

# propertymark QUALIFICATIONS

LEVEL 4 CERTIFICATE IN  
RESIDENTIAL LETTING AND PROPERTY MANAGEMENT  
(ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

LIVE FROM JANUARY 2018

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## 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.

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# Contents

<b>ABOUT PROPERTYMARK QUALIFICATIONS</b>	<b>2</b>
<b>QUALIFICATION PURPOSE</b>	<b>4</b>
<b>ENTRY REQUIREMENTS</b>	<b>4</b>
<b>STRUCTURE</b>	<b>4</b>
<b>ASSESSMENT GUIDANCE</b>	<b>4</b>
<b>OTHER INFORMATION</b>	<b>4</b>
<b>QUALIFICATION SUMMARY AND KEY INFORMATION</b>	<b>4</b>
<b>QUALIFICATION UNITS</b>	<b>5</b>
LEGAL ASPECTS RELATING TO RESIDENTIAL LETTING AND MANAGEMENT	5
PRACTICE RELATING TO RESIDENTIAL PROPERTY MANAGEMENT	6
APPRAISAL AND RESIDENTIAL PROPERTY LETTING PRACTICE	7
APPLIED LAW RELATING TO RESIDENTIAL LETTING AND MANAGEMENT	9
BUSINESS PRACTICE	10
BUSINESS MANAGEMENT	11
<b>ASSESSMENT</b>	<b>12</b>
<b>EXAMINATION STRUCTURE</b>	<b>12</b>
<b>REGISTRATION</b>	<b>13</b>
<b>RESULTS AND CERTIFICATION</b>	<b>13</b>
<b>GRADING</b>	<b>13</b>
<b>REPLACEMENT CERTIFICATES</b>	<b>13</b>
<b>ENQUIRIES AND APPEALS POLICY</b>	<b>13</b>
<b>EXEMPTION POLICY</b>	<b>13</b>
<b>LEARNING MATERIALS</b>	<b>13</b>

## QUALIFICATION PURPOSE

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

## ENTRY REQUIREMENTS

The entry requirement is a relevant Level 3 qualification. The Propertymark Qualifications Level 3 Award in Residential Letting and Property Management provides ideal preparation and candidates should normally achieve this before registering, but qualifications awarded by other awarding bodies may be accepted for entry in certain circumstances. Candidates should contact Propertymark Qualifications for further information.

## STRUCTURE

This qualification comprises of six units:

- Legal Aspects Relating to Residential Letting and Management (LARLM)
- Practice Relating to Residential Property Management (PRPM)
- Appraisal and Residential Property Letting Practice (ARPLP)
- Applied Law Relating to Residential Letting and Management (ALRLM)
- Business Practice (IOM)
- Business Management (AOM)

## ASSESSMENT GUIDANCE

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

## OTHER INFORMATION

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

## QUALIFICATION SUMMARY AND KEY INFORMATION

<b>Qualification Number (QAN)</b>	601/2169/5
<b>Accreditation start date</b>	02/12/2013
<b>Approved age ranges</b>	16 - 18 19 +
<b>Assessment</b>	Onscreen assessment
<b>Total Qualification Time</b>	260
<b>Grading information</b>	Fail, Pass or Distinction
<b>Entry requirements</b>	Level 3 Award in Residential Letting and Property Management (England and Wales) or suitable equivalent.

## QUALIFICATION UNITS

Candidates wishing to complete the Level 4 Certificate in Residential Letting and Property Management are required to pass the six units listed below. Units can be completed in any order.

