

Propertymark Qualifications: Level 4 Certificate in Residential Letting and Property Management (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.

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QUALIFICATION PURPOSE

The Level 4 Certificate in Residential Letting and Property Management is an advanced qualification, ideal for candidates wanting to gain further recognition of knowledge attained within the sector and is recognised in England and Wales only.

The entry requirement for the Level 4 Certificate in Residential Letting and Property Management is the Level 3 Technical Award in Residential Letting and Property Management.

STRUCTURE

This qualification comprises of 6 units:

- Unit 3: Legal Aspects Relating to Residential Letting & Management (LARLM)
- Unit 4: Practice Relating to Residential Property Management (PRPM)
- Unit 5: Appraisals & Residential Property Letting Practice (ARPLP)
- Unit 6: Applied Law Relating to Residential Letting & Management (ALRLM)
- Unit 7: Introduction to Office Management (IOM)
- Unit 8: Advanced Office Management (AOM)

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 Fellow membership by ARLA (Association of Residential Letting Agents) Propertymark. If you have any queries regarding ARLA Propertymark membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 4 Certificate in Residential Letting & Property Management (England & Wales)
QCF Qualification Number (QAN)	601/2169/5
Accreditation start date	02/12/2013
Approved age ranges	18+
Credit value	26
Assessment	Individual Learners only: Onscreen assessment
Guided learning hours	260
Grading information	Fail, Pass or Distinction
Entry requirements	Level 3 Technical Award in Residential Letting and Property Management (England & Wales)

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 4 Certificate in Residential Letting and Property Management (England & Wales) to complete the 6 units listed below. Once all 6 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
3	Legal Aspects Relating to Residential Letting & Management (LARLM)		K/505/8221
About this unit			
In studying this unit, the student will learn about the general legal concepts surrounding the letting and management of residential property and this will be contextualized to cover some of the specific issues that might arise.			
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	
A	1. Demonstrate an understanding of the general legal concepts relating to the letting and management of residential property	1.1 Understand methods of contract formation and termination 1.2 Recognise and explain an agent's obligations under common law 1.3 Understand how misrepresentation and other vitiating factors can affect the validity of culpability 1.4 Understand concepts of negligence, occupiers' liability and nuisance 1.5 Understand concepts of vicarious liability 1.6 Recognise situations where discrimination legislation would apply	
B, C	2. Demonstrate an understanding of the relevant property and agency law	2.1 Distinguish between the various methods of holding land 2.2 Distinguish between a lease and a licence 2.3 Distinguish between covenants and easements 2.4 Understand the various ways that an agency relationship may arise or be terminated 2.5 Understand the duties and liabilities of an agent 2.6 Understand the duties of a principal	
D, E	3. Demonstrate an understanding of how tenancies are created and the rules relating to tenancy deposits	3.1 Recognise how tenancies can be created in a variety of practical situations 3.2 Recognise how legislation can affect the landlord and tenant relationship 3.3 Understand how contract terms should be drafted 3.4 Recognise when a contract term could be unfair 3.5 Understand how tenancy deposits should be protected 3.6 Distinguish between holding a deposit as stakeholder and as agent for the landlord	
F, G, H	4. Demonstrate an understanding covering aspects of the management of residential tenancies	4.1 Recognise possession procedures under common law statute 4.2 Identify consents required for the letting of residential property 4.3 Understand procedures for the service of notices 4.4 Understand the provisions of sections 6, 13 and 22 of Housing Act 1988	
I, J, K	5. Demonstrate an understanding of matters relating to the Health and Safety of Tenants, and dealing with those with disabilities and in receipt of benefits	5.1 Understand the provisions of disability discrimination legislation 5.2 Recognise the impact of disability on a letting situation 5.3 Understand the impact of safety legislation on the letting of residential property 5.4 Understand the provisions of housing benefit and local housing allowance 5.5 Understand the administrative processes involved in a claim for housing benefit and local housing allowance	
Assessment Guidance			

