

propertymark QUALIFICATIONS

LEVEL 4 CERTIFICATE IN RESIDENTIAL
LETTING AND PROPERTY MANAGEMENT
(ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

LIVE FROM OCTOBER 2020

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 qualifications which are 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.

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QUALIFICATION PURPOSE

The Level 4 Certificate in Residential Letting and Property Management is an advanced qualification, ideal for candidates wanting to gain further recognition of knowledge attained within the sector. This qualification would suit those who are currently, or aspiring to work, as a Director, Senior Lettings Manager or Branch/Area Manager or Team Leader.

ENTRY REQUIREMENTS

We strongly recommend candidates undertake our Level 3 Award, as we cannot guarantee that candidates will have the necessary background knowledge from another Awarding Organisation. However, if candidates wish to commence at Level 4 then we will allow this, but it will be at the candidate's discretion and an email disclaimer will be required.

STRUCTURE

- Unit 1: Legal Aspects Relating to Residential Letting and Management (LARLM)
- Unit 2: Practice Relating to Residential Property Management (PRPM)
- Unit 3: Appraisal and Residential Property Letting Practice (ARPLP)
- Unit 4: Applied Law Relating to Residential Letting and Management (ALRLM)
- Unit 5: Business Practice (IOM)
- Unit 6: Business Management (AOM)

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.

QUALIFICATION RECOGNITION

This qualification can fulfil part of the criteria to join various professional bodies and meet requirements of industry licensing schemes.

Individuals that currently, or plan to undertake letting or management work on properties in Wales, must be registered with Rent Smart Wales. Part of the requirements includes undertaking necessary training and qualifications. This qualification is recognised by Rent Smart Wales for this purpose.

This qualification is recognised by ARLA PropertyMark for Fellow Grade membership purposes. For any queries on ARLA PropertyMark's membership then please contact them directly.

QUALIFICATION SUMMARY AND KEY INFORMATION

Approved age ranges	16 – 18 19 +
Assessment	Onscreen assessment Paper based assessment under special circumstances and arrangements
Total Qualification Time	260 hours
Grading information	Fail, Pass or Distinction
Entry requirements	n/a

ASSESSMENT GUIDANCE UPDATES

Assessment guidance has been refreshed and updated as of October 2020, to provide further direction supporting your studies towards the required learning outcomes and assessment criteria. Please note that you will not be assessed on temporary legislation due to COVID-19:

Unit	Learning outcome	Update	Version
1 (LARLM)	5	Equality Act 2018 - Added	v1.5 Oct 2020
2 (PRPM)	1	Business Protection from Misleading Marketing Regulations 2008. Consumer Protection from Unfair Trading Regulations 2008. - Added	v1.5 Oct 2020
3 (ARPLP)	1	Part 2 of the Consumer Rights Act 2015. Business Protection from Misleading Marketing Regulations 2008. - Added	v1.5 Oct 2020
4 (ALRLM)	4	Fees: restrictions - Added	v1.5 Oct 2020
4 (ALRLM)	6	Environmental Protection Act 1990. Noise and Statutory Nuisance Act 1993. Noise Act 1996. - Added	v1.5 Oct 2020

QUALIFICATION UNITS

The unit titles and unit codes will appear at examination booking stage and on certification.

Candidates wishing to complete the Level 4 Certificate in Residential Letting and Property Management are required to pass the six units listed below. Once all six units have been passed, Propertymark Qualifications will provide certification for the full qualification. Units can be completed in any order.

