

Propertymark Qualifications: Level 3 Technical Award in Commercial Property Agency (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 Commercial Property Agency is an introductory qualification ideal for candidates wanting to gain or improve existing knowledge in the key areas related to commercial property agency.

STRUCTURE

- Unit 1: General Law, Health, Safety & Security relating to Commercial Property Agency (CPA1)
- Unit 2: Practice & Law relating to Commercial Property Agency (CPA2)
- Unit 3: Law relating to Commercial Property (CPA3)
- Unit 4: Commercial Property & Business Appraisal & Basic Building Construction (CPA4)

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 NAEA Commercial (National Association of Estate Agents). If you have any queries regarding NAEA Commercial membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 3 Technical Award in Commercial Property Agency (England & Wales)
QCF Qualification Number (QAN)	501/1908/4
Accreditation start date	01/01/2011
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 Commercial Property Agency 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 & Security in Relation to Commercial Property Agency (CPA1)	J/602/5432
About this unit		
<p>This unit is about knowing and understanding the general concepts of law relevant to the provision of commercial and business transfer agency services. It deals with the historical development and current concepts of the appropriate statute and common law to enable commercial and business transfer agents 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 the agent in their duties within and outside their office when dealing with colleagues and customers and visiting commercial properties.</p>		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, B, C	1. Understand Health and Safety at Work Act 1974 and security issues within and outside the workplace	1.1 Summarise the duties of employers 1.2 Summarise the duties of employees 1.3 Identify correct procedures for dealing with H&S matters for appraisals and viewings 1.4 Identify correct procedures covering H&S procedures on building sites 1.5 Select appropriate procedures when securing property 1.6 Summarise a safe and secure set of procedures for dealing with keys
D	2. Understand the general legal concepts relating to the provision of property services	2.1 Distinguish the different divisions of the law 2.2 Distinguish between common law and equity 2.3 Identify the remedies available under law
F	3. Understand the basic elements of the law of contract	3.1 Summarise the elements needed for a contract to exist 3.2 Interpret situations where a contract will have ended 3.3 Select appropriate remedies where there is a breach of contract 3.4 Identify the special requirements relating to contracts relating to land and property
G	4. Understand the basic elements of the law of tort	4.1 Summarise the elements needed for negligence to be proved 4.2 Interpret situations where vicarious liability may apply 4.3 Evaluate situations where occupiers' liability may be relevant
E	5. Understand the basic concepts of discrimination	5.1 Identify what are protected characteristics 5.2 Analyse the circumstances when discrimination may occur 5.3 Select the appropriate remedies where discrimination has occurred 5.4 Interpret situations where age discrimination has occurred 5.5 Summarise the requirements for reasonable adjustments to be made to prevent disability discrimination occurring
H	6. Understand the requirements of the Data Protection Act 1998	6.1 Summarise the data protection principles laid down in the Act 6.2 Analyse situations to comply with data protection principles 6.3 Distinguish between who can and who cannot be given data protected information
I	7. Understand the requirements of the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007	7.1 Evaluate situations that might be deemed suspicious in relation to the legislation 7.2 Summarise the procedures needed to comply with the MLR 2007 7.3 Apply legislative requirements to possible suspicious situations
J	8. Understand the requirements of the Consumer Protection from Unfair Trading Regulations 2008	8.1 Summarise the main requirements of the Consumer Protection from Unfair Trading Regulations 2008 8.2 Apply the legislation to specified situations

	9. Understand the provisions of the Control of Asbestos at Work Regulations 2012	9.1 Summarise the main requirements of the Control of Asbestos Regulations 2012 9.2 Summarise the types of asbestos and their potential hazards 9.3 Apply to legislation to defined situations when dealing with asbestos
Assessment Guidance		

Unit 1 Syllabus Items (elements A-J)		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 appraisals and viewings	3
B	Safety and security issues on empty and occupied property including dealing with keys and information	2
C	General legal concepts as they relate to the provision of commercial property and business transfer agency services	3
D	Basic contract law: offer, acceptance, consideration and termination	2
E	Tort law: negligence, occupiers' liability and vicarious liability	2
F	Discrimination: age, sex, race, disability and other protected characteristics	2
G	Data Protection Act 1998	2
H	Proceeds of Crime Act 2002 and Money Laundering Regulations 2007	1
I	Common law duties of the property agent and staff; authority, including agent of necessity	2
J	Control of Asbestos Regulations 2012	1

