

Propertymark Qualifications: Level 2 Award in Introduction to Residential Property Management Practice (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.

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
GENERAL LAW, HEALTH, SAFETY & SECURITY IN RELATION TO RESIDENTIAL LETTING & PROPERTY MANAGEMENT (RLPM1)	5
CUSTOMER SERVICE WITHIN THE PROPERTY SECTOR (CSPS1)	7
INTRODUCTION TO RESIDENTIAL PROPERTY LETTING PRACTICE (IRPLP)	8
INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT (IRPMP)	10
ASSESSMENT	11
REGISTRATION AND CERTIFICATION	12
REPLACEMENT CERTIFICATES	12
ENQUIRIES AND APPEALS POLICY	12
EXEMPTION POLICY	12
LEARNING MATERIAL	12

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 property lettings. It is primarily suitable for those who wish to enter the profession, have no previous experience and do not hold a qualification of a higher standard within this sector.

STRUCTURE

- Unit 1: General Law, Health, Safety & Security in Relation to Residential Letting & Property Management (RLPM1)
- Unit 2: Customer Service within the Property Sector (CSPS1)
- Unit 3: Introduction to Residential Property Letting Practice (IRPLP)
- Unit 4: 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 (Association of Residential Letting Agents). If you have any queries regarding ARLA Propertymark membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 2 Award in Introduction to Residential Property Management Practice (England & Wales)
QCF Qualification Number (QAN)	601/1998/6
Accreditation start date	12/11/2013
Approved age ranges	16 – 18 19 +
Credit value	9
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Guided learning hours	90
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 2 Award in Introduction to Residential Property Management Practice 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 Residential Letting & Property Management (RLPM1)	H/602/5471
About this unit		
<p>This unit is about knowing and understanding the general concepts of law relevant to an agent letting and managing residential property. It deals with the historical development and current concepts of the appropriate statute and common law to enable letting 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 a letting agent in their duties within and outside their office when dealing with colleagues and customers and visiting residential properties.</p>		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, B	1. Understand the Health and Safety at Work Act 1974 and security issues within and outside 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. 1.4 Select appropriate procedures when securing property 1.5 Recognise a safe and secure set of procedures for dealing with keys 1.6 Identify how to ensure personal safety away from the office
C	2. Understand the general legal concepts relating to the provision of property services	2.1 Recognise the different divisions of the law 2.2 Distinguish between common law and equity 2.3 Identify the remedies available under the law
F	3. Understand the basic elements of the law of contract	3.1 Identify the elements needed for a contract to exist 3.2 Interpret situations where a contract will have to come to an end 3.3 Select appropriate remedies where there is a breach of contract 3.4 Define the special requirements relating to contracts relating to contracts to land and property
G	4. Understand the basic elements of the law of Tort	4.1 Identify the elements needed for liability to be proved 4.2 Recognise situations where vicarious liability may apply 4.3 Identify situations where occupiers' liability may be relevant
E	5. Understand the basic concepts of land law	5.1 Distinguish between the types of tenure 5.2 Identify the distinguishing features of rights over the land belonging to another person 5.3 Recognise situations where such a right may exist 5.4 Interpret when those rights will pass with property
H	6. Understand the basic concepts of discrimination	6.1 Identify what are protected characteristics 6.2 Analyse circumstances when the discrimination may or may not arise 6.3 Identify appropriate remedies where discrimination has occurred
I	7. Understand the requirements of the Data Protection Act 1998	7.1 Recognise the data protection principles laid down in the legislation 7.2 Analyse situations to show compliance with data protection principles 7.3 Distinguish between those who can and who cannot be given protected data
J	8. Understand the requirements of the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007	8.1 Analyse situations that may be deemed suspicious 8.2 Illustrate the procedures needed to comply with the legislation 8.3 Understand legislative requirement for suspicious situations
D	9. Understand the common law duties of letting agents and agents' authority	9.1 Identify the common law duties owed to clients 9.2 Identify the duties that apply to customers 9.3 Differentiate between the different types of authority to act and the relevant obligations

