services	3
B	Safety and security issues relating to empty and occupied property, including dealing with keys and information	2
C	General legal concepts as they relate to the provision of inventory management services	2
D	Common law duties of an agent and their staff; authority including agent of necessity	2
E	Basic contract law: offer, acceptance and consideration	3
F	Tort: negligence, occupiers' liability and vicarious liability	3
G	Discrimination: age, sex, race, disability and other protected characteristics	2
H	Data Protection Act 1998	2
I	Money laundering and proceeds of crime	1

Unit Number	Unit Title	Unit Reference
2	Legal Aspects of Residential Inventory Management & Practice (RIMP2)	D/505/8300

### About this unit

This unit covers a variety of law that impacts on the work of the inventory provider. It covers key background concepts and legislation in the letting and management of residential properties that sets the context in which the inventory provider works. It also covers various aspects of consumer legislation that may affect the work undertaken by the inventory provider.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
<b>A</b>	1. Understand what is meant by “quiet enjoyment”	1.1 List a tenant’s rights 1.2 List possible problems caused by conflicting rights of a tenant and of a landlord
<b>B</b>	2. Understand the essential elements of the Housing Acts 1988 and 1996	2.1 Summarise the essential features of assured tenancies 2.2 Summarise the essential features of assured shorthold tenancies 2.3 Apply relevant criteria to determine when assured and assured shorthold tenancies can be used
<b>C</b>	3. Understand the essential elements of non-Housing Act 1988 tenancies	3.1 Summarise the essential features of Rent Act 1977 tenancies 3.2 Differentiate market rents and fair rents 3.3 Summarise the essential features of contractual tenancies 3.4 Apply relevant criteria to a range of specific contractual tenancies such as company lets, holiday lets, resident landlord lets and premium leases
<b>D, E</b>	4. Understand the fitness standards for dwellings, the responsibility for repair and the working of the Housing Health and Safety Rating System	4.1 Summarise the requirements for a house to be deemed fit for human habitation 4.2 Apply the legislation to determine a landlord’s repairing responsibilities 4.3 Apply legislation and common law to determine remedies available to landlords and tenants for disrepair 4.4 Summarise the main criteria relating to the Housing Health and Safety Rating System 4.5 Apply HHSRS criteria to defined scenarios
<b>F</b>	5. Understand legislation, common law and professional body guidance relating to fire and safety in let property	5.1 Summarise the requirements for fire safety in let property 5.2 Distinguish between the fire safety requirements for new and older property 5.3 Summarise the gas safety regulations relating to let property 5.4 Apply the gas safety regulations to defined scenarios 5.5 Differentiate between the landlord’s and the agent’s responsibilities 5.6 Extend procedures to the use of other fuels 5.7 Summarise the criteria for electrical safety in let property 5.8 Apply the electrical safety criteria to defined scenarios 5.9 Summarise the regulations concerning fire safety for furniture and furnishings 5.10 Differentiate between furniture and furnishings subject to the regulations and those not 5.11 Apply the furniture and furnishing fire safety regulations to defined scenarios
<b>G</b>	6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)	6.1 Summarise the legislative test for determining an HMO 6.2 Apply the tests to determine if a property is an HMO 6.3 Summarise the basic standards HMOs must achieve under the HHSRS 6.4 Summarise the legislative powers of local authorities in relation to repair and licensing of HMOs 6.5 Apply the legislative powers of local authorities to determine action in a defined scenario relating to repair or licensing
<b>H</b>	7. Understand the legislation relating to tenancy deposit schemes & dispute resolution procedures	7.1 Summarise the legislative requirements for the holding of tenancy deposits 7.2 Distinguish between the procedures required to comply with custodial and insured schemes 7.3 Apply the tenancy deposit scheme legislation to defined scenarios 7.4 Summarise the legislative requirements for compliance with redress schemes

I	8. Understand a selection of consumer protection legislation	8.1 Summarise the legislative requirements of the Consumer Protection from Unfair Trading Regulations 2008 8.2 Apply the requirements of the Consumer Protection from Unfair Trading Regulations 2008 to defined scenarios 8.3 Apply the requirements to give a cooling-off period to a range of situations where landlord instructions are being taken
J	9. Understand the key requirements of the Unfair Terms in Consumer Contracts Regulations 1999	9.1 Differentiate between core terms, terms covering legislation and individually negotiated terms 9.2 Apply the rules to determine what is and what is not an unfair term
<b>Assessment Guidance</b>		

