

Propertymark Qualifications: Level 3 Technical Award in Residential Letting and Property Management (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.

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QUALIFICATION PURPOSE

The Level 3 Technical Award in Residential Letting and Property Management qualification is broadly equivalent to an A Level and aimed at those who have some knowledge or experience of working in residential letting and property management.

It is a progression route for candidates who have achieved the Level 2 Award in Introduction to Residential Management Practice.

This qualification would suit those who are currently working in Residential Property Management or aspiring to work as a Lettings Agent/Negotiator or Lettings/Office Administrator.

STRUCTURE

- Unit 1: General Law, Health, Safety & Security in Relation to Residential Letting & Property Management (RLPM1)
- Unit 2: Legal Aspects of Letting & Management (RLPM2)
- Unit 3: Residential Property Letting Practice (RLPM3)
- Unit 4: Residential Property Management Practice (RLPM4)

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 (Association of Residential Letting Agents) PropertyMark. If you have any queries regarding ARLA PropertyMark membership then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 3 Technical Award in Residential Letting & Property Management (England & Wales)
QCF Qualification Number (QAN)	501/2373/7
Accreditation start date	01/01/2011
Approved age ranges	16 – 18, 19+
Credit value	12
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Guided learning hours	120
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 3 Technical Award in Residential Letting and Property Management 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

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.

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 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 etc. 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	Legal Aspects of Letting & Management (RLPM2)	T/602/5474
About this unit		
This unit is about the law a letting agent needs to know that is specific to carrying out the letting and management of residential property. It deals with the common law duties and contract law relating to residential property letting and management. It stresses the importance of the agent knowing, understanding and complying with legislation concerned with the granting, administration, financial management and termination of the various types of residential tenancies.		
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
A	1. Understand the legislation relating to leases and licences	1.1 Summarise the essential features of a lease 1.2 Differentiate between a lease and a licence 1.3 Distinguish between leases for more than three years from those of three years or less
B, C, D	2. Understand the essential elements of the Housing Acts 1988 and 1996	2.1 Summarise the essential features of assured tenancies 2.2 Summarise the essential features of assured shorthold tenancies 2.3 Apply relevant criteria to determine when assured and assured shorthold tenancies can be used
E	3. Understand the essential elements of non-Housing Act 1988 tenancies	3.1 Summarise the essential features of Rent Act 1977 tenancies 3.2 Differentiate between market rents and fair rents 3.3 Summarise the essential features of contractual tenancies 3.4 Apply relevant criteria to a range of specific contractual tenancies such as company lets, holiday lets, resident landlord lets and premium leases
D, F, G	4. Understand the requirements for regaining possession of let property and the protection afforded by the Protection from Eviction Act 1977	4.1 Summarise the common law rules for regaining possession 4.2 Apply the common law rules for regaining possession to a range of different circumstances 4.3 Summarise the rules for regaining possession of Housing Act 1988 tenancies 4.4 Apply the rules for regaining possession of Housing Act 1988 tenancies to assured and assured shorthold tenancies 4.5 Summarise the rules for regaining possession of Rent Act 1977 tenancies 4.6 Apply the rules for regaining possession of Rent Act 1977 tenancies 4.7 Summarise the main protection given to tenants by the Protection from Eviction Act 1977 4.8 Implement the rules under the Protection from Eviction Act 1977 to a range of circumstances
H, I	5. Understand the requirement to give the landlord's name and address	5.1 Summarise the requirements of s47 Landlord and Tenant Act 1987 5.2 Summarise the requirements of s48 Landlord and Tenant Act 1987 5.3 Apply the requirements of s47 and s48 to a range of circumstances
O	6. Understand the key requirements of the Unfair Terms in Consumer Contracts Regulations	6.1 Identify situations where the legislation will apply 6.2 Differentiate between core terms, terms covering legislation and terms that are transparent and prominent 6.3 Apply the rules to determine what is and what is not an unfair term
J	7. Understand the fitness standards for dwellings, the responsibility for repair and the workings of the Housing Health and Safety Rating System (HHSRS)	7.1 Summarise the requirements for a house to be deemed fit for human habitation 7.2 Apply the legislation to determine a landlord's repairing responsibilities 7.3 Apply legislation and common law to determine remedies available to landlords and tenants for disrepair 7.4 Summarise the main criteria relating to the HHSRS 7.5 Apply HHSRS criteria to defined scenarios
K	8. Understand legislation, common law and professional body guidance relating to fire and safety in let property	8.1 Summarise the requirements for fire safety in let property 8.2 Distinguish between the fire safety requirements for new and older property 8.3 Summarise the gas safety regulations relating to let property 8.4 Apply the gas safety regulations to defined scenarios 8.5 Differentiate between the landlord's and the agent's responsibilities 8.6 Extend procedures to the use of other fuels 8.7 Summarise the criteria for electrical safety in let property 8.8 Apply the electrical safety criteria to defined scenarios 8.9 Summarise the regulations concerning fire safety for furniture and furnishings 8.10 Differentiate between furniture and furnishings subject to the regulations and those not 8.11 Apply the furniture and furnishing fire safety regulations to defined scenarios 8.12 Apply the rules concerning legionella 8.13 Summarise the rules concerning deleterious materials

