

Propertymark Qualifications: Level 6 Technical Award in Residential Letting and Property Management (Scotland)

Qualification Specification

ABOUT PROPERTYMARK QUALIFICATIONS

Propertymark Qualifications is the UK's specialist awarding organisation offering industry recognised qualifications in property and property affiliated disciplines. We draw our expertise from an array of experienced property industry practitioners and academics from relevant fields including property, law, surveying and finance.

Propertymark Qualifications is an independent organisation and is recognised by the national qualification regulators in England, Wales and Northern Ireland; namely the Office of the Qualifications and Examinations Regulator (Ofqual), Qualifications Wales and the Council for Curriculum, Assessment and Examinations (CCEA Regulation) respectively. We also offer 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 6 Technical Award in Residential Letting and Property Management (Scotland) qualification is broadly equivalent to a Higher-Level qualification. It is ideal for candidates wishing to progress on from the Level 5 Award in Introduction to Residential Property Management Practice (Scotland). It would suit those who are currently working 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 Scotland (SRLPM1)
- Unit 2: Legal Aspects of Letting & Management Scotland (SRLPM2)
- Unit 3: Residential Property Letting Practice Scotland (SRLPM3)
- Unit 4: Residential Property Management Practice Scotland (SRLPM4)

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 for assistance.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification title	Level 6 Technical Award in Residential Letting and Property Management (Scotland)
SCQF Qualification Number	
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 6 Technical Award in Residential Letting and Property Management (Scotland) 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 Scotland (SRLPM1)		
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 Summarise the duties of employers 1.2 Summarise the duties of employees 1.3 Justify the correct procedures for dealing with health and safety matters for appraisals and viewings 1.4 Select appropriate procedures when securing property 1.5 Develop a safe and secure set of procedures for dealing with keys	
C	2. Understand the general legal concepts relating to the provision of property services	2.1 Distinguish between the different divisions of the law 2.2 Distinguish between common law and fairness 2.3 Identify the remedies available under the law	
D, 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 Clarify the special requirements relating to contracts relating to land and property	
G	4. Understand the basic elements of the law of delict	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 ownership and leases 5.2 Distinguish between leases and other forms of occupancy agreements 5.3 Summarise the distinguishing features of a servitude 5.4 Diagnose situations where a servitude may exist 5.5 Summarise the distinguishing features of a real burden 5.6 Interpret when a real burden will pass with property transactions	
H	6. Understand the basic concepts of discrimination	6.1 Summarise the circumstances when sex or race discrimination may occur 6.2 Select the appropriate remedies where sex or race discrimination has occurred 6.3 Interpret situations where age discrimination has occurred 6.4 Summarise the requirements of disability discrimination legislation 6.5 Apply reasonable adjustments to situations 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 legislation 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 Judge situations that might be deemed suspicious in relation to the legislation 8.2 Summarise the procedures needed to comply with the legislation 8.3 Understand legislative requirements to possible suspicious situations	

D	9. Understand the common-law duties of letting agents and agents' authority	9.1 Summarise the common-law duties the agent owes to their clients 9.2 Distinguish those duties that equally apply to applicants 9.3 Differentiate between express authority, ratification and personal bar 9.4 Select the appropriate situations when agent of necessity would apply
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Assessment Guidance

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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 and 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	Law of agency as it relates to the provision of letting and management services, agent of necessity	
E	Basic land law: ownership, leasehold, servitudes and real burdens	2
F	Basic contract law: offer, acceptance and gratuitous contracts	3
G	Delict: negligence, occupiers' liability and vicarious liability	2
H	Discrimination: 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 Lettings and Management Scotland (SRLPM2)	
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, B, C	1. Understand the difference between a lease and other forms of occupancy agreements	1.1 Summarise the essential features of a lease 1.2 Differentiate a lease from other forms of occupancy agreements 1.3 Summarise how leases are constituted 1.4 Explain the difference between expressed and implied terms
D	2. Understand the essential elements of the Housing (Scotland) Act 1988	2.1 Summarise the essential features of assured tenancies 2.2 Summarise the essential features of short assured tenancies 2.3 Apply relevant criteria to determine when assured and short assured tenancies can be used
E	3. Understand the essential elements of Non-Housing (Scotland) Act 1988 tenancies	3.1 Summarise the essential features of Non-Housing (Scotland) Act 1988 tenancies 3.2 Differentiate 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 and resident landlord lets
D, F, G	4. Understand the requirements for regaining possession of let property and the protection afforded available	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 (Scotland) Act 1988 tenancies 4.4 Apply the rules for regaining possession of Housing (Scotland) Act 1988 tenancies to assured and short assured tenancies 4.5 Summarise the rules for regaining possession of Non-housing (Scotland) Act 1988 tenancies 4.6 Apply the rules for regaining possession of Non-Housing (Scotland) Act 1988 tenancies 4.7 Summarise the main protection given to tenants 4.8 Implement the protection provisions to a range of circumstances
H	5. Understand the requirement to give the landlord's name and address	5.1 Summarise the requirements of s327(1) Housing (Scotland) Act 1987 5.2 Summarise the requirements of s328(1) Housing (Scotland) Act 1987 5.3 Apply the requirements of s327(1) and s328(1) to a range of circumstances
	6. Understand the fitness standards for dwellings, the responsibility for repair and the workings of the relevant legislation	6.1 Summarise the requirements for a house to be deemed fit for human habitation 6.2 Apply the legislation to determine a landlord's repairing responsibilities 6.3 Apply legislation and common law to determine remedies available to landlords and tenants for disrepair 6.4 Summarise the main criteria of s13 & s14 of the Housing (Scotland) Act 2006 6.5 Apply the fitness criteria to defined scenarios
I	7. Understand the key requirements of the Unfair terms in Consumer Contract regulations	7.1 Differentiate between core terms, terms covering legislation and individually negotiated terms 7.2 Apply the rules to determine what is and what is not an unfair term
J	8. Understand the legislative and common law requirements and professional body guidance relating to the safety standards 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