Unit 2 Syllabus Items (elements A-J)		Number of Questions 20
A	Implied terms: e.g. quiet enjoyment	2
B	Housing Act 1988 and Housing Act 1996: assured and assured shorthold tenancies	2
C	Non-Housing Act 1988 tenancies: company lets, holiday lets, resident landlords, premium leases, Rent Act 1977	1
D	Landlord and Tenant Act 1985 s11	1
E	Housing Act 2004 Part 1 Chapters 1, 2 and 3 in relation to Housing Health and Safety Rating System (HHSRS) and local authority enforcement procedures	2
F	Safety in properties: fire regulations; gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella	4
G	Housing Act 2004 houses in multiple occupation (HMOs): Part 7: meaning of houses in multiple occupation; Part 4: management; Part 2: licensing; Part 3: selective licensing	1
H	Housing Act 2004 Part 6: tenancy deposit protection, Dispute resolution procedures: tenancy deposit schemes. Redress Schemes	3
I	Other agency related legislation: Consumer Protection from Unfair Trading Regulations 2008; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Business Protection from Misleading Marketing Regulations 2008	2
J	Unfair Terms: Unfair Terms in Consumer Contracts Regulations 1999 and Consumer Rights Act 2015	2



Unit Number	Unit Title	Unit Reference
3	Residential Letting & Property Management (RIMP3)	J/505/8307

#### About this unit

This unit looks at the practical aspects of residential lettings and property management and the role the agent has with the tenant and landlord in the course of the property being let. Terms of business will be examined in relation to the process and procedures of letting residential property. This will include the tenant's application to rent a property, carrying out referencing and drawing up the tenancy agreement. It includes periodic visits and handover procedures in respect of utilities and dealing with client monies. It explains the processes employed in the preparation of tenancy agreements and associated documentation such as inventories that should be given to tenants and landlords at term commencement. The unit also covers extending, renewing and ending tenancies and includes the process of serving relevant notices for both Housing Act and non-Housing Act tenancies. The impact of different grounds for possession will be considered.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
<b>A</b>	1. Understand the main elements of a letting agency's terms of business and the agent's authority to act	1.1 Summarise the ways in which an agent's authority can arise 1.2 Summarise standard agency services for introduction only, let and rent processing or a full management service 1.3 Distinguish between standard agency services and additional agency services requiring additional fees 1.4 Clarify the relevant consents which a landlord must obtain prior to letting
<b>B</b>	2. Understand the process for dealing with offers including the referencing of applicants and guarantors	2.1 Summarise the application process 2.2 Identify the main stages in the process of handling offers 2.3 Draw together the information required to reference an applicant or guarantor 2.4 Clarify the responsibility of being guarantor
<b>C, D</b>	3. Understand the key terms commonly found in tenancy agreements and appreciate what documents need to be in place for the commencements of the tenancy	3.1 Summarise the key terms of a tenancy agreement 3.2 Differentiate the different ways in which tenancy deposits can be held 3.3 Interpret the differences between additional and non-standard clauses 3.4 Summarise the key documents and safety records needed prior to tenancy agreement/commencement
<b>E</b>	4. Understand the procedures to be followed when handing over a property to a new tenant	4.1 Summarise the information and documentation that should be given to the landlord and tenant at the start of the tenancy 4.2 Clarify the process of dealing with utility suppliers 4.3 Implement best practice with regard to information and documentation distributed at the start of the tenancy
<b>F</b>	5. Understand the letting agent's client accounting procedures	5.1 Summarise the process of handling client money 5.2 Clarify the procedures for the processing of rent and dealing with arrears 5.3 Analyse the processes and procedures involved in handling a tenancy deposit
<b>G</b>	6. Understand issues surrounding the on-going management and maintenance of the property	6.1 Summarise the duties of the property manager 6.2 Distinguish between the landlord's and the tenant's responsibilities in respect of repair to let property 6.3 Analyse contractual documents and warranties to determine responsibility for undertaking and paying for repairs and maintenance 6.4 Apply best practice when assessing and instructing contractors 6.5 Summarise best practice relating to periodic visits of let property
<b>H</b>	7. Understand how landlords and tenants can breach the tenancy agreement	7.1 Summarise how a tenancy agreement can be breached 7.2 Analyse the actions that can be taken when there is a breach of the tenancy agreement
<b>I</b>	8. Understand the processes involved in extending, renewing or terminating a tenancy agreement	8.1 Summarise the options available to a landlord when a tenancy agreement is coming to an end 8.2 Distinguish between the common law, contractual and statutory procedures to obtain possession on behalf of landlords of assured, assured shorthold and contractual/other tenancies 8.3 Distinguish between the notice requirements for landlords and those for tenants 8.4 Summarise the accelerated possession procedure available to landlords 8.5 Summarise what conduct is likely to be regarded as harassment