Unit Code	Unit Title	Unit Reference
LARLM	Legal Aspects Relating to Residential Letting and Management	K/505/8221
In studying this unit, the student will learn about the general legal concepts surrounding the letting and management of residential property and this will be contextualized to cover some of the specific issues that might arise.		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand the general legal concepts relating to the letting and management of residential property	1.1 Describe methods of contract formation and termination 1.2 Explain an agent's obligations under common law 1.3 Identify how misrepresentation and other vitiating factors can affect the validity of contracts 1.4 Outline concepts of negligence, occupiers' liability and nuisance 1.5 Summarise the concept of vicarious liability 1.6 Recognise situations where discrimination legislation would apply	
2. Understand the relevant property and agency law	2.1 Distinguish between the various methods of holding land 2.2 Demonstrate the difference between a lease and other rights to occupy 2.3 Apply the legal principles relating to rights over land belonging to others 2.4 Analyse the various ways that an agency relationship may arise or be terminated 2.5 Explain the duties and liabilities of an agent and principal	Freehold; leasehold; commonhold, licences. Lease/licence distinction. Easements, freehold covenants. The role of HM Land Registry. Function of the Register. Agency: express, implied, ratification, estoppel, agent of necessity.
3. Understand how tenancies are created and the rules relating to tenancy deposits	3.1 Demonstrate how tenancies can be created in a variety of practical situations 3.2 Recognise how legislation can affect the landlord and tenant relationship 3.3 Recognise when a contract term could be unfair 3.4 Explain how tenancy deposits should be protected 3.5 Describe the various methods of holding a deposit	Tenancies: under statute, under contract. Sections 52 and 54 of the Law of Property Act 1925. Section 2 of the Law of Property (Miscellaneous Provisions) Act 1989. Part 2 of the Consumer Rights Act 2015. Part 6 of the Housing Act 2004 Part 6: tenancy deposit schemes. Clients' account and client money protection. Holding a deposit: agent for landlord or stakeholder.
4. Understand aspects of the management of residential tenancies	4.1 Demonstrate the use of possession procedures under common law and statute 4.2 Explain the consents required for the letting of residential property 4.3 Explain the procedures for the service of notices and applications 4.4 Explain the legislative provisions covering notices for variation of tenancy terms and rent 4.5 Analyse situations where welfare benefit can impact on the management of tenancies	Effluxion of time. Notice to Quit. Housing Act 1988: Section 8 and grounds for possession, Section 21 (Form 6A). Rent Act 1977: cases for possession. Protection from Eviction Act 1977. Sections 13 and 22 of the Housing Act 1988. Universal Credit, Local Housing Allowance. Welfare Reform Act 2012.

5. Understand matters relating to tenants including those with disabilities	5.1 Explain the impact of safety legislation on the letting of residential property 5.2 Recognise the impact of disability on a letting situation and the reasonable adjustments a landlord should make	Safety: gas, electricity, fire, carbon monoxide, furniture and furnishings, legionella, deleterious materials (asbestos). Equality Act 2010: reasonable adjustments.
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Unit Code	Unit Title	Unit Reference
PRPM	Practice Relating to Residential Property Management	M/505/8222
<p>This unit will build upon topics previously covered in legal units focusing on practical actions that a managing agent is required to take. Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</p>		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand the obligations of an agent managing residential property	1.1 Explain matters for consideration on commencement of a tenancy 1.2 Describe the process of conducting property visits 1.3 Identify the relevance of warranties on appliances 1.4 Explain the various methods of communication between landlord, tenant and agent 1.5 Apply the requirements of consumer protection and business protection legislation to defined scenarios 1.6 Describe a complaint handling process 1.7 Categorise the different regulatory bodies and redress schemes	Business Protection from Misleading Marketing Regulations 2008. Consumer Protection from Unfair Trading Regulations 2008. Enterprise and Regulatory Reform Act 2013. Wales: Housing (Wales) Act 2014. The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
2. Understand the matters surrounding the maintenance and repair of clients' properties	2.1 Recognise different property defects 2.2 Identify and explain relevant repair processes 2.3 Explain the responsibilities of the parties and cost considerations 2.4 Explain the process for selecting, employing and working with contractors	Foundations: settlement, subsidence, heave. Walls: cracking, bulging, leaning. Roofs: coverings, flashings. Damp: rising, penetrating, condensation. Timber defects: insect attack, dampness (wet rot and dry rot). Services: gas, electric, water, drainage.
3. Understand insurance and accounting requirements in relation to the lettings industry	3.1 Describe the types of insurance relevant to let property 3.2 Outline the role of the Financial Conduct Authority 3.3 Explain the process for dealing with insurance claims 3.4 Explain the procedures for accounting for other people's money 3.5 Clarify requirements for the provision of interest on deposits and making charges on overdue payments	Landlord insurance: building, contents, legal protection, loss of rent, public liability, landlord emergency. Tenant: contents, damage to landlord's fixtures and fittings. Agent: employer's liability, professional indemnity, buildings and contents, public liability, fidelity, motor insurance. Clients' account and client money protection. Wales: Housing (Wales) Act 2014.
4. Understand the practical processes involved with the ending of a tenancy	4.1 Identify factors which may constitute breach 4.2 Explain the processes for dealing with breach 4.3 Compare and contrast damage and fair wear and tear 4.4 Describe the remedies for breach 4.5 Explain the procedures to be adopted at the end of a tenancy 4.6 Explain the legal obligations in relation to the return of a tenancy deposit 4.7 Evaluate the options in relation to the extension or ending of a tenancy	
5. Understand the principles of dealing with Houses in Multiple Occupation (HMO)	5.1 Explain the practical considerations regarding Houses in Multiple Occupation (HMO) 5.2 Describe the responsibilities of agents and landlords in Houses in Multiple Occupation (HMO)	Housing Act 2004. Housing and Planning Act 2016.