I, J, L	9. Understanding of the legislation relating to Houses in Multiple Occupation (HMOs)	<p>9.1 Summarise the legislative test for determining a HMO</p> <p>9.2 Apply the tests to determine if a property is a HMO</p> <p>9.3 Summarise the basic standards HMOs must achieve under the Housing Health and Safety Rating System</p> <p>9.4 Summarise the legislative powers of local authorities in relation to repair and licensing of HMOs</p> <p>9.5 Apply the legislative powers of local authorities to determine action in a defined scenario relating to repair or licensing</p>
M	10. Understanding of the legislation relating to tenancy deposit schemes	<p>10.1 Summarise the legislative requirements for the holding of tenancy deposits</p> <p>10.2 Distinguish between the procedures required to comply with custodial and insured schemes</p> <p>10.3 Apply the tenancy deposit scheme legislation to defined scenarios</p>
N, O	11. Understanding of a selection of consumer protection legislation	<p>11.1 Summarise the legislative requirements of the Consumer Protection from Unfair Trading Regulations 2008</p> <p>11.2 Apply the requirements of the Consumer Protection from Unfair Trading Regulations 2008 to defined scenarios</p> <p>11.3 Summarise the legislative requirements of the Business Protection from Misleading Advertising Regulations 2008</p> <p>11.4 Apply the requirements of the Business Protection from Misleading Advertising Regulations 2008 to defined scenarios</p> <p>11.5 Summarise the constraints on agencies when dealing with applicants under the Accommodation Agencies Act 1953</p> <p>11.6 Apply the legislation in the Accommodation Agencies Act 1953 to defined scenarios</p> <p>11.7 Apply the requirements to give a cooling-off period to a range of situations where landlord instructions are taken</p>
P	12. Understanding of the key requirements relating to Stamp Duty Land Tax (SDLT)	<p>12.1 Summarise the main requirements relating to SDLT</p> <p>12.2 Differentiate between SDLT on leases from that on premiums</p> <p>12.3 Apply the regulations regarding SDLT to a range of typical lease situations</p>
Q	13. Understanding of the main criteria relating to the regulation of insurance based activities	<p>13.1 Summarise which insurance activities are regulated</p> <p>13.2 Distinguish between insurance activities that are regulated from those that are not</p> <p>13.3 Apply the insurance related regulations to range of defined scenarios</p>

Assessment Guidance

Unit 2 Syllabus Items (elements A-Q)		Number of Questions 20
A	Leases and licences	1
B	Oral, written and contracts made by deed	4
C	Implied terms e.g. quiet enjoyment	
D	Housing Act 1988 and Housing Act 1996: assured and assured short-hold tenancies	
E	Rent Act 1977, Non Housing Act 1988 tenancies: company lets, holiday lets, resident landlords, premium leases	1
F	Grounds for possession	2
G	Protection from Eviction Act 1977	
H	Other related legislation: s1 Landlord and Tenant Act 1985; s47 and 48 Landlord and Tenant Act 1987	1
I	Landlord and Tenant Act 1985 s11	1
J	Housing Act 2004 Part 1 Chapters 1, 2 and 3 in relation to housing health and safety rating system (HHSRS) and local authority enforcement procedures	1
K	Safety in properties: fire regulations; gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella; deleterious materials	2
L	Housing Act 2004 houses in multiple occupations (HMOs): Part 7: meaning of houses in multiple occupation and Part 4: management, Part 2: licensing, Part 3: selective licensing	2
M	Housing Act 2004 Part 6: tenancy deposit protection	1
N	Consumer Protection from Unfair Trading Regulations 2008 and Business Protection from Misleading Marketing Regulations 2008	1
O	Accommodation Agencies Act 1953; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; unfair terms: Part 2 Consumer Rights Act 2015	2
P	Stamp Duty Land Tax	1
Q	Consumer Credit Act 1974 in relation to the provision of financial services and advice within the lettings and management practice and Financial Services and Markets Act 2000	