Unit 3 Syllabus Items (elements A – K)		Number of Scenarios 5
General Legal concepts		
A	1. An outline of the common law Contract 2. Formation 3. Misrepresentation and other vitiating factors 4. Termination Tort 5. Negligence 6. Occupier’s liability 7. Nuisance 8. Vicarious liability Discrimination 9. Sex, race, age, disability and other protected characteristics	1
Property and agency law		
B	Property law 1. Estates and interests in land freehold, leasehold and commonhold 2. Lease/licence distinction 3. Covenants 4. Easements	1
C	Agency law 1. Formation of relationship 2. Types of authority 3. Duties and liabilities of an agent 4. Duties of a principal 5. Contract termination	
Tenancy creation and inception		
D	Creation of tenancies 1. Tenancies under common law 2. Housing Act 1988 tenancies 3. Unfair Terms: Part 2 Consumer Rights Act 2015	1
E	Deposits 1. Definition of a stakeholder 2. Agent for the landlord 3. Interest on deposits 4. Housing Act 2004 Part 6 Tenancy Deposit Schemes	
Tenancy management		
F	Possession procedures 1. Common law 2. Statute law including Protection from Eviction Act 1977 and Housing Act 1988	1
G	Consents and notifications 1. Freeholder 2. Head Lessor 3. Insurer 4. Mortgagee	
H	Notices 1. Methods of service 2. Section 6, 13 and 22 Housing Act 1988	

Health, safety, disability and benefits		
I	Disability discrimination 1. Impact of disability on the letting situation, making reasonable adjustments	1
J	Safety legislation 1. Furniture and Furnishings (Fire Safety) Regulations 1993 2. Gas Safety (Installation and Use) Regulations 1998 3. Electrical Equipment (Safety) Regulations 1994 4. Plugs and Sockets etc. (Safety) Regulations 1994 5. Part P Building Regulations (Under the Building Act 1984) 6. Regulatory Reform (Fire Safety) Order 2005 7. Control of Substances Hazardous to Health Regulations 2002 8. Control of Asbestos Regulations 2012	
K	Housing benefit and local housing allowance 1. Application 2. Administration and responsibilities	

Unit Number	Unit Title	Unit Reference
4	Practice Relating to Residential Property Management (PRPM)	M/505/8222
<p>About this unit</p> <p>This unit will build upon topics previously covered in legal units focusing on practical actions that a managing agent is required to take. Candidates must be aware that the Consumer Protection from Unfair Trading Regulations 2008 affects all of the elements in this unit and questions may appear in more than one element.</p>		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
A, B, C	1. Demonstrate an understanding of the obligations of an agent managing residential property	1.1 Set out matters to be considered on commencement of a tenancy 1.2 Explain the process of conducting property visits 1.3 Identify the relevance of warranties on appliances 1.4 Explain the various methods of communication between landlord, tenant and agent 1.5 Apply the requirements of the Consumer Protection from Unfair Trading Regulations 2008 to defined scenarios 1.6 Apply the requirements of the Business Protection from Misleading Advertising Regulations 2008 to defined scenarios 1.7 Summarise complaint handling processes 1.8 Identify and distinguish between the different regulatory bodies and redress schemes
D, E	2. Demonstrate an understanding of matters surrounding the maintenance and repair of clients' properties	2.1 Recognise different property defects 2.2 Identify and explain relevant repair processes 2.3 Explain the responsibilities of the parties and cost considerations 2.4 Explain the process for selecting, employing and working with contractors
F, G	3. Demonstrate an understanding of insurance and accounting in relation to the lettings industry	3.1 Identify and describe types of insurance relevant to let property 3.2 Describe the role of the Financial Conduct Authority 3.3 Explain the process for dealing with insurance claims 3.4 Explain the procedures for accounting to clients and tenants 3.5 Clarify requirements for the provision of interest on deposits and making charges on overdue payments
H, I, J	4. Demonstrate an understanding of the practical processes involved with the ending of a tenancy	4.1 Identify factors which may constitute breach 4.2 Explain the processes for dealing with breach 4.3 Explain the processes for assessing damage and deterioration 4.4 Describe the remedies for breach 4.5 Explain the procedures to be adopted at the end of a tenancy 4.6 Explain the legal obligations in relation to the return of a tenancy deposit 4.7 Distinguish the options in relation to renew, extend or end a tenancy
K	5. Demonstrate an understanding of the concepts of dealing with Houses in Multiple Occupation (HMO)	5.1 Identify and explain the practical considerations regarding HMOs 5.2 Assess the responsibilities of agents and landlords
Assessment Guidance		