Unit Number	Unit Title	Unit Reference
2	Practice & Law relating to Commercial Property Agency (CPA2)	J/602/5446

About this unit

This unit is about the law a commercial and business transfer agent needs to know that is specific to the sale and letting of commercial property. It deals with the common law duties and contract law relating to commercial property sales and letting. It stresses the importance of the agent knowing, understanding and complying with legislation and principles of best practice concerned with the provision of commercial and business transfer agency services.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A	1. Understand the common law duties of estate agents and agents' authority	1.1 Summarise the legislative requirements of the Consumer Protection Unfair Trading Regulations 2008 1.2 Apply the requirements of the Consumer Protection from Unfair Trading Regulations 2008 to defined scenarios 1.3 Summarise the legislative requirements of the Business Protection from Misleading Advertising Regulations 2008 1.4 Apply the requirements of the Business Protection from Misleading Advertising Regulations 2008 to defined scenarios
B	2. Understand the Estate Agents Act 1979 and the 1991 Regulations and orders	2.1 Summarise who so covered by the legislation 2.2 Apply the requirements of s18 Estate Agents Act 1979 and the provision of information regulations 2.3 Distinguish between charges that do and those that do not comply with the legal requirements 2.4 Interpret the meaning of the statutory wording for sole agency, sole selling rights and ready, willing and able buyer 2.5 Differentiate between connected and unconnected persons and what constitutes a personal interest 2.6 Apply the requirements of the Estate Agents (Undesirable Practices) (No.2) Order 1991 to defined situations 2.7 Apply the rules concerning clients' money and deposits 2.8 Summarise the rules governing the issue of warning and prohibition orders
C	3. Understand the Property Misdescriptions Act 1991 This learning outcome is under review and is not currently assessed.	3.1 Summarise who is covered by the legislation 3.2 Interpret what is a false or misleading statement 3.3 Summarise the specified matters about which false or misleading statements should not be made 3.4 Apply penalties and time limits to specific situations 3.5 Distinguish between defences, warnings and disclaimers that will comply with those that will not comply with the legislation
D	4. Understand the restrictions and regulation covering the provision of financial advice	4.1 Differentiate what can and cannot be done by a commercial property agent in respect of financial advice 4.2 Select appropriate levels of authorisation needed for particular tasks
E	5. Understand matters relating to development and "for sale"/ "to let" boards under the Town & County Planning Act 1990	5.1 Differentiate between development and permitted development rights 5.2 Select appropriate level of authorisation needed for particular tasks 5.3 Apply statutory rules to the provision of "for sale"/ "to let"
J	6. Understand the provisions for the supply and distribution of an EPC	6.1 Summarise the provisions relating to EPCs 6.2 Summarise the main content of the EPC 6.3 Apply statutory rules to determine which properties and which transactions do and which do not need an EPC
F	7. Understand different types of agency	7.1 Differentiate between sole, joint and multiple agency instructions 7.2 Summarise the advantages and disadvantages of different types of agency 7.3 Select appropriate situations when a sub agency might be beneficial
G	8. Understand the different method of disposing of commercial property	8.1 Summarise the processes involved in disposing of property by private treaty, auction and tender 8.2 Summarise the advantages and disadvantages of each method of disposal 8.3 Select an appropriate method of disposal for specified circumstances

H	9. Understand the different types of client	9.1 Differentiate between the likely requirements of different types of client 9.2 Give appropriate advice to clients with different requirements 9.3 Summarise the likely requirements of different types of client
I	10. Understand basic marketing techniques and the role of advertising, selling and IT in the commercial property agency	10.1 Summarise the basic marketing techniques useful in commercial property agency 10.2 Apply basic marketing techniques to specified situations 10.3 Differentiate between different types of advertising and the likely usefulness of these methods 10.4 Apply selling techniques to particular solutions 10.5 Summarise the use of different forms of ICT in commercial property agency
K	11. Understand staff responsibilities to clients and third parties	11.1 Summarise the common law and statutory responsibilities of property agents and staff to clients and third parties 11.2 Apply statutory, common law and codes of practice principles to specific situations 11.3 Determine when a personal interest might arise 11.4 Apply the statutory, common law and code of practice rules to situations where connected person might be involved
L	12. Understand how to deal with offers made on properties for sale or to let	12.1 Summarise how an offer can be qualified 12.2 Apply the statutory, common law and code of practice rules to the reporting of offers 12.3 Differentiate between the relative strengths of offers where multiple offers are made 12.4 Apply code of practice guidance where multiple offers have been made
J	13. Understand the requirements of disability discrimination	13.1 Summarise the obligations on agents under disability discrimination 13.2 Summarise the obligations on owners and landlords under disability discrimination 13.3 Apply the obligations to defined situations for agents, owners and landlord
Assessment Guidance		