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, viewings and routine inspections	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 letting and management services	3
D	Common law duties of an agent and their staff; authority including agent of necessity	
E	Basic land law: freehold, common-hold and leasehold; easements and covenants	2
F	Basic contract law: offer, acceptance and consideration	3
G	Tort: negligence, occupiers' liability and vicarious liability	2
H	Discrimination: age, sex, race, disability and other protected characteristics	2
I	Data Protection Act 1998	2
J	Proceeds of Crime Act 2002, Money Laundering Regulations 2007	1

Unit Number	Unit Title	Unit Reference
2	Customer Service within the Property Sector (CSPS1)	R/505/6883

About this unit

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.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, B	1. Know the range of property related services that can be offered	1.1 List the range of property related services that can be offered 1.2 Identify the various disciplines within the property sector 1.3 Identify the methods of advertising
A, C, D, E	2. Know the importance of communication between all parties	2.1 List the ways of communicating which a business may use 2.2 List the types of people with whom communication must be made 2.3 Select the most appropriate communication method for each party 2.4 Identify the consequences of failure to communicate appropriately 2.5 Identify the importance of accurate record keeping
A, B, F, G, H	3. Know how to represent the organisation and maintain a good reputation	3.1 List the factors that can affect a customer's view of the organisation 3.2 Outline the procedures for engaging with customers 3.3 Identify the reasons why it is necessary to have set procedures 3.4 Identify the most appropriate way of keeping customers informed 3.5 Select the most appropriate ways of monitoring the processes 3.6 Outline the procedures for arranging appointments 3.7 Identify the issues that can lead to an action being taken against the organisation or an individual under consumer and business protection legislation
A, E, I	4. Know the organisations complaints and disputes procedures	4.1 List the stages of a complaints procedure 4.2 Outline the documents needed within a complaints procedure 4.3 List the parties who could be involved in the process

Assessment Guidance

Unit 2 Syllabus Items (elements A-I)		Number of Questions 15
A	Maintaining a well-run office. Dealing with customers: in person, in writing and via the telephone	1
B	Presenting information: on services including methods of advertising	2
C	Obtaining relevant and accurate information from customers	2
D	Identifying the correct person to deal with enquiries and problems	1
E	Keeping and updating records	2
F	Making appointments, explaining procedures	2
G	Follow up and feedback. Monitoring the processes, taking appropriate action, communicating to relevant parties	2
H	Consumer and business protection legislation	2
I	Dealing with problems, disputes and complaints handling	1

Unit Number	Unit Title	Unit Reference
3	Introduction to Residential Property Letting Practice (IRPLP)	H/505/7049

About this unit

This unit is about knowing and understanding the types of tenancy/occupation that can be offered to tenants/occupiers 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 tenant and the statutory protection that must be offered to the tenant.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
E	1. Know the different types of residential occupation	1.1 List the types of residential occupiers 1.2 List the main types of tenancy/occupation
D, G, H, J, K, L, M	2. Know the outline of statutory regulation that affect the lettings market	2.1 Recognise what is meant by an HMO 2.2 Outline the implications of a property being an HMO 2.3 Outline the safety checks which are required on an ongoing basis 2.4 Outline what an EPC is and when one is required 2.5 Outline statutory requirements concerning To Let boards 2.6 Outline the powers available to a local authority once notified of an issue by any interested party 2.7 Outline when disability adaptations may be required
A, B, C, D, F, N	3. Know the relationships between the agent and the landlord(s)	3.1 List the checks to be made on a landlord 3.2 List the general headings found in terms of business 3.3 List the factors that will influence rental values 3.4 Outline the responsibilities in holding a deposit 3.5 Outline the importance in identifying personal interests 3.6 Outline the importance in identifying connected persons
A, B, F, H, I, N	4. Know the relationship between the agent and the tenant(s)	4.1 Outline when a tenant/prospective tenant should be notified of fees that could be required from them 4.2 List the checks that should be carried out on applicants 4.3 Outline the situations where a guarantor might be needed 4.4 List the general headings found in most tenancy/occupation agreements 4.5 List what additional matters you might find in tenancy/occupation agreements 4.6 Outline what should be included in an inventory/schedule of condition 4.7 Outline the responsibilities in holding a deposit 4.8 Outline the importance in identifying personal interests 4.9 Outline the importance in identifying connected persons

