

propertymark QUALIFICATIONS

LEVEL 2 AWARD IN
INTRODUCTION TO SALE OF RESIDENTIAL PROPERTY
(ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

LIVE FROM JANUARY 2018

ABOUT PROPERTYMARK QUALIFICATIONS

Propertymark Qualifications 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 qualifications which are 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 2 Award in Introduction to Sale of Residential Property is an introductory qualification ideal for candidates wanting to gain basic knowledge in the key areas related to Residential Sales.

STRUCTURE

- Health and Safety, Security and General Law (COM1)
- Customer Service within the Property Sector (CSPS1)
- Regulations Relating to Sale of Residential Property (RRSRP)
- Practice Relating to Sale of Residential Property (PRSRP)

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 **not** accepted for membership by NAEA Propertymark. If you have any queries regarding NAEA Propertymark membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification Number (QAN)	601/6355/0
Accreditation start date	01/06/2015
Approved age ranges	16 – 18 19 +
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Total Qualification Time	90
Grading information	Pass or Fail
Entry requirements	n/a

QUALIFICATION UNITS

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

Candidates wishing to complete the Level 2 Award in Introduction to Sale of Residential Property are required to pass the four units listed below. Once all four units have been passed, Propertymark Qualifications will provide certification for the full qualification. Units can be completed in any order.

Unit Code	Unit Title	Unit Reference
COM1	Health and Safety, Security and General Law	TBC
<p>This unit is about understanding the general concepts of law relevant to a property professional. It deals with the historical development of the law as well as current concepts, relevant statute and common law. It is designed to enable property professional understanding and carry out their duties to colleagues, customers and the general public. Health, safety and security issues are also covered including the legislation and best practice issues relevant to property professional in their duties within and outside their office when dealing with colleagues and customers and making necessary visits to other locations.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand health and safety at work legislation and its relevance in and out of the workplace	1.1 Identify the duties of employers 1.2 Identify the duties of employees 1.3 Select correct procedures for carrying out a risk assessment for appointments and visits	Health and Safety at Work etc. Act 1974.
2. Understand the issues around keeping safe when visiting property and maintaining a secure system when dealing with keys	2.1 Select appropriate procedures when securing property 2.2 Recognise a safe and secure set of procedures for dealing with keys 2.3 Identify how to ensure personal safety away from the office	
3. Understand the general legal concepts relating to the provision of property services	3.1 Recognise the different divisions of the law 3.2 Distinguish between common law and equity 3.3 Identify the remedies available under the law	
4. Understand the common law duties of agents and agents' authority	4.1 Identify the common law duties owed to clients 4.2 Identify the duties that apply to customers 4.3 Differentiate between the different types of authority to act and the relevant obligations	Express authority Ratification Estoppel Agent of necessity.
5. Understand the basic elements of the law of contract	5.1 Identify the elements needed for a contract to exist 5.2 Interpret situations where a contract will have come to an end 5.3 Select appropriate remedies where there is a breach of contract 5.4 Identify the special requirements relating to contracts relating to land and property	Formation of a contract (offer, acceptance, consideration) Discharge of a contract (agreement and breach) Remedies (damages, specific performance, injunctions, rectification) Specific rules relating to contracts for the sale of land.
6. Understand the basic elements of liability outside the law of contract	6.1 Identify the elements needed for liability to be proved 6.2 Recognise situations where vicarious liability may apply 6.3 Identify situations where occupiers' liability may be relevant	Negligence Occupiers' liability Vicarious liability.
7. Understand the basic concepts of land law	7.1 Distinguish between different rights to occupy 7.2 Identify the distinguishing features of rights over the land belonging to another person 7.3 Recognise situations where such a right may exist 7.4 Interpret when those rights will pass with property	Freehold, commonhold, leasehold and licences) Agreements for more than 3 years Agreement for three years or less; Rights over the land of others (easements and freehold covenants).
8. Understand the basic concepts of discrimination.	8.1 Identify what are protected characteristics 8.2 Analyse the circumstances when discrimination may or may not occur 8.3 Select the appropriate remedies where discrimination has occurred	Equality Act 2010.

<p>9. Understand the requirements of the data protection legislation</p>	<p>9.1 Recognise the data protection principles laid down in the legislation 9.2 Analyse situations to show compliance with data protection principles 9.3 Distinguish between those who can and who cannot be given protected data</p>	<p>Data protection legislation.</p>
<p>10. Understand the requirements of the legislation dealing with the handling of money</p>	<p>10.1 Analyse situations that may be deemed suspicious 10.2 Identify the procedures needed to comply with the legislation 10.3 Apply legislative requirement to possible suspicious situations</p>	<p>The Proceeds of Crime Act 2002 Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.</p>

