

Propertymark Qualifications: Level 2 Award in Introduction to Sale of Residential Property (England, Wales & Northern Ireland)

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 THE SALE OF RESIDENTIAL PROPERTY (SRP1)	5
CUSTOMER SERVICE WITHIN THE PROPERTY SECTOR (CSPS1)	7
REGULATIONS RELATING TO SALE OF RESIDENTIAL PROPERTY (RRSRP)	8
PRACTICE RELATING TO SALE OF RESIDENTIAL PROPERTY (PASRP)	9
ASSESSMENT	10
REGISTRATION AND CERTIFICATION	11
REPLACEMENT CERTIFICATES	11
ENQUIRIES AND APPEALS POLICY	11
EXEMPTION POLICY	11
LEARNING MATERIAL	11

QUALIFICATION PURPOSE

The Level 2 Award in Introduction to Sale of Residential Property is an introductory qualification ideal for candidates wanting to gain basic knowledge in the key areas related to residential property sales. 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 the Sale of Residential Property (SRP1)
- Unit 2: Customer Service within the Property Sector (CSPS1)
- Unit 3: Regulations Relating to Sale of Residential Property (RRSRP)
- Unit 4: Practice Relating to Sale of Residential Property (PASRP)

ASSESSMENT GUIDANCE

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

OTHER INFORMATION

This qualification is NOT accepted for membership by NAEA Propertymark (National Association of Estate Agents). If you have any queries regarding NAEA Propertymark membership, then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 2 Award in Introduction to Sale of Residential Property (England, Wales & Northern Ireland)
QCF Qualification Number (QAN)	601/6355/0
Accreditation start date	01/06/2015
Approved age ranges	16 – 18 18 +
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 Sale of Residential Property 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 the Sale of Residential Property (SRP1)	K/602/1986

About this unit

This unit is about understanding the general concepts of law relevant to an estate agent selling residential property. It deals with the historical development and current concepts of the relevant statute and common law to enable estate agents to understand 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 an estate agent in their duties within and outside their office when dealing with colleagues and customers and visiting residential properties.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, B, C	1. Understand Health and Safety at Work Act 1974 and security issues within and outside the workplace	1.1 Summarise the duties of employers 1.2 Summarise the duties of employees 1.3 Identify correct procedures for dealing with H&S matters for appraisals and viewings 1.4 Identify correct procedures covering H&S procedures on building sites 1.5 Select appropriate procedures when securing property 1.6 Summarise a safe and secure set of procedures for dealing with keys
D	2. Understand the general legal concepts relating to the provision of property services	2.1 Distinguish the different divisions of the law 2.2 Distinguish between common law and equity 2.3 Identify the remedies available under law
F	3. Understand the basic elements of the law of contract	3.1 Summarise the elements needed for a contract to exist 3.2 Interpret situations where a contract will have ended 3.3 Select appropriate remedies where there is a breach of contract 3.4 Identify the special requirements relating to contracts relating to land and property
G	4. Understand the basic elements of the law of tort	4.1 Summarise the elements needed for negligence to be proved 4.2 Interpret situations where vicarious liability may apply 4.3 Evaluate situations where occupiers' liability may be relevant
E	5. Understand the basic concepts of land law	5.1 Distinguish between freehold and leasehold tenure 5.2 Summarise the distinguishing features of an easement 5.3 Diagnose situations where an easement may exist 5.4 Distinguish between positive and restrictive covenants 5.5 Interpret when covenants will pass with property transactions
H	6. Understand the basic concepts of discrimination	6.1 Identify what are protected characteristics 6.2 Analyse the circumstances when discrimination may occur 6.3 Select the appropriate remedies where discrimination has occurred 6.4 Interpret situations where age discrimination has occurred 6.5 Summarise the requirements for reasonable adjustments to be made to prevent disability discrimination occurring
I	7. Understand the requirements of the Data Protection Act 1998	7.1 Summarise the data protection principles laid down in the Act 7.2 Analyse situations to comply with data protection principles 7.3 Distinguish between who can and who cannot be given data protected information
J	8. Understand the requirements of the Proceeds of Crime Act 2002 and the Money Laundering Regulations 2007	8.1 Evaluate situations that might be deemed suspicious in relation to the legislation 8.2 Summarise the procedures needed to comply with the MLR 2007 8.3 Apply legislative requirements to possible suspicious situations