Unit 4 Syllabus Items (elements A – K)		Number of Scenarios 5
Agent Management		
A	Management considerations on commencement of the tenancy <ol style="list-style-type: none"> 1. The role of the agent 2. Periodic visits 3. Reports to the landlord 4. Guarantees and warranties on appliances 	1
B	Communication between the agent and the landlord and tenant <ol style="list-style-type: none"> 1. Managing expectations 2. Information that must be communicated 3. Consumer Protection from Unfair Trading Regulations 2008; Business Protection from Misleading Marketing Regulations 2008. 4. Records 	
C	Complaints <ol style="list-style-type: none"> 1. Initial handling 2. Regulatory bodies 3. Redress schemes 4. Alternative dispute resolution 	
Maintenance and repair		
D	Maintenance and repair <ol style="list-style-type: none"> 1. Recognition of defects 2. Responsibilities of the parties 3. Remedies 4. Financial cost control 	1
E	Using contractors <ol style="list-style-type: none"> 1. Qualifications and professional memberships 2. Assessment 3. Instruction 4. Contractors' insurance 5. Checking completion of works 	
Insurance and accounting		
F	Insurance <ol style="list-style-type: none"> 1. Types 2. Advice to landlords and tenants 3. Regulatory control 4. Dealing with claims 	1
G	Accounting procedures for landlord and tenants <ol style="list-style-type: none"> 1. Clients' accounts 2. Statements 3. Interest on deposits and charges on late payment 	
Tenant and end of tenancy situations		
H	Dealing with breaches of the tenancy agreement <ol style="list-style-type: none"> 1. Noise and anti-social behaviour 2. Access and deterioration of property 	1
I	End of tenancy <ol style="list-style-type: none"> 1. Check out procedures 2. Assessing and dealing with damage 3. Compensation 4. Dealing with deposit disputes 5. Return of deposit 	
J	Tenancy renewals/extensions <ol style="list-style-type: none"> 1. Options 2. Process 	

Houses in multiple occupation		
K	Dealing with licensed/non-licensed houses in multiple occupation <ol style="list-style-type: none">1. Practical considerations2. Responsibilities of agents and landlords	1

Unit Number	Unit Title	Unit Reference
5	Appraisal Relating to Residential Property Letting Practice (ARPLP)	J/505/8226
About this unit		
This unit provides a practical emphasis on those aspects which relate to the appraisal of residential property available to let and of those considerations of which the residential letting agent needs to be aware when acting on behalf of a client. Candidates must be aware that the Consumer Protection from Unfair Trading Regulations 2008 affects all of the elements in this unit and questions may appear in more than one element.		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
G, H, I	1. Understanding the fundamental economic principles of demand and supply and their use in determining value	1.1 Understand how demand and supply impact upon rental and capital values 1.2 Use demand and supply theory to determine price 1.3 Recognise what is meant by the comparable method of valuation 1.4 Use the comparable method of valuation to arrive at a market rent and market yield 1.5 Identify what is meant by the investment method of valuation 1.6 Use the investment method of valuation to calculate the market value of investment property
D	2. Understand the preparation of market appraisals and consequent advice to landlord	2.1 Recognise those factors which impact on the valuation for a landlord in undertaking market appraisals 2.2 Identify the issues which affect the advice to landlords in respect of their properties and surrounding circumstances 2.3 Understand fundamental marketing principles applicable to a letting agency and its properties available to let
A, C	3. Understand the process for attracting landlord's instructions and for issuing terms of business	3.1 Identify how to deal with landlord's initial enquiries 3.2 Understand what needs to be included in an agency's terms of business 3.3 Recognise those services which can be offered to a landlord client 3.4 Understand the information which needs to be obtained in respect of properties and landlords
E	4. Understand how to form the appropriate tenancy for a landlord and tenant	4.1 Understand the different types of tenancy and when these should be adopted 4.2 Identify the various clauses in a tenancy agreement and when these are applicable 4.3 Understand the legal principles relating to tenancy agreements and ensure compliance with these principles
J	5. Understand the process for dealing with initial applicants to the completion of a tenancy	5.1 Understand how to prepare property detail sheets and prepare for conducting viewings of available properties 5.2 Recognise the principles for vetting applicants 5.3 Clarify how offers should be recorded and dealt with 5.4 Understand principles relating to housing benefit/allowance claimants 5.5 Understand how to deal with deposits and guarantors 5.6 Understand the meaning and implications of a HMO 5.7 Identify how to deal with energy performance certificate (EPC) requirements
C, F	6. Understand the preparation of requisite inventories and schedules of condition	6.1 Recognise how to prepare inventories and schedules of condition 6.2 Understand how to prepare tenancy agreements 6.3 Clarify the requisite tenancy documents and recipients 6.4 Identify the process for handing over the property to a tenant
K	7. Understand the legal principles relating to deposits	7.1 Understand the principles relating to taking deposits 7.2 Recognise the common law principles on holding deposits 7.3 Identify rules concerning the tenancy deposit protection schemes
B	8. Understand the issues relating to overseas landlord	8.1 Understand the HMRC rules relating to overseas landlords 8.2 Clarify to overseas landlords how their position is affected by a range of issues
Assessment Guidance		