## Assessment Guidance

Unit 3 Syllabus Items (elements A-I)		Number of Questions 20
A	Agency terms: introduction only, let and manage, consents and authorities	2
B	Dealing with applications: offers, negotiating the offer, processing an application, qualification of offers, references, guarantors, credit checks, right to rent checks	2
C	Preparation of tenancy agreement and provision of other associated documentation such as inventories/schedules of condition, safety records	3
D	Terms in tenancy agreements: forfeiture clauses, deposit clauses, repairing and maintenance obligations; non-standard additional clauses	2
E	Hand-over procedures including utilities	2
F	Client account procedures: deposits; rent processing/collection; arrears; contractor payments; fees and charges	2
G	Repairs and maintenance, periodic visits, insurance, guarantees and warranties, contractor qualification, statutory consents	3
H	Dealing with breaches of tenancy agreements	2
I	Extension, Termination, Renewal and Harassment	2

Unit Number	Unit Title	Unit Reference
4	Residential Inventory Management & Practice (RIMP4)	L/505/8311

#### About this unit

This unit examines the process undertaken by the inventory provider from agreeing the terms of business and cost through to undertaking the required services on behalf of their client. It explains the scope and purpose of the inventory provider's service from the inventory, check in and periodic visit, through to the check out. It considers how these reports are used by the parties and any instructed agent. It also covers government authorised tenancy deposit protection schemes and their processes.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
<b>A</b>	1. Understand the content and importance of terms and condition of business	1.1 Identify the key points contained in terms of business 1.2 Identify responsibilities for payment of inventory provider charges
<b>B</b>	2. Understand the processes and for inventory preparation	2.1 Indicate when an inventory should be prepared 2.2 Summarise the key features of an inventory 2.3 Identify how to deal with potential hazards and issues 2.4 Identify how the inventory can be used
<b>C</b>	3. Understand the process and procedures involved in the check in	3.1 Identify the key benefits of a check in 3.2 Summarise the process of checking the tenant in 3.3 Identify unforeseen events and how to deal with them
<b>D</b>	4. Understand the purpose and scope of periodic visit	4.1 Identify the purpose of periodic visits 4.2 Summarise the process for arranging and carrying out visits 4.3 Distinguish between landlord and tenant potential liabilities
<b>E</b>	5. Understand the purpose and scope of the check out	5.1 Identify why a check out is required 5.2 Summarise the process for undertaking a check out 5.3 Identify the factual information that should be contained in the checkout report 5.4 Differentiate between damage and fair wear and tear
<b>F</b>	6. Understand the post check out procedure and deposit return process	6.1 Identify how the checkout report will be used by each party 6.2 Identify how betterment might impact on a landlord's claim for damages 6.3 Summarise potential outcomes at the end of a tenancy 6.4 Identify the tenant deposit protection schemes and outline their dispute resolution processes

