

propertymark QUALIFICATIONS

LEVEL 3 AWARD IN
RESIDENTIAL INVENTORY MANAGEMENT
AND PRACTICE
(ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

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 3 Award in Residential Letting and Property Management is an introductory qualification ideal for candidates wanting to gain basic knowledge in the key areas related to Residential Lettings.

STRUCTURE

- Health and Safety, Security and General Law (COM1)
- Legal Aspects of Letting and Management (RLPM2)
- Residential Letting and Property Management (RIMP3)
- Residential Inventory Management and Practice (RIMP4)

ASSESSMENT GUIDANCE

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

OTHER INFORMATION

This qualification is accepted for membership by ARLA Propertymark Inventories. If you have any queries regarding ARLA Propertymark Inventories membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification Number (QAN)	501/2373/7
Accreditation start date	01/01/2011
Approved age ranges	16 – 18 19 +
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Total Qualification Time	120
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 3 Award in Residential Inventory Management and Practice 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	Candidates in England and Wales should be familiar with the 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	Candidates in England and Wales should be familiar with 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	Candidates in England and Wales should be familiar with: the formation of a contract (offer, acceptance, consideration); discharge of a contract (agreement and breach); Remedies (damages, specific performance, injunctions, rectification); and 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	Candidates in England and Wales should be familiar with negligence, occupiers' liability and 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	Candidates in England and Wales should be familiar in the ways in which land can be held (freehold, commonhold , leasehold and licences) and be able to distinguish between agreements for more than 3 years from those of 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	Candidates in England and Wales should be familiar with the current legislation Equality Act 2010.
9. Understand the requirements of the data protection legislation	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	Candidates in England and Wales should be familiar with current data protection legislation.
10. Understand the requirements of the legislation dealing with the handling of money	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	Candidates in England and Wales should be familiar with the current legislation such as The Proceeds of Crime Act 2002 and Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

Unit Code	Unit Title	Unit Reference
RLPM2	Legal Aspects of Letting and Management	T/602/5474
<p>This unit concerns the law that is specific to carrying out the letting and management of residential property. It stresses the importance of the agent knowing, understanding and complying with common law and legislation concerned with the granting, administration, financial management and termination of the various types of residential tenancies.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the common elements of agreements to occupy residential properties	1.1 Identify the different types of agreements for occupying residential property in the private rented sector 1.2 Differentiate between market rents and rents which are subject to control	Candidates in England and Wales should be familiar with Housing Act 1988 and Housing Act 1996, Rent Act 1977 and non-Housing Act 1988 tenancies and the different types of occupancy rights such as under or over 3 years and fair rents.
2. Understand the requirements for regaining possession of let property and the protection available to the occupier	2.1 Apply the common law rules for regaining possession to a range of different circumstances 2.2 Apply the rules for regaining possession under statute 2.3 Summarise the protections given to occupiers	Candidates in England and Wales should be familiar with Protection from Eviction Act 1977; Housing Act 1988, Rent Act 1977.
3. Understand the statutory regulations of landlords and agents	3.1 Identify the ways in which information must be provided to an occupier 3.2 Identify the methods of controlling the activities of landlords and agents	Candidates in England and Wales should be familiar with Codes of Practice; Landlord and Tenant Act 1985 s1; Landlord and Tenant Act 1987 s47 and s48.
4. Understand the fitness standards for dwellings and the responsibility for repair	4.1 Summarise the requirements for a residential property to be deemed fit for letting 4.2 Apply the legislation to determine a landlord's repairing responsibilities. 4.3 Apply legislation and common law to determine remedies available to landlords and occupiers for disrepair	Candidates in England and Wales should be familiar with Housing Act 2004 Part 1 Chapters 1, 2, 3 relating to Housing, Health and Safety Rating System (HHSRS) and local authority enforcement procedures.
5. Understand the requirements for safety in let property	5.1 Identify the matters that are covered by safety legislation and other guidance 5.2 Apply the relevant matters to a range of specific circumstances	Candidates in England and Wales should be familiar with safety in properties: fire regulations; gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella and deleterious materials and be aware of the differences between landlord and agent responsibilities.
6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)	6.1 Apply the legislative tests to determine if a property is a HMO 6.2 Apply the legislative powers of enforcement authorities to determine action in a defined scenario relating to repair or licensing	Candidates in England and Wales should be familiar with Housing Act 2004 (HMOs) Part 2,3,4,7 and in England local authorities.
7. Understand the legal requirements relating to tenancy deposits	7.1 Interpret common law and statutory requirements covering the handling and protection of tenancy deposits	Candidates in England and Wales should be familiar with Housing Act 2004 Part 2 and tenancy deposit scheme legislation.
8. Understand consumer and business protection legislation applicable to residential letting	8.1 Apply the requirements of consumer and business protection legislation to define scenarios 8.2 Apply the requirements to give a cooling off period to a range of situations where landlord instructions are taken 8.3 Apply the rules to determine what is and what is/is not an unfair term.	Candidates in England and Wales should be familiar with Consumer Protection from Unfair Trading Regulations 2008 and Business Protection from Misleading Marketing Regulations 2008, Accommodation Agencies Act 1953; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Consumer Rights Act 2015 Part 2.

9. Understand the key requirements of any transactional tax relating to residential property	9.1 Apply the regulations for transactional tax to a range of typical situations	Candidates in England and Wales should be familiar with the Stamp Duty Land Tax and Annual Tax on Enveloped Dwellings (ATED).
10. Understand the main criteria relating to the regulation of insurance based activities	10.1 Apply the insurance related regulations to range of defined scenarios	Candidates in England and Wales should be familiar with Consumer Credit Act 1974 and Financial Services and Markets Act 2000 and dealing with claims.