Unit Code	Unit Title	Unit Reference
ARPLP	Appraisal and Residential Property Letting Practice	J/505/8226
This unit provides a practical emphasis on matters which relate to the appraisal of residential property available to let. It covers those considerations of which residential letting agents need to be aware of when advising a potential client and acting on behalf of existing clients. Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand the process for attracting landlord's instructions and for issuing Terms of Business	1.1 Describe how to deal with a landlord's initial enquiries 1.2 Set out what needs to be included in an agency's Terms of Business 1.3 Detail those services which can be offered to a landlord client 1.4 Outline the information which needs to be obtained in respect of properties and landlords 1.5 Identify ways in which legislation can impact on attracting new clients	Landlord: verify identity, ownership and consents. Part 2 of the Consumer Rights Act 2015. Business Protection from Misleading Marketing Regulations 2008. Wales: Housing (Wales) Act 2014. The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
2. Understand the issues relating to overseas landlords	2.1 Explain the HMRC rules relating to overseas landlords 2.2 Interpret how a range of issues could affect an overseas landlord	
3. Understand the preparation required for market appraisals and consequent advice to potential landlords	3.1 Recognise those factors which impact on the level of rent for a landlord in undertaking market appraisals 3.2 Describe the issues including consents and instructions and use which affect the advice to be given to landlords in respect of their properties 3.3 Outline fundamental marketing principles applicable to a letting agency and its properties available to let	
4. Understand how to form the appropriate tenancy for a landlord and tenant	4.1 Explain the different types of tenancy and when these should be adopted 4.2 Set out how to prepare tenancy agreements 4.3 Identify the various clauses in a tenancy agreement and when these are applicable	Tenancies: statutory, contractual.
5. Understand the preparation of inventories and schedules of condition and other related documentation	5.1 Recognise how to prepare inventories and schedules of condition 5.2 Identify the necessary tenancy documents and who should receive them 5.3 Set out the process for handing over the property to a tenant	
6. Understand the principles of supply and demand and their use in determining value	6.1 Explain how supply and demand impact upon rental and capital values 6.2 Use supply and demand theory to determine price 6.3 Describe what is meant by the comparative method of valuation 6.4 Use the comparative method of valuation to arrive at a market rent and market yield 6.5 Describe what is meant by the investment method of valuation 6.6 Use the investment method of valuation to calculate the market value of investment property	
7. Understand the process for dealing with initial applicants through to the creation of a tenancy	7.1 Outline how to prepare property details 7.2 Explain how to prepare for conducting meetings at available properties 7.3 Demonstrate procedures for vetting applicants 7.4 Clarify how offers should be recorded and dealt with 7.5 Describe the implications of letting to welfare claimants 7.6 Explain how to deal with deposits and guarantors 7.7 Identify how to deal with energy performance certificate (EPC) requirements	Immigration Act 2014. Immigration Act 2016. Welfare Reform Act 2012. Housing Act 2004.
8. Understand the legal principles relating to tenancy deposits	8.1 Explain the principles relating to taking deposits 8.2 Recognise the common law principles on holding deposits 8.3 Set out the options for a landlord when protecting a tenancy deposit.	Tenancy deposit schemes.