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 and viewings	3
B	Safety and security issues on building sites	2
C	Safety and security issues on empty and occupied property, including dealing with keys and information	1
D	General legal concepts as they relate to the provision of estate agency services and new home sales	3
E	Basic land law: freehold, commonhold and leasehold; easement and covenants	2
F	Basic contract law: offer, acceptance and consideration	2
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	Money Laundering Regulation 2007, Proceeds of Crime Act 2002	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 communications between all parties	2.1 List the ways of communication which a business may use 2.2 List the types of people with whom communications 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 the consumer protection legislation
A, E, I	4. Know the organisations complaints and disputes procedures	4.1 List the stages of 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 protection legislation	2
I	Dealing with problems, disputes and complaints handling	1

Unit Number	Unit Title	Unit Reference
3	Regulations Relating to Sale of Residential Property (RRSRP)	J/507/2434

About this unit

This unit is about knowing and understanding the importance of the regulations that are imposed on those dealing with the sale of residential property. It deals with the common law and statutory obligations to clients, applicants and buyers. It also covers the obligations concerning the sale and development of land imposed by legislation, financial record keeping and the oversight of the profession and the sanctions that can be imposed by the breach of the regulations.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, C, G	1. Know the responsibility that is owed to clients, applicants and buyers	1.1 List the responsibilities owed to clients 1.2 List the responsibilities owed to applicants/buyers 1.3 Outline the regulations concerning clients' money
B, E, F	2. Know the importance of codes of practice and statutes in regulating behaviour of estate agents and controlling the use and development of property	2.1 List the key provisions of the relevant codes of practice 2.2 List the key statutes that relate to the work of an estate agent 2.3 Outline when a personal interest may arise 2.4 Identify who might be connected persons 2.5 Define development 2.6 Outline when planning permission might not be needed 2.7 Identify the main controls on estate agents' "for sale" boards
D	3. Know the types of agency available	3.1 List the types of agency 3.2 Outline the key characteristics of a sole agency instruction 3.3 Outline the key characteristics of a multiple agency instruction
H	4. Know the oversight of the work of sales agents operated by ombudsman services and redress schemes	4.1 List the relevant redress schemes 4.2 Outline the powers of the redress schemes 4.3 List the remedies available to the redress schemes

Assessment Guidance

Unit 3 Syllabus Items (elements A-H)		Number of Questions 15
A	Responsibility of staff to clients, applicants and buyers	3
B	Codes of practice, personal interests and connected persons	3
C	Terms of business, fees, EPCs	3
D	Types of agency	2
E	Controls over the use and development of property	1
F	Board regulations	1
G	Dealing with clients' money	1
H	Redress schemes	1

Unit Number	Unit Title	Unit Reference
4	Practice Relating to Sale of Residential Property (PASRP)	R/507/2436

About this unit

This unit is about knowing and understanding the importance of the role that an agent plays in the sales process from taking instructions to releasing the keys on completion. It also looks at the principles of marketing and the types of agency arrangements.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>
A, B	1. Know the factors that affect the value of property and the different types and styles of property	1.1 List the factors that affect value 1.2 List the main types of property 1.3 List the main property styles
C, D	2. Know the various ways in which property can be sold and the basic principles of marketing and advertising	2.1 List the main methods of sale 2.2 Outline the key characteristics of sale by private treaty 2.3 Outline the key characteristics of sale by auction 2.4 Define marketing 2.5 List the types of advertising that can be used by an estate agent 2.6 Outline the key components of the main principle used in advertising
E, F	3. Know the requirements for conducting viewings and taking offers	3.1 Identify the main processes when arranging viewings 3.2 Outline the procedures for showing a property during a viewing 3.3 Identify the follow up and feedback requirements following viewings 3.4 List the information required when taking an offer 3.5 Outline the processes in qualifying offers
G, H	4. Know the process that property transactions take from receipt of the offer through exchange of contracts and finally to the handing over of keys	4.1 Identify the key people involved in each stage of the process 4.2 List the information required to confirm the sale 4.3 Outline the enquiries required to progress the sale 4.4 Outline the processes involved in exchange of contracts and completion 4.5 Outline the procedures to be followed for the release of keys

Assessment Guidance

Unit 4 Syllabus Items (elements A-H)		Number of Questions 15
A	General factors affecting property values	2
B	Building types and styles	2
C	Methods of sale	2
D	Introduction to the principles of marketing and advertising	2
E	Conducting viewings, follow up and feedback	2
F	Dealing with offers and qualification of offers	2
G	Confirmation and progression of sales	2
H	Exchange, completion and release of keys	1

ASSESSMENT

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

- 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 the Sale of Residential Property (SRP1)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	June 2015
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	June 2015
Pass Mark	73%

Unit 3: Regulations Relating to Sale of Residential Property (RRSRP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	15
Assessment availability	On Demand
First assessment availability	June 2015
Pass Mark	73%

Unit 4: Practical Aspects Relating to Sale of Residential Property (PASRP)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	15
Assessment availability	On Demand
First assessment availability	June 2015
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.