Unit Code	Unit Title	Unit Reference
RIMP3	Residential Letting and Property Management	J/505/8307
<p>This unit looks at the practical aspects of residential lettings and property management and the role the agent has with the tenant and landlord in the course of the property being let. Terms of business will be examined in relation to the processes and procedures of letting residential property. This will include the tenant's application to rent a property, carrying out referencing and drawing up the tenancy agreement. It includes periodic visits and handover procedures in respect of utilities and dealing with client monies. It explains the processes employed in the preparation of tenancy agreements and associated documentation such as inventories that should be given to tenants and landlords. The unit also covers extending, renewing and ending tenancies and includes the process of serving relevant notices for different types of occupation.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the elements of a letting agency's terms of business and the agent's authority to act	1.1 Summarise the ways in which an agent's authority can arise 1.2 Summarise standard agency services for introduction only, let and rent processing or a full management service 1.3 Distinguish between standard agency services and additional agency services that may require additional fees 1.4 Clarify the relevant consents which a landlord must obtain prior to letting	
2. Understand the process for dealing with offers including the referencing of applicants and guarantors	2.1 Summarise the application process 2.2 Identify the main stages in the process of handling offers 2.3 Detail the information required to reference an applicant or guarantor 2.4 Define the responsibilities of a guarantor	
3. Understand the key terms commonly found in tenancy agreements and appreciate what checks need to be undertaken and what documents should be in place before a tenancy agreement is executed	3.1 Summarise the key terms of a tenancy agreement 3.2 Interpret the differences between additional and non-standard clauses 3.3 Summarise the key documents, safety records and other checks needed prior to a tenancy agreement being executed	
4. Understand the procedures to be followed when allowing a tenant into occupation for the first time	4.1 Summarise the information and documentation that should be given to the landlord and tenant at the start of the tenancy 4.2 Identify the processes and the relevant responsibilities for dealing with utility suppliers 4.3 Describe best practice with regard to information and documentation distributed at the start of the tenancy	
5. Understand the letting agent's client accounting procedures	5.1 Summarise the process of handling client money 5.2 Describe what is client's money 5.3 Describe the procedures for the processing of rent and dealing with arrears 5.4 Explain the processes and procedures involved in handling a tenancy deposit	
6. Understand responsibilities surrounding the on-going management and maintenance of the property	6.1 Summarise the duties of a property manager 6.2 Distinguish between the landlord's and the tenant's responsibilities in respect of repairs and maintenance to let property 6.3 Identify contractual documents and warranties to determine responsibility for undertaking and paying for repairs and maintenance 6.4 Demonstrate knowledge of best practice when assessing and instructing contractors 6.5 Describe best practice relating to periodic visits to let property	
7. Understand the processes involved in extending, renewing or terminating a tenancy agreement including breaches by either party	7.1 Identify how a tenancy agreement might be breached 7.2 Explain the actions that can be taken when there is a breach of the tenancy agreement 7.3 Explain the options available to a landlord when a tenancy agreement is coming to an end 7.4 Distinguish between the common law, contractual and statutory procedures to obtain possession on behalf of landlords	

	7.5 Distinguish between the notice requirements for landlords and those for tenants	
	7.6 Identify conduct likely to be regarded as harassment	

Unit Code	Unit Title	Unit Reference
RIMP4	Residential Inventory Management and Practice	L/505/8311
<p>This unit examines the processes undertaken by the inventory provider from agreeing their terms of business and cost through to undertaking the required services on behalf of their client. It explains the scope and purpose of the inventory provider's service from the inventory, check in and periodic visit, through to the check out. It considers how these reports are used by the parties and any instructing agent. It also covers government authorised tenancy deposit protection schemes and their processes.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the content and importance of terms and conditions of business	1.1 Explain the necessity to have a contract for the provision of services 1.2 Identify the key points contained in terms of business 1.3 Define the responsibility for payment of an inventory provider's charges	
2. Understand the processes and reasons for inventory preparation	2.1 Indicate why an inventory should be prepared 2.2 Summarise the key features of an inventory 2.3 Identify how to deal with potential hazards and issues 2.4 Describe how the inventory can be used	
3. Understand the processes and procedures involved with the check in	3.1 Explain the principle benefits of a check in 3.2 Summarise the process of checking the tenant in 3.3 Describe how you might deal with unforeseen problems at check in	
4. Understand the purpose and scope of periodic visits	4.1 Explain the purpose of periodic visits 4.2 Describe the processes for arranging and carrying out visits 4.3 Distinguish between landlord and tenant potential responsibilities and liabilities	
5. Understand the purpose and scope of the check out	5.1 Explain the principle benefits of a check out 5.2 Summarise the processes of the tenant check out 5.3 Identify the information which should be contained in the checkout report 5.4 Differentiate between damage and fair wear and tear	
6. Understand the post check out procedure and deposit return process	6.1 Explain how the checkout report will be used by each party 6.2 Illustrate how betterment might impact on a landlord's claim for damages 6.3 Identify the tenant deposit protection schemes and outline their dispute resolution processes	

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%

Legal Aspects of Letting and Management (RLPM2)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	20
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	70%

Residential Letting and Property Management (RIMP3)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	20
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	70%

Residential Inventory Management and Practice (RIMP4)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of questions	20
Assessment availability	On Demand
First assessment availability	January 2018
Pass Mark	70%

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.