Unit 5 Syllabus Items (elements A – K)		Number of Scenarios 5
Dealing with landlords		
A	Dealing with initial landlord enquiries and instructions <ol style="list-style-type: none"> 1. The enquiry, terms of business and services offered 2. Taking instructions 3. Gathering information 4. Cooling off periods 	1
B	Overseas landlords <ol style="list-style-type: none"> 1. Agents obligations 2. Types of landlords 	
Agent actions and appraisals		
C	The agent's duties to the client <ol style="list-style-type: none"> 1. Nature of the duty 2. Giving advice on condition 3. Presentation and safety requirements 4. Gathering information 	1
D	Market Appraisal <ol style="list-style-type: none"> 1. The appraisal 2. Planning restrictions and consents 3. Advice to landlords 4. Marketing principles 	
Tenancy formulation and handover procedures		
E	Advising on tenancy terms and creating the right tenancy <ol style="list-style-type: none"> 1. Types of tenancy 2. Permitted occupiers 3. Clauses to be included 	1
F	Practical handover procedures <ol style="list-style-type: none"> 1. Inventories and schedules of condition 2. Preparation of the tenancy agreement 3. Related documents 4. Handover procedure 	
Valuation factors and methods		
G	Supply and demand <ol style="list-style-type: none"> 1. Supply and demand theory 2. The impact of supply and demand in the residential property letting market 	1
H	Factors affecting value <ol style="list-style-type: none"> 1. Determinants of value 2. Influences on value 	
I	Valuation methods <ol style="list-style-type: none"> 1. Valuation terminology, (including market rental value and yields) 2. The comparative and investment approaches 3. Use of comparable evidence (including the use of ARLA Propertymark quarterly survey and other market information) 	
Deposits and pre-tenancy protocols		
J	Dealing with applicants <ol style="list-style-type: none"> 1. Consumer Protection from Unfair Trading Regulations 2008 2. Information sheets 3. Energy Performance Certificates 4. Viewings 5. Dealing with offers 6. Referencing applicants 7. Negotiating terms 8. Housing allowance claimants 	1