Unit Number	Unit Title	Unit Reference
3	Residential Property Letting Practice (RLPM3)	R/602/5479
<p>About this unit</p> <p>This unit deals with how letting agents should conduct themselves when carrying out the letting of residential property in order to comply with all relevant statute, common law and principles of best practice. It covers the agent's actions within and outside the office when dealing with landlords, tenants and colleagues and visiting residential properties. It includes the appropriate practices an agent should adopt in the taking and confirming of clients' instructions, the finding of tenants and the preparation of appropriate tenancy agreements.</p>		
Syllabus Letter	Learning Outcome <i>The Candidate should be able:</i>	Assessment Criteria <i>The Candidate must:</i>
A	1. Understand the main principles of agency terms and agent's authority	1.1 Summarise the ways in which an agent's authority can arise 1.2 Differentiate between express appointment, ratification, estoppel and agent of necessity 1.3 Summarise standard agency services for introduction only, let and rent processing or a full management service 1.4 Distinguish between standard agency services and additional agency services requiring additional fees 1.5 Summarise why consents to let must be obtained 1.6 Apply criteria for consents to a range of set scenarios
B	2. Understand the main factors affecting property rental value and the market appraisal process	2.1 Summarise the factors affecting property value 2.2 Differentiate between the effects of location, property type, condition and other physical factors on value 2.3 Identify the effect of planning/building regulations and occupancy restrictions on value 2.4 Summarise the information required about the property and the landlord 2.5 Apply logical adjustments to comparable to reflect physical differences between properties, changes to the state of the market or time of sale and the requirements of the landlord 2.6 Identify the evidence needed to undertake a market appraisal 2.7 Summarise advice to landlords regarding insurance 2.8 Summarise factors related to finance, costs and tax in relation to buy-to-let property
D	3. Understand the agent's responsibilities to the landlord and applicants	3.1 Summarise the agent's common law duties to the client landlord 3.2 Apply these duties to scenarios dealing with service and fee details, the need for client accounts, referencing, managing property and dealing with keys and security 3.3 Apply the various codes of practice to defined situations 3.4 Apply criteria to determine whether a personal interest exists or connected persons are involved
C	4. Understand the requirements for energy performance certificates for let property	4.1 Summarise the rules for the provision of EPCs for property to let 4.2 Apply the criteria to determine if a property requires an EPC or not 4.3 Apply the criteria to determine when an EPC should be made available
E	5. Understand the requirements for dealing with offers and referencing applicants and guarantors	5.1 Summarise the negotiation process to encourage an offer 5.2 Identify the information needed to reference an applicant or guarantor 5.3 Distinguish between information that can and cannot be given to landlords 5.4 Interpret the response from credit reference agencies 5.5 Distinguish between information revealed by references and that from credit referencing agencies 5.6 Summarise the responsibilities of guarantors
H	6. Understand the requirements of disability discrimination legislation	6.1 Summarise what is meant by reasonable adjustments 6.2 Identify the obligations of agents 6.3 Identify the obligations of landlords 6.4 Apply the obligations to defined scenarios for agents and landlords
G	7. Understand the common terms in tenancy agreements	7.1 Summarise the basic requirements to validate the lease 7.2 Summarise what clauses are required to protect the landlord's and tenant's interests and comply with common law and legislation 7.3 Interpret lease clauses to give appropriate advice 7.4 Apply the tests under Part 2 Consumer Rights Act 2015 to ensure that additional and non-standard terms are valid 7.5 Interpret the meaning of defined clauses in leases

I	8. Understand the requirements of the housing benefit system and local housing allowance	<p>8.1 Summarise the criteria used to determine the housing benefit or local housing allowance</p> <p>8.2 Apply the criteria to defined scenarios relating to housing benefit or local housing allowance</p> <p>8.3 Determine when housing benefit or local housing allowance can be clawed back and when it cannot</p>
F	9. Understand the process of preparing tenancy agreements and related documents	<p>9.1 Summarise the minimum information to be contained in any contract relating to land or property</p> <p>9.2 Apply the rules regarding property contracts to single and two document systems</p> <p>9.3 Summarise the documents needed in addition to the tenancy agreement</p> <p>9.4 Distinguish between different tenancy agreements and apply the correct agreement in specified circumstances</p> <p>9.5 Clarify the information to be contained in inventories and schedules of condition</p> <p>9.6 Summarise the safety records required before a letting can take place</p>
J	10. Understand the procedures to be followed when handing over a property to a new tenant	<p>10.1 Summarise the information and documentation that should be given to the tenant at the start of the tenancy</p> <p>10.2 Summarise the information and documentation that should be given to the landlord at the start of the tenancy</p> <p>10.3 Summarise the information and documentation that should be made available to others at the start of the tenancy</p> <p>10.4 Implement best practice with regard to information and documentation distributed at the start of the tenancy</p> <p>10.5 Apply best practice when agency instructions are withdrawn and a new agent is appointed</p>