Unit Code	Unit Title	Unit Reference
LARLM	Legal Aspects Relating to Residential Letting and Management	K/505/8221
In studying this unit, the student will learn about the general legal concepts surrounding the letting and management of residential property and this will be contextualized to cover some of the specific issues that might arise.		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the general legal concepts relating to the letting and management of residential property	1.1 Describe methods of contract formation and termination 1.2 Explain an agent's obligations under common law 1.3 Identify how misrepresentation and other vitiating factors can affect the validity of contracts 1.4 Outline concepts of negligence, occupiers' liability and nuisance 1.5 Summarise the concept of vicarious liability 1.6 Recognise situations where discrimination legislation would apply	<b>Candidates in England and Wales</b> for 1.6 should be familiar with current discrimination legislation and that this will include protected characteristics.
2. Understand the relevant property and agency law	2.1 Distinguish between the various methods of holding land 2.2 Demonstrate the difference between a lease and other rights to occupy 2.3 Apply the legal principles relating to rights over land belonging to others 2.4 Analyse the various ways that an agency relationship may arise or be terminated 2.5 Explain the duties and liabilities of an agent and principal	<b>Candidates in England and Wales</b> should be familiar with freehold; leasehold; commonhold and licences; covenants and easements. The role of the Land Registry and the function of the Register.
3. Understand how tenancies are created and the rules relating to tenancy deposits	3.1 Demonstrate how tenancies can be created in a variety of practical situations 3.2 Recognise how legislation can affect the landlord and tenant relationship 3.3 Recognise when a contract term could be unfair 3.4 Explain how tenancy deposits should be protected 3.5 Describe the various methods of holding a deposit	<b>Candidates in England and Wales</b> should be familiar with tenancies under common law; Housing Act 1988 tenancies; Consumer Rights Act 2015 Part 2; Housing Act 2004 Part 6; and Tenancy Deposit Schemes, Law of Property Act 1925 s52 and s54 and Law of Property (Miscellaneous Provisions) Act 1989 s2.
4. Understand aspects of the management of residential tenancies	4.1 Demonstrate the use of possession procedures under common law and statute 4.2 Explain the consents required for the letting of residential property 4.3 Explain the procedures for the service of notices and applications 4.4 Explain the legislative provisions covering notices for variation of tenancy terms and rent 4.5 Analyse situations where welfare benefit can impact on the management of tenancies	<b>Candidates in England and Wales</b> should be familiar with Housing Act 1988 sections 6, 8, 13, 21, 22; Protection from Eviction Act 1977; Universal Credit and Local Housing Allowance.
5. Understand matters relating to tenants including those with disabilities	5.1 Explain the impact of safety legislation on the letting of residential property 5.2 Recognise the impact of disability on a letting situation and the reasonable adjustments a landlord should make	<b>Candidates in England and Wales</b> should be familiar with Furniture and Furnishings (Fire Safety) Regulations 1993; Gas Safety (Installation and Use) Regulations 1998 Electrical Equipment (Safety) Regulations 1994 Plugs and Sockets etc. (Safety) Regulations 1994; Part P Building Regulations (Under the Building Act 1984); Regulatory Reform (Fire Safety) Order 2005; Control of Substances; Hazardous to Health Regulations 2002; Control of Asbestos Regulations 2012; Smoke and Carbon Monoxide Alarm; and Housing and Planning Act (England) 2016.

Unit Code	Unit Title	Unit Reference
PRPM	Practice Relating to Residential Property Management	M/505/8222
<p>This unit will build upon topics previously covered in legal units focusing on practical actions that a managing agent is required to take.</p> <p>Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the obligations of an agent managing residential property	1.1 Explain matters for consideration on commencement of a tenancy 1.2 Describe the process of conducting property visits 1.3 Identify the relevance of warranties on appliances 1.4 Explain the various methods of communication between landlord, tenant and agent 1.5 Apply the requirements of consumer protection and business protection legislation to defined scenarios 1.6 Describe a complaint handling process 1.7 Categorise the different regulatory bodies and redress schemes	
2. Understand the matters surrounding the maintenance and repair of clients' properties	2.1 Recognise different property defects 2.2 Identify and explain relevant repair processes 2.3 Explain the responsibilities of the parties and cost considerations 2.4 Explain the process for selecting, employing and working with contractors	
3. Understand insurance and accounting requirements in relation to the lettings industry	3.1 Describe the types of insurance relevant to let property 3.2 Outline the role of the Financial Conduct Authority 3.3 Explain the process for dealing with insurance claims 3.4 Explain the procedures for accounting for other people's money 3.5 Clarify requirements for the provision of interest on deposits and making charges on overdue payments	
4. Understand the practical processes involved with the ending of a tenancy	4.1 Identify factors which may constitute breach 4.2 Explain the processes for dealing with breach 4.3 Compare and contrast damage and fair wear and tear 4.4 Describe the remedies for breach 4.5 Explain the procedures to be adopted at the end of a tenancy 4.6 Explain the legal obligations in relation to the return of a tenancy deposit 4.7 Evaluate the options in relation to the extension or ending of a tenancy	
5. Understand the principles of dealing with Houses in Multiple Occupation (HMO)	5.1 Explain the practical considerations regarding Houses in Multiple Occupation (HMO) 5.2 Describe the responsibilities of agents and landlords in Houses in Multiple Occupation (HMO)	