	9. Tenancy deposit	
K	Holding a deposit 1. Common law 2. Tenancy deposit schemes	

Unit Number	Unit Title		Unit Reference
6	Applied Law Relating to Residential Letting & Management (ALRLM)		L/505/8227
About this unit			
This unit reflects upon areas of common law and legislation which have been introduced in earlier modules and considers these in more detail and in a more contextual and applied manner. Candidates must be aware that the Consumer Protection from Unfair Trading Regulations 2008 affects all of the elements in this unit and questions may appear in more than one element.			
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	
A	1. Understand the current legal framework for residential lettings	1.1 Explain the distinction between a lease and a licence 1.2 Summarise the principal statutory and common law provisions relating to residential lettings 1.3 Describe the different types of residential tenancy 1.4 Understand the impact of the basic legal provisions	
C	2. Understand the principles relating to the creation of leases	2.1 Summarise the legal provisions 2.2 Describe the different types of covenants in a lease 2.3 Understand how these covenants are interpreted and applied 2.4 Apply these principles to different types of leases 2.5 Identify the importance of consumer protection legislation 2.6 Differentiate between core terms, terms covering legislation and terms that are transparent and prominent 2.7 Apply the rules to determine what is and what is not an unfair term	
B	3. Understand issues impacting on rent control, security of tenure, rent increases and relevant regulatory bodies	3.1 Understand and clarify how rent is determined 3.2 Explain the provisions for rent increases 3.3 Explain the role of a rent officer 3.4 Understand the role of the Rent Assessment Committee 3.5 Summarise the principles of rent control and security of tenure	
D, E	4. Understand legislative provisions relating to possession and activities of landlords and agents	4.1 Understand the common law provisions on terminating a tenancy 4.2 Explain the provisions of the Rent Act 1977 4.3 Explain the provisions of the Housing Act 1988 4.4 Summarise the rules relating to forfeiture 4.5 Advise landlords in respect of possession procedures	
H	5. Understand legal principles which apply to a house in multiple occupation (HMO)	5.1 Explain when a property is classed as an HMO 5.2 Distinguish between a licensed and non-licensed HMO 5.3 Understand when an agent may become a licence holder 5.4 Explain how a HMO might arise without an agent's knowledge 5.5 Summarise general management issues relating to a HMO	
I	6. Understand issues relating to environmental health	6.1 Understand fundamental principles relating to environmental health and their impact on an agent's activities 6.2 Explain to landlords and tenants their rights and responsibilities 6.3 Advise on the appropriate course of action when issues arise	
F	7. Understand judicial precedent and dispute resolution	7.1 Identify how complaints arise and how they may be resolved 7.2 Summarise the available Alternative Dispute Resolution (ADR) methods 7.3 Explain the roles of tribunals and courts 7.4 Explain the role of an expert witness 7.5 Understand the available redress schemes and their operation 7.6 Explain and apply the principles of judicial precedent	
G	8. Understand the range of other legislation affecting housing	8.1 Explain the impact of the Accommodation Agencies Act 1953 8.2 Understand the principles of the Protection from Eviction Act 1977 8.3 Explain what is meant by harassment and eviction 8.4 Understand the provisions of the Housing Act 1988 in controlling letting agents and landlord 8.5 Understand key provisions of the Law of Property Act 1925 8.6 Explain key principles of the Law of Property (Miscellaneous Provisions) Act 1989 8.7 Advise landlords on the impact of the Landlord and Tenant Acts 1985 and 1987	
Assessment Guidance			

Syllabus Content (elements A – I)		Number of Scenarios 5
Legal framework of residential tenancies		
A	Development of the legal framework for residential letting <ol style="list-style-type: none"> 1. Lease/licence distinction 2. Rent Act 1977 tenancies 3. Housing Act 1988 tenancies 4. Other tenancies 	1
B	Rent and security of tenure <ol style="list-style-type: none"> 1. Rent increases 2. Role of residential property tribunals 3. Rent officers and fair rent 4. Rent control 5. Security of tenure 	
Creation of leases		
C	Creation of leases <ol style="list-style-type: none"> 1. Drafting 2. Covenants 3. Lease structure 4. Unfair terms: Part 2 Consumer Rights Act 2015 5. Rent Act 1977 tenancies 6. Agricultural residential tenancies 7. Live/work tenancies 8. Succession rights 	1
Possession, controls and complaints		
D	Possession procedures <ol style="list-style-type: none"> 1. Common law 2. Protection from Eviction Act 1977 3. Rent Act 1977 4. Housing Act 1988 tenancies 5. Forfeiture 6. Accelerated possession procedure 	1
E	Controls on letting agents and landlords <ol style="list-style-type: none"> 1. Consumer Protection from Unfair Trading Regulations 2008 2. Accommodation Agencies Act 1953 3. Protection from Eviction Act 1977 4. Harassment 	
F	Complaints <ol style="list-style-type: none"> 1. Handling complaints 2. Alternative dispute resolution procedures, redress schemes. 3. Tribunals 4. Courts Court proceedings <ol style="list-style-type: none"> 5. Preparation of evidence 6. Civil procedure rules 7. Expert witnesses 8. Judicial precedent, application of case law including current issues 	
Other housing legislation		
G	Other housing legislation <ol style="list-style-type: none"> 1. Law of Property Act 1925 sections 52, 54, 101, 146, 196 2. Law of Property (Miscellaneous Provisions) Act 1989 section 2 3. Landlord and Tenant Act 1985 sections 1-8, 11 and 17 4. Landlord and Tenant Act 1987 sections 47 and 48 	1
Houses in multiple occupation and environmental health issues		