Assessment Guidance

Assessment Guidance

Unit 3 Syllabus Items (elements A-J)		Number of Questions 20
A	Agency terms: introduction only; let and rent processing; let and manage; consents and authorities	3
B	Market appraisal and factors affecting letting value: location, situation, type of property, style of property, age of property, size of property, external and internal condition, occupancy restrictions, availability, amenities, accessibility, insurances, buy to let, comparable transactions	2
C	Energy performance certificate regulations	1
D	Responsibilities of staff to clients, applicants and tenants including codes of practice and ethics, disclosure of personal interests and connected persons	3
E	Dealing with applications: offers, negotiating the offer, processing an application, qualification of offers, references, guarantors, credit checks	2
F	Preparation of tenancy agreement and provision of other associated documentation such as inventories/schedules of condition, safety records	2
G	Terms in tenancy agreements: forfeiture clauses, deposit clauses, repairing and maintenance obligations; non-standard additional clauses	4
H	Disability discrimination: obligations and reasonable adjustments	1
I	Implications of tenants in receipt of local housing allowance relating to claimants	1
J	Hand-over procedures including utilities	1

Unit Number	Unit Title	Unit Reference
4	Residential Property Management Practice (RLPM4)	Y/602/5483

About this unit

This unit deals with how letting agents should conduct themselves when carrying out the management of residential property in order to comply with all relevant statute, common law and principles of best practice. It covers the agent's actions within and outside the office when dealing with landlords, tenants and colleagues and visiting residential properties. It also includes dealing with repair and maintenance and the appointment of contractors related to residential properties and the problems associated with the management of let property together with the appropriate remedial action available. It also deals with any duties an agent may have after the end of a tenancy and dispute resolution procedures.

Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</i>	Assessment Criteria <i>The Candidate must:</i>
A	1. Understand client account procedures and tax implications for overseas based landlords	1.1 Apply common law and best practice procedures to a range of client account issues 1.2 Apply codes of practice and contractual requirements to the processing of rents 1.3 Apply best practice procedures to the chasing of arrears 1.4 Interpret common law and statutory requirements covering the handling of deposits 1.5 Differentiate between situations where tax must be deducted from rents and those where rents can be paid gross to clients
B	2. Understand the issues surrounding the management of repairs and maintenance of let property	2.1 Summarise the duties of the property manager 2.2 Distinguish between the landlord's and the tenant's responsibilities in respect of repair to let property 2.3 Analyse contractual documents and warranties to determine responsibility for undertaking and paying for repairs and maintenance 2.4 Apply best practice when qualifying and instructing contractors 2.5 Summarise best practice relating to periodic inspections of let property
B	3. Understand the need for statutory consents and issues surrounding insurance claims	3.1 Summarise the normal consent required before property is let 3.2 Apply correct criteria to determine if a particular consent is required prior to a let 3.3 Summarise what level of authority is possible in relation to dealing with insurance matters 3.4 Distinguish between what can and cannot be done relating to insurance claims in specified circumstances
C	4. Understand the concept of development under the Town and Country Planning Act 1990 and the regulations relating to the display of 'to let' boards	4.1 Interpret the legislation to determine what is/is not development as defined 4.2 Apply the legislation relating to enforcement to defined circumstances 4.3 Summarise the further restrictions in respect of planning and development relating to conservation areas and listed buildings 4.4 Summarise the legislation in respect of 'to let' boards 4.5 Apply the legislation relating to 'to let' boards to specified circumstances
D	5. Understand matters relating to breaches of tenancy agreements	5.1 Summarise typical breaches by tenants and landlords and the consequences of these breaches 5.2 Apply common law and statutory procedures in order for action to be taken where a tenant is in breach 5.3 Apply common law and statutory procedures in order for action to be taken where a landlord is in breach
E	6. Understand the procedures and issues when tenancy agreements are being extended, renewed or terminated	6.1 Summarise the options available to a landlord when a tenancy agreement is coming to an end 6.2 Apply contractual and statutory procedures to obtain possession on behalf of landlords of assured, assured shorthold tenancies and non-Housing Act 1988 tenancies 6.3 Distinguish between the notice requirements for landlords and those for tenants 6.4 Apply the common law rules relating to the date of service when issuing notices 6.5 Summarise the accelerated possession procedure available to landlords 6.6 Summarise what conduct is likely to be regarded as harassment 6.7 Apply the common law, contractual and legislative procedures relating to initiating and concluding rent reviews
F	7. Understand the role, composition and process Relating to Rent Assessment Committees (RACs)	7.1 Summarise the composition of the typical residential property tribunal 7.2 Distinguish between issues that can and cannot be considered by residential property tribunals 7.3 Apply the rules regarding hearings and appeals to specified circumstances