K	9. Understand the legislation relating to Houses in Multiple Occupation (HMOs)	<p>9.1 Summarise the legislative test for determining an HMO</p> <p>9.2 Apply the tests to determine if a property is an HMO</p> <p>9.3 Summarise the basic standards HMOs must achieve under the Housing (Scotland) Act 2006</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, N	10. Understand the requirements of consumer protection legislation relevant to residential lettings	<p>10.1 Summarise the legislative requirements of the Consumer Protection from Unfair Trading Regulations 2008</p> <p>10.2 Apply the requirements of the Consumer Protection from Unfair Trading Regulations 2008 to defined scenarios</p> <p>10.3 Summarise the legislative requirements of the Business Protection from Misleading Advertising Regulations 2008</p> <p>10.4 Apply the requirements of the Business Protection from Misleading Advertising Regulations 2008 to defined scenarios</p> <p>10.5 Summarise the constraints on agencies when dealing with applicants under the Accommodation Agencies Act 1953</p> <p>10.6 Apply the legislation in the Accommodation Agencies Act 1953 to defined scenarios</p> <p>10.7 Apply the requirements to give a cooling-off period to a range of situations where landlord instructions are taken</p>
O	11. Understand the key requirements relating to Land and Building Transaction Tax (LBTT)	11.1 Summarise the main requirements relating to LBTT
P	12. Understand the main criteria relating to the regulation of insurance based activities	<p>12.1 Summarise which insurance activities are regulated</p> <p>12.2 Distinguish between insurance activities that are regulated from those that are not</p> <p>12.3 Apply the insurance related regulations to range of defined scenarios</p>
Assessment Guidance		

Unit 2 Syllabus Items (elements A-P)		Number of Questions 20
A	Leases and other forms of occupancy agreements	3
B	Oral and written contracts, Requirements of Writing (Scotland) Act 1995; Legal Writings (Counterparts & Delivery) (Scotland) Act 2015	
C	Implied terms e.g. quiet enjoyment	
D	Housing (Scotland) Act 1988: assured and short assured tenancies	4
E	Tenancies not covered by Housing (Scotland) Act 1988	
F	Grounds for possession	3
G	Protection from harassment and eviction	
H	Other related legislation: Housing (Scotland) Act 1987: s327 and s328. Housing (Scotland) Act 2006 repairing standard, Repairing Standards Enforcement Order	2
I	Unfair Terms in Consumer Contracts Regulations 1999, Part 2 Consumer Rights Act 2015	1
J	Safety in properties: fire, carbon monoxide detectors, gas, electrical, furniture, furnishing; legionella, deleterious materials	2
K	Antisocial Behaviour etc. (Scotland) Act 2004, Housing (Scotland) Act 2006: houses in multiple occupation (HMOs): basic standards, licensing, landlord registration; Private Rented Housing (Scotland) Act 2011	1
L	Housing Scotland Act 2006: Letting Code	0
M	Consumer Protection from Unfair Trading Regulations 2008 and Business Protection from Misleading Marketing regulations 2008	1
N	Accommodation Agencies Act 1953, Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013	1
O	Land and Building Transaction Tax	1
P	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	1