Unit Code	Unit Title	Unit Reference
ARPLP	Appraisal and Residential Property Letting Practice	J/505/8226
<p>This unit provides a practical emphasis on matters which relate to the appraisal of residential property available to let. It covers those considerations of which residential letting agents need to be aware of when advising a potential client and acting on behalf of existing clients.</p> <p>Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</p>		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>	Assessment Guidance
1. Understand the process for attracting landlord's instructions and for issuing terms of business	1.1 Describe how to deal with a landlord's initial enquiries 1.2 Set out what needs to be included in an agency's terms of business 1.3 Detail those services which can be offered to a landlord client 1.4 Outline the information which needs to be obtained in respect of properties and landlords 1.5 Identify ways in which legislation can impact on attracting new clients	<b>Candidates in England and Wales</b> should be familiar with Accommodation Agencies Act 1953.
2. Understand the issues relating to overseas landlords	2.1 Explain the HMRC rules relating to overseas landlords 2.2 Interpret how a range of issues could affect an overseas landlord	
3. Understand the preparation required for market appraisals and consequent advice to potential landlords	3.1 Recognise those factors which impact on the level of rent for a landlord in undertaking market appraisals 3.2 Describe the issues including consents and instructions and use which affect the advice to be given to landlords in respect of their properties 3.3 Outline fundamental marketing principles applicable to a letting agency and its properties available to let	
4. Understand how to form the appropriate tenancy for a landlord and tenant	4.1 Explain the different types of tenancy and when these should be adopted 4.2 Set out how to prepare tenancy agreements 4.3 Identify the various clauses in a tenancy agreement and when these are applicable	
5. Understand the preparation of inventories and schedules of condition and other related documentation	5.1 Recognise how to prepare inventories and schedules of condition 5.2 Identify the necessary tenancy documents and who should receive them 5.3 Set out the process for handing over the property to a tenant	
6. Understand the principles of supply and demand and their use in determining value	6.1 Explain how supply and demand impact upon rental and capital values 6.2 Use supply and demand theory to determine price 6.3 Describe what is meant by the comparative method of valuation 6.4 Use the comparative method of valuation to arrive at a market rent and market yield 6.5 Describe what is meant by the investment method of valuation 6.6 Use the investment method of valuation to calculate the market value of investment property	

<p>7. Understand the process for dealing with initial applicants through to the creation of a tenancy</p>	<p>7.1 Outline how to prepare property details  7.2 Explain how to prepare for conducting meetings at available properties  7.3 Demonstrate procedures for vetting applicants  7.4 Clarify how offers should be recorded and dealt with  7.5 Describe the implications of letting to welfare claimants  7.6 Explain how to deal with deposits and guarantors  7.7 Identify how to deal with energy performance certificate (EPC) requirements</p>	
<p>8. Understand the legal principles relating to tenancy deposits</p>	<p>8.1 Explain the principles relating to taking deposits  8.2 Recognise the common law principles on holding deposits  8.3 Set out the options for a landlord when protecting a tenancy deposit.</p>	