G	8. Understand requirements relating to inventories and tenants' abandoned goods	8.1 Summarise the reasons why inventories should be provided 8.2 Differentiate between good and poor examples of an inventory 8.3 Summarise the main contents of an inventory 8.4 Apply best practice and legal principles to the check-in and check-out procedures 8.5 Apply legislation and best practice to dealings with tenants' abandoned goods
H	9. Understand the legal provisions covering issues relating to damages at the end of a tenancy	9.1 Summarise the documentation needed to adequately determine damage at the end of a tenancy 9.2 Apply the common law provisions relating to fair, wear and tear to assessments of damage 9.3 Apply common law and statutory rules to the holding of deposits and the distribution of deposits at the end of a tenancy 9.4 Evaluate claims from landlords and tenants in relation to damage issues at the end of a tenancy
I	10. Understand the legislation relating to The Party Wall etc. Act 1996 and environmental matters	10.1 Differentiate between party walls and party structures 10.2 Apply legislative provisions to the service or receipt of notices under the Party Wall Act 1996 10.3 Summarise the provisions of the Environmental Protection Act 1990 relevant to letting agents 10.4 Distinguish between situations covered by the Noise Act 1996 and the Noise and Statutory Nuisance act 1993 10.5 Apply legislative provisions to seek remedies relating to environmental issues
J	11. Understand the legislative and best practice guidelines relating to dispute resolution	11.1 Distinguish between statutory and voluntary dispute resolution procedures 11.2 Summarise the procedures required to satisfy protocols related to formal and informal dispute resolution methods 11.3 Apply contractual, best practice and legislative procedures where complaints are about agents 11.4 Apply contractual, best practice and legislative procedures where complaints are about landlords or tenants 11.5 Summarise the requirements of the redress schemes
Assessment Guidance		

Unit 4 Syllabus Items (elements A-J)		Number of Questions 20
A	Client account procedures: deposits; rent processing/collection; arrears; contractor payments; fees and charges; Finance Act 1995: tax implications relating to overseas landlords	4
B	Repairs and maintenance, periodic inspections, insurance claims, guarantees and warranties, contractor qualification, statutory consents	3
C	Town and Country Planning Act 1990: development, enforcement, conservation area and listed building consents, agents' boards	1
D	Dealing with breaches of tenancy agreements	2
E	Extension, renewal and ending of tenancies to include documentation, timing, follow-up, grounds for possession, harassment and rent review	4
F	Residential property tribunals, rent assessment	1
G	Making and checking of inventories, tenants' abandoned goods	1
H	Dilapidations (damages)	2
I	Environmental Protection Act 1990, Party Wall Act 1996, Noise Act 1996; notices, access, liaison with other relevant third parties	1
J	Dispute resolution procedures: tenancy deposit schemes and redress schemes	1

ASSESSMENT

Propertymark Qualifications currently offers one method of delivery for the assessment of Level 3 Technical Award in Residential Letting and Property Management:

- Onscreen*
- Paper Based (Recognised Centres **ONLY**) - Paper based assessments, 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	January 2011
Pass Mark	70%

Unit 2: Legal Aspects of Letting & Management (RLPM2)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	January 2011
Pass Mark	70%

Unit 3: Residential Property Letting Practice (RLPM3)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	January 2011
Pass Mark	70%

Unit 4: Residential Property Management Practice (RLPM4)	
Assessment Details	Multiple Choice Exam 30 minutes
Number of marks	20
Assessment availability	On Demand
First assessment availability	January 2011
Pass Mark	70%

Individual Learners - Onscreen assessment (external assessment)

Individual candidates are required to complete all examinations at approved test centres. Each centre is fully compliant with 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 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 have 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 a 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 Propertymark Qualifications make provision for Propertymark Qualifications candidates 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.