Unit 2 Syllabus Items (elements A-K)		Number of Questions 20
A	Consumer Protection from Unfair Trading Regulations 2008; Business Protection from Misleading Marketing Regulations 2008	2
B	Estate Agents Act 1979, Estate Agents (Provision of Information) Regulations 1991, Estate Agents (Undesirable Practices) (No 2) Order 1991, Estate Agents (Specified Offences) Order 1991 and Estate Agents (Accounts) Regulations 1981; in particular complying with s18 Estate Agents Act 1979, knowledge of connected persons and personal interests, trigger mechanisms leading to warning and prohibition orders, rules for dealing with deposits and clients' money	4
C	Financial Services and Markets Act 2000 and Consumer Credit Act 1974 in relation to the provision of financial services and advice within the agency practice	1
D	Town and Country Planning Act 1990, relating to agents' boards	1
E	Agency terms: sole agency, sole selling rights, ready, willing and able. Types of agency: sole agency, joint agency, multiple agency, sub agency, dual agency	3
F	Methods of sale/letting: private treaty, auction, tender	2
G	Types of client: private persons, builders and developers, trustees, executors, order of court, mortgagee in possession, corporate bodies	1
H	Marketing and advertising: styles and copywriting, layout, types of media, follow-up, rules, marketing plans, selling techniques. Information and communication technology in the agency setting: web, email etc.	1
I	Energy Performance Certificate (EPC) regulations	1
J	Responsibilities of property agents and staff to clients and applicants: codes of practice and ethics, disclosure of personal interests, connected persons	2
K	Dealing with offers: making, handling and qualification of offers	2

Unit Number	Unit Title	Unit Reference
3	Law relating to Commercial Property (CPA3)	L/602/5447

About this unit

This unit deals with the law relating to real property and commercial and business premises that an agent needs to know and understand when selling and letting commercial property. It covers financial, rating, taxation and licensing matters concerning freehold and leasehold premises used for commercial and business purposes. Legislation relating to the use and occupation of commercial property is covered together with the procedures and roles of those involved in the sale and letting of commercial property.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A	1. Understand the basic concepts of land law	1.1 Distinguish between freehold and lease hold tenure 1.2 Differentiate between leases and licenses 1.3 Summarise the distinguishing features of an easement 1.4 Diagnose situations where an easement may exist 1.5 Distinguish between positive and restrictive covenants 1.6 Interpret when covenants will pass with property transactions
B	2. Understand business tenancy legislation	2.1 Summarise lease terms relating to different repairing responsibilities 2.2 Distinguish between the usual landlord's and tenant's covenants in leases 2.3 Apply best practice to dealings with service charges 2.4 Apply statutory rules relating to assignment of leases 2.5 Distinguish between privity of contract and privity of estate 2.6 Interpret lease clauses relating to rent review 2.7 Summarise the legislative security of tenure provisions for commercial leases 2.8 Apply the legislative provisions of the Landlord & Tenant Act 1954 to s25 and s26 notices and determinations of interim rent 2.9 Summarise the requirements of forfeiture clauses and the service of s146 Law of Property Act 1925 notices 2.10 Apply the statutory rules for the assessment of compensation at the end of a tenancy 2.11 Apply the dilapidations protocol to assessment and settlement of damages at the end of tenancies
D	3. Understand stamp duty land tax requirements on property transactions	3.1 Summarise the thresholds and rates of SDLT 3.2 Apply SDLT rules and rates to particular transaction details
C	4. Understand the range of taxation that applies within the commercial property agency sector	4.1 Distinguish when income, corporation, capital taxes and VAT are applicable 4.2 Apply statutory rules to specified situation to determine what type of tax needs to be paid 4.3 Apply statutory rules to identify transaction that are exempt from tax 4.4 Summarise the thresholds applying to different taxes 4.5 Apply statutory rules to the election to tax or not for VAT purposes in property transactions
E	5. Understand the provision relating to uniform business rate and council tax	5.1 Summarise the rules identifying a hereditament 5.2 Apply common law and statutory rules to determine if there is rateable occupation 5.3 Apply statutory rules relating to reliefs, exemptions and empty property rates 5.4 Apply statutory regulations to appeals against rateable value 5.5 Summarise the main criteria governing council tax for composite hereditaments
F	6. Understand the various forms of business organisation	6.1 Summarise the general legal requirements for all businesses 6.2 Distinguish between different forms of business organisations 6.3 Evaluate the advantages and disadvantages of different forms of business organisation 6.4 Summarise the roles of receivers and liquidators where business fails 6.5 Apply knowledge of business organisation to situations where agents deal with businesses
G	7. Understand the requirements for the licensing of business selling alcohol	7.1 Summarise the main objectives and features of the legislation governing the licensing of business premises 7.2 Distinguish between the provisions relating to premises licences and those relating to personal licences