Unit Code	Unit Title	Unit Reference
ALRLM	Applied Law Relating to Residential Letting and Management	L/505/8227
<p>This unit reflects upon areas of common law and legislation which have been introduced in earlier modules and considers these in more detail and in a more contextual and applied manner.</p> <p>Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</p>		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the current legal framework for residential lettings	1.1 Explain the distinction between a lease and other rights to occupy 1.2 Summarise the principal statutory and common law provisions relating to residential lettings 1.3 Describe the different types of residential tenancy	<b>Candidates in England and Wales</b> should be familiar with Rent Act 1977 tenancies, Housing Act 1988 tenancies; and other tenancies including succession rights.
2. Understand the issues relating to the controlling rent levels, security of tenure, rent increases and relevant regulatory bodies	2.1 Clarify how rent is determined 2.2 Explain the provisions for rent increases 2.3 Explain the role of a rent officer 2.4 Summarise the principles of rent control and security of tenure	
3. Understand the legal principles relating to the creation of leases	3.1 Recognise different letting arrangements 3.2 Describe the different ways in which obligations can be imposed on landlords and tenants 3.3 Summarise the legal principles applicable to the creation of leases 3.4 Apply consumer protection legislation to determine what is and what is not an unfair term	<b>Candidates in England and Wales</b> should be familiar with Consumer Rights Act 2015 Part 2; Law of Property Act 1925 sections 52,54; Law of Property (Miscellaneous Provisions) Act 1989 section 2; Rent Act 1977 and different types of tenancies i.e. agricultural, live/work etc.
4. Understand legislative provisions relating to recovery of possession and controls on the activities of landlords and agents	4.1 Set out the common law provisions on terminating a tenancy 4.2 Explain the provisions set out in legislation relating to security of tenure 4.3 Summarise the rules relating to forfeiture 4.4 Advise landlords in respect of possession procedures	<b>Candidates in England and Wales</b> should be familiar with Protection from Eviction Act 1977; Rent Act 1977; Housing Act 1988, Consumer Protection from Unfair Trading Regulations 2008; Accommodation Agencies Act 1953 and Law of Property Act 1925 section 146.
5. Understand the various ways in which disputes can be resolved	5.1 Identify how complaints can arise and may escalate into disputes 5.2 Summarise the available Alternative Dispute Resolution (ADR) methods 5.3 Explain the roles of tribunals and courts 5.4 Explain the role of an expert witness 5.5 Describe the available redress schemes and their operation	
6. Understand legislative provisions that affect the letting of residential property	6.1 Explain what is meant by harassment and eviction 6.2 Outline the impact that other legislation has on the lettings process	<b>Candidates in England and Wales</b> should be familiar with Law of Property Act 1925 section 101, 196, Landlord and Tenant Act 1985 sections 1-8, 11 and 17; Landlord and Tenant Act 1987 sections 47, 48.
7. Understand the legal principles which apply to a House in Multiple Occupation (HMO)	7.1 Define when a property is classed as an HMO 7.2 Explain how an HMO might arise without an agent's knowledge 7.3 Summarise general management issues relating to an HMO	<b>Candidates in England and Wales</b> should be familiar with Provisions of Housing Act 2004.

Unit Code	Unit Title	Unit Reference
IOM	Business Practice	H/505/8007
This unit introduces the concepts of Business Practice, including methods and processes followed by a business to manage information, company and personal performance and promote the business		
Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand office administration and record keeping systems and the uses of formal business reports	1.1 Describe the main principles of record management 1.2 Explain key concepts in organisational record keeping 1.3 Explain the use and importance of key performance indicators (KPI's) in administration and reporting 1.4 Describe the key features and contents of formal business reports 1.5 Differentiate between crisis and risk management.	
2. Explain how to manage their own performance and that of others	2.1 Describe the components of a standard appraisal process 2.2 Describe how to assess staff skills against organisational objectives 2.3 Explain how feedback can be used to provide appropriate suggestions for improvement 2.4 Identify the resources required to support personal development plans 2.5 Identify the importance of continual professional development in achieving organisational objectives	Would include: Appraisal feedback, communication, objective setting and KPI's Dealing with changing and unsatisfactory performance Grievance and disciplinary procedures Dismissal
3. Understand the importance of effective time management, and how such systems can alleviate personal stress	3.1 Describe ways to manage stress 3.2 Analyse the benefits of time management 3.3 Summarise the main time management techniques 3.4 Explain the purpose and key features of a typical office diary system	
4. Understand the impact of the office environment and individual behaviours on company image.	4.1 Describe how staff professionalism can impact on an organisation's reputation 4.2 Outline how routine and non-routine office maintenance can impact on the customers' attitudes to the company	