#### Assessment Guidance

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Unit 4 Syllabus Items (elements A-F)		Number of Questions 20
A	Terms and conditions of business	2
B	Inventory compilation including: Timings, detail requirements, procedure, formatting and specific detail, photographs, disclaimers, exterior and common parts, condition commentary, problem notification, landlord attendance & meter reading	4
C	Check in including: Process, tenant advice, amendments, signature, check in reports, check in alternatives and agents' boards	2
D	Periodic Visit including: Access provisions, access refusal, visit preparation, tenant breach, landlord liability, visit purpose and report findings	4
E	Check out including: Tenant advice, relevant documentation, tenant present/not present, check out process, abandoned goods, missing items, hand over requirements, immediate reporting requirements, key handover, possession and security and check out reports	4
F	Post check out process including: Deposit holding requirements, stakeholder/agent for the landlord, betterment, liability of the parties, fair wear and tear basis, recommendations, lifespan of items and decorations, principles of apportionment, compensation, repair/disrepair, adjudication, and Housing Act 2004 – tenant deposit protection schemes, damages	4

## ASSESSMENT

The Propertymark Qualifications currently offers two methods of delivery for the assessment of Level 3 Technical Award in Residential Inventory Management and Practice:

- Onscreen\*
- Paper Based (Centres **ONLY**) - can only be considered under special circumstances and arrangements and can only be delivered at approved Propertymark Qualifications centres. Propertymark Qualifications will require 2 weeks' notice of any paper based examinations being completed. Centres should refer to the centre guidance document for further details.

**\*Disclaimer – Subject to availability of the test centre**

Unit 1: General Law, Health, Safety & Security in Relation to Residential Inventory Management & Practice (RIMP1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2014
Pass Mark	70%

Unit 2: Legal Aspects of Residential Inventory Management & Practice (RIMP2)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2014
Pass Mark	70%

Unit 3: Residential Letting & Property Management (RIMP3)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2014
Pass Mark	70%

Unit 4: Residential Inventory Management & Practice (RIMP4)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2014
Pass Mark	70%

### Individual Learners - Onscreen assessment (external assessment)

Individual candidates are required to complete all examinations at approved test centres. Each centre is fully compliant with the Propertymark Qualifications' policies and procedures.

The onscreen test may be taken at any time of the year by arrangement with the test centres.

All test centres offering onscreen assessment must comply with the Joint Council for Qualifications (JCQ) document Instruction's for the Conduct of Examinations (ICE).

Propertymark Qualifications offer over 150 test centre locations throughout the United Kingdom. To view the list of test centres available, please visit the Propertymark Qualifications website.

## REGISTRATION AND CERTIFICATION

### Individual Candidates

Candidates are required to register for the qualification and unit assessments by completing the online registration form on the Propertymark Qualifications website. Candidates will then receive a unique candidate number prefixed with a 'Q' and a password via email. This will enable the candidate to log into the Propertymark Qualifications website to view their profile and book examinations.

Candidates who achieve all four units of the qualification will receive:

- a qualification pass letter informing the candidate of the dates they achieved each unit within the qualification and percentage scored within 7 working days.
- a certificate giving the full qualification title and all units achieved within 20 working days.

### Recognised Centres

Separate arrangements exist for candidate registration and certification for Recognised Centres.

Centre Administrators should refer to the Centre Guidance document for further information.

Candidates who are being entered for this qualification by a Propertymark Qualifications Recognised Centre should refer to their centre for guidance on registration and certification procedures.

## REPLACEMENT CERTIFICATES

If a certificate of achievement is misplaced, lost or stolen and a replacement is required then the candidate will need to complete a Replacement Certificate Request form.

To complete the form, please visit the Propertymark Qualifications website.

## ENQUIRIES AND APPEALS POLICY

The examination regulations of the Propertymark Qualifications make provision for Propertymark Qualifications learners to be enabled to make an enquiry and/or to appeal against a decision. The facility by which to do so is outlined in this procedure and it is important the procedure is followed in all situations.

To find out more, please visit the Propertymark Qualifications website.

## EXEMPTION POLICY

Propertymark Qualifications recognises prior certificated qualifications equivalent to Propertymark Qualifications units for the Level 4 Certificates only. Propertymark Qualifications operates a Recognition of Prior Learning Policy and welcomes applicants for exemption based on comparable qualifications from recognised awarding bodies which satisfy the Propertymark Qualifications criteria for awarding exemptions.

To find out more, please visit the Propertymark Qualifications website.

## LEARNING MATERIAL

Learning materials are available to support those preparing for Propertymark Qualifications assessments. For further information please visit the Propertymark Qualifications website.