Unit Number	Unit Title		Unit Reference
3	Residential Property Letting Practice Scotland (SRLPM3)		
About this unit			
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.			
Syllabus Letter	Learning Outcome <i>The Candidate should be able to:</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, Personal bar and agent of necessity 1.3 Identify 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 Clarify 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 Clarify 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 when dealing with landlords and applicants 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 Clarify the information needed to reference an applicant or guarantor 5.3 Distinguish between information that can and cannot be given to landlords 5.4 Clarify the response from credit reference agencies 5.5 Distinguish between information revealed by references and that from credit referencing agencies 5.6 Clarify the responsibilities of guarantors	
H	6. Understand the legislative situation concerning discrimination against tenants	6.1 Identify the obligations that fall on agents 6.2 Identify the obligations that fall on landlords 6.3 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 legislative tests 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	8.1 Summarise the criteria used to determine the housing benefit or local housing allowance 8.2 Apply the criteria to defined scenarios relating to housing benefit or local housing allowance 8.3 Determine when housing benefit or local housing allowance can be clawed back and when it cannot
F	9. Understand the process of preparing tenancy agreements and related documents	9.1 Summarise the minimum information to be contained in any contract relating to land or property 9.2 Apply the rules regarding property contracts to single and two document systems 9.3 Summarise the documents needed in addition to the tenancy agreement 9.4 Distinguish between different tenancy agreements and apply the correct agreement in specified circumstances 9.5 Clarify the information to be contained in inventories and schedules of condition 9.6 Summarise the safety and energy performance records required before a letting can take place
J	10. Understand the procedures to be followed when handing over a property to a new tenant	10.1 Summarise the information and documentation that should be given to the tenant at the start of the tenancy 10.2 Summarise the information and documentation that should be given to the landlord at the start of the tenancy 10.3 Summarise the information and documentation that should be made available to others at the start of the tenancy 10.4 Implement best practice with regard to information and documentation distributed at the start of the tenancy 10.5 Apply best practice when agency instructions are withdrawn and a new agent is appointed 10.6 Summarise the legislative requirements for the processing of tenancy deposits 10.7 Apply the tenancy deposit scheme legislation to defined scenarios
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 and 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 including irritancy 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, The Tenant Information Packs (Assured Tenancies) (Scotland) amendment Order 2013; Tenancy Deposits	1

Unit Number	Unit Title	Unit Reference
4	Residential Property Management Practice Scotland (SRLPM4)	
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 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 Identify best practice relating to periodic inspections of let property
	3. Understand the need for statutory consents and issues surrounding insurance claims	3.1 Identify the normal statutory consent that may be required before property is repaired or maintained 3.2 Apply correct criteria to determine if a particular consent is required prior to work being done 3.3 Identify 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 (Scotland) Act 1997 and the regulations relating to the display of 'to let' boards under Town and Country Planning (control of advertisements) (Scotland) Regulations 1984 (as amended)	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 Identify the further restrictions in respect of planning and development relating to conservation areas and listed buildings 4.4 Identify the legislation in respect of 'to let' boards 4.5 Apply the legislation relating to 'to let' boards to specified circumstances
D	5. Understand the matters relating to breaches of tenancy agreements	5.1 Identify 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 Identify the options available to a landlord when a tenancy agreement is coming to an end 6.2 Apply common law, contractual and statutory procedures to obtain possession on behalf of landlords of assured, short assured tenancies and non-Housing (Scotland) 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 Distinguish between issues that can and cannot be considered by a RAC 7.2 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 procedure 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 noise and environmental matters	10.1 Identify the issues for a letting agent contained in Antisocial Behaviour etc. (Scotland) Act 2004 on environmental matters 10.2 Identify the powers of enforcement in the Environmental Protection Act 1990 and any other related legislation as they apply to Scotland 10.3 Apply legislative provisions to seek remedies relating to environmental issues as they apply to a letting agent in their work
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 property 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, Finance Act 2011: tax implications relating to overseas landlords	4
B	Repairs and maintenance, electrical installation condition report (EICR); periodic inspections, insurance claims, guarantees and warranties, contractor qualification, statutory consents	3
C	Town and Country Planning (Scotland) Act 1997: development, enforcement, conservation area and listed building consents, agents' board	2
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, rent review	3
F	Private Rented Housing Committees	1
G	Making and checking of inventories, tenants' abandoned goods	1
H	Dilapidations (damages)	2
I	Antisocial Behaviour etc. (Scotland) Act 2004, Housing (Scotland) Act 2006, Private Rented Housing (Scotland) Act 2011	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 (Scotland):

- Onscreen*
- Paper Based (Recognised 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 and Security in relation to Residential Letting and Property Management Scotland (SRLPM1)	
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 and Management Scotland SRLPM2)	
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 Scotland (SRLPM3)	
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 Scotland (SRLPM4)	
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.