H	Houses in multiple occupation (HMOs) <ol style="list-style-type: none"> 1. Definition, licensed and non-licensed premises 2. Fire and electrical regulations 3. Management orders 4. Overcrowding notices 	
I	Environmental Health <ol style="list-style-type: none"> 1. Defective Premises Act 1972 section 4 2. Health and Safety at Work etc. Act 1974 3. Environmental Protection Act 1990 4. Noise and Statutory Nuisance Act 1993 5. Noise Act 1996 6. Anti-social Behaviour Act 2003 7. Housing Act 2004, housing health and safety rating system (HHSRS) 	1

Unit Number	Unit Title	Unit Reference
7	Introduction to Office Management (IOM)	H/505/8007

About this unit

This unit introduces concept of business management and mainly considers the management function of the new manager.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
A	1. Demonstrate an understanding of what managers and leaders do and the core functions of management	1.1 Explain the role of management in a changeable work environment 1.2 Explain the differences between what managers do and what leaders do 1.3 Summarise the core functions of management in the context of Agency work
B	2. Demonstrate an understanding of how to build and lead a team and how motivation, delegation and formal and informal communication is important	2.1 Specify the aspects of successful team leadership 2.2 Explain how to build a team and the various roles that make up a successful team 2.3 Explain how good communication practices affect team effectiveness 2.4 Assess and explain the role of motivation and delegation in successful team leadership 2.5 Describe the barriers to delegation and how to delegate effectively
C	3. Demonstrate an understanding of how to plan and manage people, time and activities to ensure an effective business	3.1 Explain how an office diary system can be utilised to manage personal and team tasks 3.2 Identify and explain ways to control absence to minimise impact on the business 3.3 Define crisis management and risk management and explain how both operate in the workplace
D	4. Demonstrate an understanding of the importance of the safety and security of both the employees and the premises	4.1 Explain how to keep the premises secure including exteriors, access, property, equipment and money 4.2 Explain how to deal with anger, abuse, threats and violence both in and outside the workplace with employees, clients, customers and contractors 4.3 Identify the issues of personal, security and safety when carrying out the work of an estate agent
E	5. Demonstrate an understanding of the importance and impact of attitudes, image and office presentation	5.1 Explain how staff attitudes and corporate image affects the business, and what can be done to improve them 5.2 Outline routine and non-routine maintenance to keep office presentation and standards high 5.3 Identify best practices for office presentation
F	6. Demonstrate an understanding of information technology risk and security and the importance of data access, control and maintenance of hardware and software	6.1 Write the key components of an IT policy including social media 6.2 Explain how to carry out an IT risk assessment and how to deal with key IT security issues 6.3 Summarise the key principles and practices for protecting personal data and how to prevent unauthorised system and data access 6.4 Explain how to manage software and hardware

Assessment Guidance

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Syllabus Content (elements A – F)		Number of Scenarios 5
A	Role of the manager <ol style="list-style-type: none"> 1. Leader/manager 2. Organising and planning 3. Delegation 	1
B	Responsibilities of the manager <ol style="list-style-type: none"> 1. Leadership and team building, team competition (team dynamics) 2. Motivation 3. Communication: informal, formal, meetings 	2
C	Planning <ol style="list-style-type: none"> 1. Office diary management 2. Managing workloads and tasks 3. Holiday sickness and absence 4. Crisis management and disaster recovery 	
D	Staff safety and security procedures <ol style="list-style-type: none"> 1. Premises and staff security 2. Implementing and monitoring procedures 3. Dealing with difficult people 	2
E	Office and staff presentation <ol style="list-style-type: none"> 1. Attitudes and image (office, staff, vehicles) 2. Maintenance and décor 3. Quality and currency of display 	
F	Information Technology <ol style="list-style-type: none"> 1. Policies and procedures including internet, email and social media 2. Appropriate use 3. Data protection 4. Security and back-up procedures 5. Hardware, software and maintenance 	