		7.3 Apply the statutory provisions to specified situations relating to premises and persons
I	8. Understand the provision of the Town & Country Planning Act 1990 in relation to business premises	8.1 Differentiate between development and permitted development rights 8.2 Apply statutory rules to breaches of planning permission 8.3 Summarise the restrictions applying in conservation areas and for listed buildings 8.4 Apply statutory rules relating to occupancy restrictions on business premises 8.5 Summarise the categories of business use within the Use Classes Order 8.6 Apply the statutory rules governing changes between use classes 8.7 Apply the rules and codes relating to reasonable adjustments under disability discrimination legislation
J	9. Understand the role of others in the property transfer process	9.1 Summarise what other parties are involved in the property transfer process 9.2 Summarise the legal process for the transfer of businesses or business premises 9.3 Distinguish between the content of local and specialist searches 9.4 Differentiate between the rights and obligations of borrowers and lenders 9.5 Clarify the different work undertaken by surveyors/valuers
Assessment Guidance		

Unit 3 Syllabus Items (elements A-J)		Number of Questions 20
A	Basic land law: freehold, commonhold, leasehold, licences, easements and covenants	4
B	Basic concepts of the law and practice of business tenancies and an overview of the usual lease terms	3
C	Income Tax, Corporation Tax, Capital Gains Tax, Inheritance Tax, Value Added Tax (VAT)	3
D	Stamp Duty Land Tax	1
E	Uniform Business Rate and Council Tax	1
F	Limited companies, partnerships, limited liability partnerships, receivers	2
G	Licensing for the sale of intoxicating liquors	1
H	Disability discrimination legislation: obligations and reasonable adjustments	1
I	Town and Country Planning Act 1990; Use Classes Order, permitted development rights; building regulations, occupancy restrictions; Tree Preservation Orders; Listed Buildings; Conservation Areas	2
J	Knowledge of the role of others in the property transfer process: solicitors, surveyors and lending institutions; knowledge of the conveyancing process	2

