

propertymark QUALIFICATIONS

LEVEL 2 AWARD IN
INTRODUCTION TO RESIDENTIAL PROPERTY
MANAGEMENT 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.

Contents

ABOUT PROPERTYMARK QUALIFICATIONS	2
QUALIFICATION PURPOSE	4
STRUCTURE	4
ASSESSMENT GUIDANCE	4
OTHER INFORMATION	4
QUALIFICATION SUMMARY AND KEY INFORMATION	4
QUALIFICATION UNITS	5
HEALTH AND SAFETY, SECURITY AND GENERAL LAW	5
CUSTOMER SERVICE WITHIN THE PROPERTY SECTOR	7
INTRODUCTION TO RESIDENTIAL PROPERTY LETTING PRACTICE	8
INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT PRACTICE	9
ASSESSMENT	10
REGISTRATION AND CERTIFICATION	11
REPLACEMENT CERTIFICATES	11
ENQUIRIES AND APPEALS POLICY	11
EXEMPTION POLICY	11
LEARNING MATERIALS	11

QUALIFICATION PURPOSE

The Level 2 Award in Introduction to Residential Property Management Practice 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)
- Customer Service within the Property Sector (CSPS1)
- Introduction to Residential Property Letting Practice (IRPLP)
- Introduction to Residential Property Management Practice (IRPMP)

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. If you have any queries regarding ARLA Propertymark membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification Number (QAN)	601/1998/6
Accreditation start date	12/11/2013
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 Residential Property Management 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
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
IRPLP	Introduction to Residential Property Letting Practice	H/505/7049
<p>This unit is about knowing and understanding the types of occupation rights that can be offered to occupiers/tenants and the factors that affect the rents that can be charged. It covers the relationship between the agent and the landlord and the statutory checks that must be made relating to the property. It also covers a basic understanding of the relationship that arises between the agent and the occupier/tenant and the statutory protection that must be offered to the occupier/tenant.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the different types of residential occupation	1.1 List the types of residential occupiers/tenants 1.2 List the main types of occupation/tenancy rights	Candidates in England and Wales should be familiar with types of occupation rights, occupiers/tenants and tenancy/occupancy agreements such as: leases, licences, ASTs, non-Housing Act Tenancies.
2. Understand the fundamental legislative provisions and Codes of Practice that affect the lettings market	2.1 Outline what an EPC is and when one is required 2.2 Recognise statutory requirements concerning 'to let' boards 2.3 Identify the safety checks which are required on an ongoing basis 2.4 Outline when disability adaptations may be required 2.5 Outline the powers available to the relevant authority in relation to the condition of a rented property 2.6 Identify the implications of a property being an HMO 2.7 Recognise the impact of Codes of Practice 2.8 Outline the importance in identifying personal interests/connected persons	Candidates in England and Wales should be familiar with safety: fire, gas, electrical, furniture and furnishings regulations, alarms legionella and local authority enforcement HHSRS
3. Understand the relationships between the agent and the landlord(s)	3.1 List the checks to be made on a landlord at the point of instruction 3.2 List the key issues that should be covered in the terms of business 3.3 Identify the factors that will influence rental values 3.4 Recognise the responsibilities in handling deposits	
4. Understand the relationship between the agent and occupier(s)	4.1 Recognise when an applicant should be notified of costs that could be required from them 4.2 List the checks that should be carried out on applicants 4.3 Identify the situations where a guarantor might be needed 4.4 Recognise the core terms found in most occupation/tenancy agreements 4.5 List additional terms you might find in occupation/tenancy agreements 4.6 Outline what should be included in an inventory/schedule of condition	Candidates in England and Wales should be familiar with occupancy/tenancy agreements.

Unit Code	Unit Title	Unit Reference
IRPMP	Introduction to Residential Property Management Practice	H/505/6886
<p>This unit is about knowing and understanding the obligations that an agent takes on when they undertake the management of a property. It covers maintenance and repairing obligations and the processes and procedures necessary to fulfil those obligations. It also covers the renewal and ending of an occupancy/tenancy agreement; dealing with deposits and rents. Finally, it deals with methods of dispute resolution.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the ongoing obligations of the parties concerning condition and safety of property	1.1 Recognise the types of repair and maintenance which are usually the responsibility of the occupier/tenant 1.2 Recognise the types of repair and maintenance which are usually the responsibility of the landlord 1.3 Set out the procedures to be followed on a routine visit to a property	Candidates in England and Wales should be familiar with: Landlord and Tenant Act 1985 s11 and occupiers/tenants.
2. Understand the ongoing obligations to the parties concerning management of properties	2.1 Identify the situations where a visit to a let property may be required 2.2 Outline the responsibilities concerned with managing client money 2.3 Outline the responsibilities for dealing with complaints and contractual breaches 2.4 Identify the procedures required when instructing and monitoring outside contractors	Candidates in England and Wales should be familiar with third party complaints and overseas Landlords.
3. Understand the ways in which occupancy/tenancy agreements could be continued or ended	3.1 List the circumstances in which an occupancy/tenancy agreement can be continued or ended 3.2 List the common grounds on which a landlord may gain possession 3.3 Outline the procedures for recovery of possession 3.4 Identify the procedures to be followed at and after check-out	Candidates in England and Wales should be familiar with grounds for possession, procedures and notices and occupancy/tenancy agreements.
4. Understand how to deal with deposit returns and disputes	4.1 Outline the procedures for returning deposits 4.2 Recognise the consequences concerning a dispute if it arises out of the return of a deposit.	

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%

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

Introduction to Residential Property Management Practice (IRPMP)	
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.