Unit Number	Unit Title	Unit Reference
8	Advanced Office Management (AOM)	F/505/9004

About this unit

This unit builds on unit 7 and considers matters that the more established manager is likely to have to deal with.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
A	1. Understand budgeting, including profit, loss and cash flow forecasting, working within regulatory frameworks for organisations	1.1 Assess the budgeting process within the organisation 1.2 Research the main types of accounts available and analyse the benefits across them 1.3 Identify the statutory framework for financial accounting needs 1.4 Develop financial accounts and ratios to improve financial performance
B	2. Understand key principles of reporting and record keeping and the importance of these areas	2.1 Evaluate the critical key concepts in organisational record keeping 2.2 Research and transcribe the key features of various business record keeping systems 2.3 Apply the main principles of record management 2.4 Analyse the differences between records and reports and highlight the attributes of both 2.5 Explain key performance indicators in the context of agency
C	3. Understand the importance of human resource managing for optimising the performance and commitment of an organisation's employees	3.1 Explain the importance of people as a key corporate resource 3.2 Conduct critical analysis around the processes and importance of human resource planning 3.3 Outline the provisions of the equality legislation and how it applies to agency 3.4 Describe the recruitment, selection and employment procedures governed under employment law 3.5 Evaluate these processes and effectively communicate these principles
D	4. Understand the role appraisals play in measuring and improving individual performance and how to correctly work within a disciplinary process	4.1 Communicate the components of an organisations appraisal process 4.2 Effectively communicate how to feedback performance and provide appropriate suggestions on improvement guidance 4.3 Outline the discipline and grievance process. 4.4 Initiate the dismissal process and analyse the differences between termination and dismissal and effectively deploy key techniques
E	5. Understand how to recognise, manage and resolve conflict within the workplace and deal with internal and external conflicts	5.1 Summarise the different types and causes of conflict at work 5.2 Examine the different approaches to dealing with conflict at work 5.3 Effectively manage and instigate conflict resolution programmes 5.4 Have a systematic understanding of how to deal with customer complaints 5.5 Instigate change management to address customers' needs appropriately to effectively benefit the customer and the organisation
F	6. Understand the importance of the management role in managing time in order to reduce stress for self and colleagues	6.1 Analyse the benefits of time management 6.2 Summarise the various time management techniques to help the manager and the team and apply them consistently 6.3 Develop ways to aid your own personal stress and the teams coping techniques
G	7. Assess, plan and implement continuous professional development for self and relevant others	7.1 Develop a business case to secure the resources to support personal development plans 7.2 Explain the concept of personal development and continuing professional development (CPD) 7.3 Evaluate the impact of personal development plan on the achievement of defined role requirements and organisational objectives

Assessment Guidance

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Syllabus Content (elements A – G)		Number of Scenarios 5
A	Budgeting <ol style="list-style-type: none"> 1. Understanding profit and loss and management accounts 2. Fixed and variable costs 3. Cash flow forecasting 	2
B	Principles of reporting and record keeping <ol style="list-style-type: none"> 1. Key performance indicators 2. Collecting, collating, analysing and utilising (and creating audit trails) 	
C	Recruitment <ol style="list-style-type: none"> 1. Resource planning, reviewing staff needs 2. Getting applicants, job description, person specification 3. Short listing 4. Interview: preparing for interview, interviewing against person specification 5. Interviewing skills 6. References and use of terms and conditions of employment 7. Induction: policies and procedures, expectations, probation, feedback 8. Discrimination and harassment in employment 9. Redundancy 	1
D	Managing performance <ol style="list-style-type: none"> 1. Appraisals: feedback, communication, setting objectives and KPI's 2. Dealing with changing and unsatisfactory performance 3. Grievance procedures 4. Disciplinary procedures 5. Dismissal 	2
E	Conflict Management and Complaints <ol style="list-style-type: none"> 1. Conflict with customers - complaints 2. Conflict with staff 3. Conflict between staff 	
F	Self-management (for the manager and the staff) <ol style="list-style-type: none"> 1. Time management 2. Stress management 	
G	Training and development <ol style="list-style-type: none"> 1. Analysing training needs, having a training plan, evaluating training 2. Learning cycle, one-to-one training, coaching, delegation (as a training tool) 3. Personal (self) development and CPD 	