Unit Number	Unit Title	Unit Reference
4	Commercial Property & Business Appraisal & Basic Building Construction (CPA4)	L/602/5450
<p>About this unit This unit is about knowing and understanding the obligations that an agent takes on when they undertake the management of the letting. It covers maintenance and repairing obligations owed and the processes and procedures necessary to fulfil those obligations. It also covers the renewal and ending of the tenancy; dealing with deposits and rents. Finally, it deals with methods of dispute resolution.</p>		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A	1. Understand the factors affecting property value	1.1 Summarise the factors affecting property value 1.2 Apply issues of demand and supply to determine value 1.3 Differentiate between the effects of location, property type, condition and other physical factors on value 1.4 Assess the effect of planning/building regulations and occupancy restrictions on value 1.5 Evaluate the effects of different tenures on value 1.6 Apply the rules and techniques relating to the measurements of property; the calculation of zones
B	2. Understand the main valuation methods applicable to commercial property	2.1 Summarise the main characteristics of the comparative, investment and residual methods of valuation 2.2 Apply guidelines to the selection and adjustment of comparables to produce market valuations or a market guide to price 2.3 Apply appropriate theory and practice to produce valuations using the investment method of valuation 2.4 Apply accepted conventions to produce residual valuations for land or property with development potential
C, D	3. Understand the main factors applicable to the use of the profits method of valuation	3.1 Distinguish between the profit and loss account and the balance sheet 3.2 Apply the information in the accounts to produce a divisible balance 3.3 Apply market evidence to distribute the divisible balance between the hypothetical landlord and the operator of the business 3.4 Interpret accounts to distinguish between more and less attractive business for sale 3.5 Differentiate personal goodwill attached to the premises
B	4. Understand how to use valuation techniques for the valuation of leasehold interest, landlords and tenant situations and the zoning of retail premises	4.1 Apply valuation techniques to determine profit rents and hence head leasehold and sub lease hold values 4.2 Apply valuation techniques to determine an appropriate premium, or marriage value in landlord and tenant transactions 4.3 Apply appropriate techniques to determine the size of zones in retail premises and hence assist in valuation
F	5. Understand the issues relating to the energy efficiency of commercial buildings	5.1 Summarise the requirements of the energy performance buildings directive and the information show in the energy performance certificate 5.2 Distinguish between features in a property that have a large or small influence on energy efficiency
E	6. Understand basic building construction relating to foundations, floors, walls and roofs	6.1 Summarise the basic requirements of a foundation 6.2 Distinguish when different types of foundation might be used 6.3 Differentiate between different types of floor construction 6.4 Summarise the functions of the external walls of commercial properties 6.5 Differentiate between various forms of wall construction (solid, cavity, framed) 6.6 Apply the terminology used in window construction 6.7 Apply statutory requirements to the repair and the replacement of windows 6.8 Distinguish between the characteristics of flat and pitched roofs 6.9 Apply the correct terminology to different parts of the roof 6.10 Distinguish between purlin and rafter and trussed rafter roofs

G	7. Understand common building defects and repair requirements	7.1 Summarise the characteristics signs of foundation failure 7.2 Distinguish between subsidence, settlement and hogging 7.3 Apply basic criteria to determine the cause of cracking in walls 7.4 Summarise the repair solutions for a variety of wall/foundation defects 7.5 Summarise the common defects found associated with flat and pitched roofs 7.6 Apply repair solutions to specific roof defects 7.7 Summarise the defects that can be caused by dampness 7.8 Distinguish between condensation, penetrating and rising damp 7.9 Apply repair solutions to defects caused by damp 7.10 Distinguish between the defects caused by wet rot and dry rot 7.11 Summarise repair solutions to eradicate wet rot and dry rot
Assessment Guidance		

Unit 4 Syllabus Items (elements A-G)		Number of Questions 20
A	Factors affecting property value: Supply and demand, location, situation, age of property, size of property, area of land, measuring practice, tenure, occupancy restrictions, time of transaction, external and internal condition, planning and building regulation approvals	4
B	Environmental matters including flooding, invasive species and deleterious materials; energy matters including efficiency, performance and management; sustainability, BREEAM ratings	3
C	Valuation methods (Approaches): comparative, investment, residual	3
D	Other valuation matters: valuation of freehold and leasehold interests, premiums and profit rents, hope and synergistic (marriage) value, zoning	3
E	Profit (accounts) methods, understanding and interpretation of profit and loss accounts and balance sheets and assessing the value of goodwill	2
F	Basic building construction: type, style and age of properties; terminology and main features of properties; services	2
G	Common building defects and identifying features and rectification procedures; especially dampness, timber defects, wall and foundation defects and roof defects	3

ASSESSMENT

The Propertymark Qualifications currently offers two methods of delivery for the assessment of Level 3 Technical Award in Commercial Property Agency:

- 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 relating to Commercial Property Agency (CPA1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2011
Pass Mark	70%

Unit 2: Practice & Law relating to Commercial Property Agency (CPA2)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2011
Pass Mark	70%

Unit 3: Law relating to Commercial Property (CPA3)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2011
Pass Mark	70%

Unit 4: Commercial Property & Business Appraisal & Basic Building Construction (CPA4)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Jan 2011
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 an 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.