Assessment Guidance

--

Unit 3 Syllabus Items (elements A-N)		Number of Questions 15
A	Responsibility of staff to clients, applicants and tenants	1
B	Codes of practice, personal interest and connected persons	1
C	General factors affecting rental values: location, size, amenities, condition	1
D	Terms of business, fees, EPCs	2
E	Types of occupation: leases and licences, ASTs, non-Housing Act tenancies	2
F	Preparation of a tenancy agreement: typical terms	1
G	Safety: fire, gas, electrical, furniture and furnishing regulations	2
H	Inventories, safety records	1
I	Dealing with applicant's questions, offers, referencing, guarantors	1
J	Disability adaptations	
K	Local authority enforcement, HHSRS	1
L	Houses in multiple occupation (HMOs)	
M	Board regulations	1
N	Financial record keeping, holding and protecting deposits	1

Unit Number	Unit Title	Unit Reference
4	Introduction to Residential Property Management (IRPMP)	H/505/6886
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.		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
B, C, D	1. Know the ongoing obligations of the parties concerning condition and safety of property	1.1 List the types of repair which are usually the responsibility of the tenant 1.2 List the types of repair which are usually the responsibility of the landlord 1.3 Set out the procedures to be followed on a routine visit to a property
A, D, E, F, H, I	2. Know the ongoing obligations to the parties concerning management of properties	2.1 List the situations where a visit to a let property may be required 2.2 Outline the responsibilities concerned with managing rents 2.3 Outline the responsibilities for dealing with arrears and other breaches 2.4 Outline the procedures required when instructing and monitoring outside contractors
H, J, K	3. Know the ways the tenancy could be continued or ended	3.1 List the circumstances a tenancy can be continued or ended 3.2 List the common grounds on which a landlord may gain possession 3.3 Identify the procedures to be followed at check out 3.4 Identify the procedures to be followed after check out
G, L	4. Know how to deal with external parties	4.1 Outline the obligations that are owed to occupiers of neighbouring properties 4.2 List the ways in which deposits can be held 4.3 Outline the procedures for returning deposits 4.4 List the methods of dispute resolution available to tenants 4.5 List the methods of dispute resolution available to clients
Assessment Guidance		

Unit 4 Syllabus Items (elements A-L)		Number of Questions 15
A	Holding rent in a client account, implications for overseas landlords	1
B	Landlord's repairing and maintenance responsibilities	2
C	Tenant's repairing and maintenance responsibilities	1
D	Routine visits to tenanted property	1
E	Procedures for dealing with tenants' complaints and queries, obtaining relevant and accurate information	1
F	Arranging repairs: liaison with landlords, tenants and contractors	1
G	Dealing with third party complaints	1
H	Dealing with rent arrears and breaches of tenancy agreements	1
I	Grounds for possession, procedures and notices	1
J	Extension, renewal and ending of tenancies	2
K	Check out procedures and dilapidations (damage)	2
L	Return of deposits, dispute resolution, tenancy deposit protection schemes, redress schemes	1

ASSESSMENT

The Propertymark Qualifications currently offers two methods of delivery for the assessment of Level 2 Award in Introduction to Residential Property Management Practice:

- 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 in Relation to Residential Letting & Property Management (RLPM1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	Dec 2013
Pass Mark	70%

Unit 2: Customer Service within the property sector (CSPS1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	15
Assessment availability	On Demand
First assessment availability	Dec 2013
Pass Mark	73%

Unit 3: Introduction to Residential Property Letting Practice (IRPLP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	15
Assessment availability	On Demand
First assessment availability	Dec 2013
Pass Mark	73%

Unit 4: Introduction to Residential Property Management Practice (IRPMP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	15
Assessment availability	On Demand
First assessment availability	Dec 2013
Pass Mark	73%

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.