ASSESSMENT

Propertymark Qualifications currently offers one method of delivery for the assessment of the Level 4 Certificate in Residential Letting and Property Management.

- Onscreen*

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

SCHEDULING AN EXAMINATION

Level 4 Certificate examinations are scheduled at set times throughout the year as two-week examination sittings across all examinations. For more information on our examination schedules, please visit the Propertymark Qualifications website.

To book a Level 4 Certificate examination, a booking window must be open and is dependent on availability within the test centre of your choice. A booking window opens four weeks prior to each examination sitting.

Unit 3: Legal Aspects Relating to Residential Letting & Management (LARLM)	
Assessment Details	Multiple Choice exam. 5 scenarios, with 5 linked questions per scenario. 25 questions in total. Length of exam: 1 hour 30 mins
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	70%

Unit 4: Practice Relating to Residential Property Management (PRPM)	
Type of Assessment	Short Essay exam. 5 scenarios, with 2 linked questions per scenario. Total 10 questions. Length of exam: 2 hours
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	45%

Unit 5: Appraisals Relating to Residential Property Letting Practice (ARPLP)	
Assessment Details	Multiple Choice exam. 5 scenarios, with 5 linked questions per scenario. Total 25 questions. Length of exam: 1 hour 30 mins
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	70%

Unit 6: Applied Law Relating to Residential Letting and Management (ALRLM)	
Assessment Details	Short Essay exam. 5 scenarios, with 2 linked questions per scenario. Total 10 questions. Length of exam: 2 hours
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	45%

Unit 7: Introduction to Office Management (IOM)	
Assessment Details	Short Essay exam. 5 scenarios, 2 linked questions per scenario. Total 10 questions. Length of exam: 2 hours
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	45%

Unit 8: Advanced Office Management (AOM)	
Assessment Details	Short Essay exam. 5 scenarios, 2 linked questions per scenario. Total 10 questions. Length of exam: 2 hours
Number of marks	100
Assessment availability	5 exam sittings per year
First assessment availability	January 2014
Pass Mark	45%

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 can only be booked in accordance with the examination schedules during an open booking window 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

Registration

Candidates are required to register for the qualification and unit examinations 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 registering for a Level 4 Certificate will be required to pay a registration fee before their registration will become live and be able to book. Candidates will then have 3 years in which to achieve this qualification from payment of registration fees.

Results

Candidates who have taken a multiple-choice examination will:

- receive a provisional result slip from the test centre on the day of their examination confirming a mark and breakdown of how this has been achieved
- a formal result letter will be issued by Propertymark Qualifications the following Monday after completing your examination

Candidates who have taken a short essay examination will:

- receive an acknowledgement letter informing them their script has been received and will be marked no later than 7 weeks from receipt of their script the following Monday after completing your examination
- a formal results letter will be issue no later than 7 weeks after the examination sitting window closes

Candidates will not be able to book again for this unit until a result has been entered into the system.

The successful achievement of all units will result in either a final certificate showing a Pass or Distinction Grade; in order to obtain an overall grade of Distinction you need to achieve 4 out the 6 units with individual marks Distinction grade or higher and obtained during the first sitting. Exemptions and 2nd/3rd attempts will only result in a final overall grade of Pass.

Certification

Candidates who achieve all six units for the full qualification will receive:

- a qualification pass letter informing the candidate of the dates they have 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 Propertymark Qualifications make provision for Propertymark Qualifications candidates 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. For further Information, please visit the Propertymark Qualifications website.