Unit Code	Unit Title	Unit Reference
CSPS1	Customer Service within the Property Sector	R/505/6883
<p>This unit is about knowing and understanding the importance of customer relations in any type of business environment. It deals with the general principles of customer service, but puts them in the context of the work done in the property sector. It also considers the importance of record keeping and how that is essential when dealing with complaints. The dispute resolution services available to the property sector will also be covered.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1 Understand the range of property related services that can be offered and promoted	1.1 Identify the various services within the property sector 1.2 Identify the methods of advertising 1.3 Identify the procedures for engaging with customers	Maintain a well-run office. Dealing with customers: in person, in writing and via the telephone. Presenting information on services.
2 Understand the principles of customer service and customer relations	2.1 Outline the types of communication which a business may use 2.2 Identify the groups of people with whom communication must be made 2.3 Identify the most appropriate communication method for each individual/groups 2.4 Identify the consequences of failing to communicate appropriately 2.5 Identify the factors that can affect a customer's view of the organisation	Obtaining relevant and accurate information from customers. Methods of advertising Identifying the correct person to deal with enquiries and problems. Keeping and updating records.
3 Understand the importance of administration procedures and record keeping	3.1 State the reasons why it is necessary to have set procedures 3.2 Identify the most appropriate ways of monitoring procedures 3.3 Outline the procedures for arranging appointments 3.4 Recognise the importance of accurate record keeping	Making appointments Explaining procedures. Follow-up and feedback. Monitoring the processes. Taking appropriate action. Communicating to relevant parties
4 Understand the complaints and disputes procedures	4.1 Indicate the stages of a complaints procedure 4.2 Recognise the documents needed within a complaints procedure 4.3 Identify the parties who could be involved in the complaints and disputes procedure 4.4 Identify the role of consumer redress and professional body in dealing with complaints 4.5 Clarify the consequences of non-compliance	Consumer protection legislation. Dealing with problems, disputes and complaints handling.

Unit Code	Unit Title	Unit Reference
RRSRP	Regulations Relating to Sale of Residential Property	J/507/2434
<p>This unit is about knowing and understanding the importance of the regulations that are imposed on those dealing with the sale of residential property. It deals with the common law and statutory obligations to clients, applicants and buyers. It also covers the obligations concerning the sale and development of land imposed by legislation, financial record keeping and the oversight of the profession and the sanctions that can be imposed by the breach of the regulations.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the responsibility that is owed to clients, applicants and buyers.	1.1 List the responsibilities owed to clients. 1.2 Identify the regulations concerning clients' money.	Responsibility of staff to clients, applicants and buyers Terms of business, fees, EPCs Dealing with clients' money
2. Understand the importance of codes of practice and statutes in regulating estate agents.	2.1 Outline the key provisions of the relevant regulations. 2.2 Outline the importance in identifying personal interests and connected persons. 2.3 Identify what constitutes development. 2.4 Identify the main controls on estate agents' "for sale" boards.	Relevant statute Codes of practice Personal interests and connected persons Planning permission and permitted development Controls over the use and development of property board regulations
3. Understand the types of agency available.	3.1 Identify the key characteristics of a sole agency instruction. 3.2 Identify the key characteristics of a multiple agency instruction.	Types of agency
4. Know the oversight of the work of sales agents operated by ombudsman services and redress schemes.	4.1 Identify the purpose of a redress scheme. 4.2 List the remedies available to the redress schemes.	Redress schemes Ombudsman services

Unit Code	Unit Title	Unit Reference
PASRP	Practice Relating to Sale of Residential Property	R/507/2436
<p>This unit is about knowing and understanding the importance of the role that an agent plays in the sales process from taking instructions to releasing the keys on completion. It also looks at the principles of marketing and the types of agency arrangements.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the factors that affect the value of property and the different types and styles of property	1.1 List the factors that affect value 1.2 List the main types and styles of property	General factors affecting property values Building types and styles
2. Understand the various ways in which property can be sold and the basic principles of marketing and advertising	2.1 Identify the key characteristics of the various methods of sale 2.2 List the types of marketing and advertising that can be used by an estate agent 2.3 Identify the key components of the main principle used in advertising	Methods of sale: private treaty, auction Introduction to the principles of marketing and advertising
3. Understand the requirements for conducting viewings and taking offers	3.1 Identify the main processes when arranging viewings 3.2 Identify the procedures for carrying out a viewing. 3.3 Identify the follow up and feedback requirements following viewings 3.4 Outline how offers should be dealt with	Conducting viewings, follow up and feedback Dealing with offers and qualification of offers Money Laundering regulations (KYC)
4. Understand the process of property transactions, from receipt of the offer through to completion	4.1 Identify the stages of the process 4.2 Identify the processes involved to reach exchange and completion 4.3 Identify the procedures to be followed for the release of keys	Confirmation and progression of sales Exchange of contracts Handing over of keys

ASSESSMENT

Propertymark Qualifications offers two methods of assessment:

- Onscreen assessment at a Pearson Vue Test Centre
- Paper Based assessment under special circumstances and arrangements at approved Propertymark Qualifications centres. Centres should refer to the centre guidance document for further details.

Health and Safety, Security and General Law (COM1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	20
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	70%

Customer Service within the Property Sector (CSPS1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	15
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	73%

Regulations Relating to Sale of Residential Property (RRSRP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	15
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	73%

Practice Relating to Sale of Residential Property (PRSRP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	15
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	73%

Individual Learners - Onscreen assessment (external assessment)

Individual candidates are required to complete all examinations at approved test centres. Examinations 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). Each centre is fully compliant with the Propertymark Qualifications policies and procedures. 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 by completing the online registration form on the Propertymark Qualifications website. Once registered candidates will be able 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 ten working days.
- a certificate for the full qualification within 20 working days.

Recognised Centres

Separate arrangements exist for candidate registration and certification at 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 is misplaced, lost or stolen and a replacement is required then the candidate will need to complete a Replacement Certificate Request form. To complete this form please visit the Propertymark Qualifications website.

ENQUIRIES AND APPEALS POLICY

Propertymark Qualifications make provision for candidates to make an enquiry into or appeal against an assessment decision. To find out more, please visit the Propertymark Qualifications website.

EXEMPTION POLICY

Qualifications and units awarded by Propertymark Qualifications and other awarding bodies, where relevant, may be used to gain exemptions from units of qualifications offered by Propertymark Qualifications under certain circumstances. For further information please visit the Propertymark Qualifications website.

LEARNING MATERIALS

Learning materials are available from third party suppliers. For further information please visit the Propertymark Qualifications website.