

Sample Examination Questions

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

- **Unit 1: General Law, Health, Safety and 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)**

Note: In your examinations each unit will be assessed separately.

**ALL QUESTIONS REMAIN THE PROPERTY OF PROPERTYMARK QUALIFICATIONS AND MUST
NOT BE REPRODUCED IN ANY FORM**

Question 1

A secret profit is?

- A The fee agreed with the client in the terms of business
- B The commission or bonus the negotiator is paid for arranging a sale that proceeds to exchange of contracts
- C A fee or other money an estate agent receives linked to the transaction that the client is not aware of
- D The reduction in fee an agent would agree for a Sole Agency compared with a Multiple Agency

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Question 2

Estate Agency law requires a "conflict of interest" to be notified to

- A Your office manager
- B Only sellers that could be affected
- C Only potential purchases after they have made an offer
- D Both seller and applicants

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Question 3

Which of the following EPC ratings is least energy efficient?

- A A
- B C
- C E
- D G

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Question 4

A property has been on the market with one agent for two months without any viewings. The seller now plans to instruct another agent with the first agent's approval

- A The agency will change from a Sole Agency to a Multiple Agency
- B The agency will change from a Multiple Agency to a Sole Agency
- C The seller must take the property off the market before instructing another agent and it would then become a Joint Sole Agency
- D Two Sole Agency agreements would be created

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Question 5

Which of the following operations would require planning approval?

- A The carrying out of Permitted Development
- B The modernisation and internal rearrangement of an estate agent's office
- C The change of use of a house into a shop
- D The re-wiring of residential premises

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Question 6

In addition to "For Sale" planning legislation allows an agent's board to say

- A Sold
- B Sale Agreed
- C Under Offer
- D For Auction

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Question 7

Which of the following is regarded as "Clients Money"

- A The fee an estate agent charges the client as set out in their terms of business
- B The amount an estate agent pays for advertising their clients' properties
- C The holding deposit
- D The bonus paid to a negotiator for arranging a signed Sole Agency agreement

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Question 8

The legal requirement for all estate agents to belong to a government approved redress scheme

- A Ensures sellers benefit from competitive fee levels
- B Enables customers to seek compensation if they have a complaint
- C Ensures staff are knowledgeable and competent
- D Encourages staff dealing with the public to adhere to a reasonable dress code

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Question 9

Which of the following would you be LEAST likely to include in a property?

- A The main selling features
- B The Energy Performance Rating
- C The main detracting features
- D A photograph of the garage

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Question 10

You have received multiple offers on a property you are selling. How would you MOST LIKELY advise the seller?

- A Accept the highest offer received
- B Accept the first offer received
- C Ask for best and final offers
- D Ask the seller to choose the buyer

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Question 11

Who can authorise the release of keys on completion?

- A The buyer
- B The seller's solicitor
- C The buyer's solicitor
- D The buyer's mortgage provider

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Question 12

A local authority search will reveal specific information regarding the property being sold. Which of the following might such a search reveal?

- A If the property is at risk of flooding
- B If the property is in a coal or other mining area
- C If the property is listed or in a conservation area
- D If the property is likely to be affected by radon

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Question 13

You are dealing with a customer on the phone when another customer enters the office, what should you do?

- A Ask them to come back in 20 minutes
- B Acknowledge them as soon as you can
- C Try to multi task and deal with the customer at the same time
- D Ignore the customer and hope someone else can help them

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Question 14

Your office should be tidy, clean and well-kept because?

- A Desk space can be kept to a minimum
- B It creates a good impression with customers
- C It demonstrates compliance with health and safety requirements
- D Staff will be able to find files readily

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Question 15

Customers are most likely to start their property search where?

- A Local newspaper
- B Online
- C Registering their name with a local agent
- D Coming into your office for regular listings

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Question 16

How can you establish what sort of property an applicant requires swiftly and competently?

- A Request they fill in a two page questionnaire
- B Take them to see at least four properties
- C Give them a list of available properties to look through quietly whilst you get on with your work
- D Ask open questions

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Question 17

The Data Protection Act 1998 is intended to cover which one of the following situations?

- A Information about clients held in electronic form only
- B Confidential information held in manual form only
- C Personal information held in electronic or manual form
- D All information held in electronic form only

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Question 18

For a contract to be legally binding, it **MUST** have?

- A Vitiating Factors
- B Exclusion clauses
- C Consideration
- D Witnesses

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Question 19

Which of the following is not essential criteria to be satisfied before entering into an enforceable contract?

- A Parties being eligible to enter into the contract
- B Purpose of the contract must be lawful
- C Agreement to take any disputes to arbitration
- D Mutual intention that the contract will be legally binding

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Question 20

You feel that your employer is guilty of disability discrimination against you. Where would you take your grievance?

- A Lands Tribunal
- B High Court
- C Employment Tribunal
- D County Court

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