Unit Code	Unit Title	Unit Reference
AOM	Business Management	F/505/9004

This unit introduces the concepts of Business Management. Including the policies and practices associated with the organisation and co-ordination of activities within a business

Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance
1. Understand the principles of strategic human resource management	1.1 Explain the importance of people as a resource 1.2 Describe the importance of human resource planning 1.3 Outline the statutory requirements relating to human resource management 1.4 Explain methods used to monitor and improve attendance 1.5 Explain the differences between termination of a contract and dismissal 1.6 Examine the different approaches to dealing with types causes and resolution of conflict at work	Sickness, unauthorised absence etc.  Equality Act, employment laws
2. Demonstrate an understanding of Information Technology (IT) policies and practices	2.1 Identify the key components of an IT user and social media policy 2.2 Describe the purpose and key issues of an IT risk assessment 2.3 Describe a range of ways of keeping personal data secure 2.4 Explain a range of methods of managing software, firmware and hardware	How to prevent unauthorised system and data access
3. Understand the importance of the health, safety and security of employees	3.1 Analyse the effectiveness of a range of methods used to keep premises secure 3.2 Explain how to deal with potentially harmful situations 3.3 Identify and minimise threats to personal security and safety	Including exteriors, access, property, equipment and money  Anger, abuse, threats and violence both in and outside the workplace with employees, clients, customers and contractors
4. Understand budgetary principles and financial management	4.1 Explain the key features of the budgeting process within the organisation 4.2 Identify the main types of accounts and their benefits 4.3 Outline the key provisions of the statutory framework for financial accounting 4.4 Describe the main financial accounts ratios	
5. Understand the definition and functions of leadership and management	5.1 Explain the role of management in an organisation 5.2 Differentiate between the role of a manager and that of a leader 5.3 Summarise the four core functions of management 5.4 Analyse the features of successful team leadership 5.5 Explain the main roles required within a successful team 5.6 Assess the types of motivation in successful team leadership 5.7 Describe the barriers to delegation	

## ASSESSMENT

Assessment for all units is by short answer examination taken onscreen at Pearson Vue test centres. Candidates are required to type their responses and must therefore ensure they are comfortable with typing before booking their examinations.

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.

Examinations are scheduled at set times of the year in two-week examination windows and can be booked at any time. To view our examination schedules, please visit the Propertymark Qualifications website.

## EXAMINATION STRUCTURE

All Level 4 Certificate examinations follow the same structure:

<b>Legal Aspects Relating to Residential Letting and Management (LARLM)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

<b>Practice Relating to Residential Property Management (PRPM)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

<b>Appraisals Relating to Residential Property Letting Practice (ARPLP)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

<b>Applied Law Relating to Residential Letting and Management (ALRLM)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

<b>Business Practice (IOM)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

<b>Business Management (AOM)</b>	
Examination Length	2 hours
Examination Type	Short essay exam
Number of marks	100
Assessment availability	Five examination windows in 2018
Pass Mark	45%

## REGISTRATION

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 registering for a Level 4 qualification will be required to pay a registration fee before their registration becomes live and they are able to book examinations.

Candidates have three years from payment of examination fees in which to achieve this qualification.

## RESULTS AND CERTIFICATION

Candidates will receive a result for each individual examination no later than seven weeks after the exam window closes.

Candidates who achieve all six units of the qualification will receive:

- a qualification completion letter informing the candidate of the dates they achieved each unit of the qualification and mark achieved no later than seven weeks after the window of their final examination closes.
- a certificate for the full qualification within 20 working days of receiving their qualification completion letter.

## GRADING

Each individual unit is graded as Pass or Fail only.

Level 4 qualifications are graded as Pass or Distinction overall. To obtain a Distinction grade, candidates must achieve an average score of more than 70% across all units.

## 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.