Unit Code	Unit Title	Unit Reference
ALRLM	Applied Law Relating to Residential Letting and Management	L/505/8227
<p>This unit reflects upon areas of common law and legislation which have been introduced in earlier modules and considers these in more detail and in a more contextual and applied manner. Candidates must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</p>		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand the current legal framework for residential lettings	1.1 Explain the distinction between a lease and other rights to occupy 1.2 Summarise the principal statutory and common law provisions relating to residential lettings 1.3 Describe the different types of residential tenancy	Lease/licence distinction. Rent Act 1977 tenancies. Housing Act 1988 tenancies. Contractual tenancies. Succession rights. Wales: The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
2. Understand the issues relating to the controlling rent levels, security of tenure, rent increases and relevant regulatory bodies	2.1 Clarify how rent is determined 2.2 Explain the provisions for rent increases 2.3 Explain the role of a rent officer 2.4 Summarise the principles of rent control and security of tenure	Increases: rent review clause, statutory control of rent Sections 6 and 13 of the Housing Act 1988 and fair rents. Wales: The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
3. Understand the legal principles relating to the creation of leases	3.1 Recognise different letting arrangements 3.2 Describe the different ways in which obligations can be imposed on landlords and tenants 3.3 Summarise the legal principles applicable to the creation of leases 3.4 Apply consumer protection legislation to determine what is and what is not an unfair term	Rent Act 1977. Housing Act 1988. Specific types of tenancies: agricultural, live/work. Sections 52 and 54 of the Law of Property Act 1925. Section 2 of the Law of Property (Miscellaneous Provisions) Act 1989. Part 2 of the Consumer Rights Act 2015. Wales: The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
4. Understand legislative provisions relating to recovery of possession and controls on the activities of landlords and agents	4.1 Set out the common law provisions on terminating a tenancy 4.2 Explain the provisions set out in legislation relating to security of tenure 4.3 Summarise the rules relating to forfeiture 4.4 Advise landlords in respect of possession procedures	Effluxion of time. Notice to Quit. Protection from Eviction Act 1977. Rent Act 1977. Housing Act 1988. Rogue landlords and agents. Forfeiture: Section 146 of the Law of Property Act 1925. Fees: restrictions; display. Wales: The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.
5. Understand the various ways in which disputes can be resolved	5.1 Identify how complaints can arise and may escalate into disputes 5.2 Summarise the available Alternative Dispute Resolution (ADR) methods 5.3 Explain the roles of tribunals and courts 5.4 Explain the role of an expert witness 5.5 Describe the available redress schemes and their operation	Wales: The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015.

<p>6. Understand legislative provisions that affect the letting of residential property</p>	<p>6.1 Explain what is meant by harassment and eviction 6.2 Outline the impact that other legislation has on the lettings process</p>	<p>Protection from Eviction Act 1977. Protection from Harassment Act 1997. Sections 101 and 196 of the Law of Property Act 1925. Sections 1-8, 11 and 17 of the Landlord and Tenant Act 1985; Sections 47 and 48 of the Landlord and Tenant Act 1987. Environmental Protection Act 1990. Noise and Statutory Nuisance Act 1993. Noise Act 1996. Homes (Fitness for Human Habitation) Act 2018. Wales: The Regulation of Private rented Housing (Training Requirements) (Wales) Regulations 2015.</p>
<p>7. Understand the legal principles which apply to a House in Multiple Occupation (HMO)</p>	<p>7.1 Define when a property is classed as an HMO 7.2 Explain how an HMO might arise without an agent's knowledge 7.3 Summarise general management issues relating to an HMO</p>	<p>Housing Act 2004.</p>

Unit Code	Unit Title	Unit Reference
IOM	Business Practice	H/505/8007
This unit introduces the concepts of business practice, including methods and processes followed by a business to manage information, company and personal performance and promote the business.		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand office administration and record keeping systems and the uses of formal business reports	1.1 Describe the main principles of record management 1.2 Explain key concepts in organisational record keeping 1.3 Explain the use and importance of key performance indicators (KPI's) in administration and reporting 1.4 Describe the key features and contents of formal business reports 1.5 Differentiate between crisis and risk management	
2. Explain how to manage their own performance and that of others	2.1 Describe the components of a standard appraisal process 2.2 Describe how to assess staff skills against organisational objectives 2.3 Explain how feedback can be used to provide appropriate suggestions for improvement 2.4 Identify the resources required to support personal development plans 2.5 Identify the importance of continual professional development in achieving organisational objectives	Appraisal process: clarity of communication, feedback, objective setting and KPI's; dealing with changing and unsatisfactory performance.
3. Understand the importance of effective time management, and how such systems can alleviate personal stress	3.1 Describe ways to manage stress 3.2 Analyse the benefits of time management 3.3 Summarise the main time management techniques 3.4 Explain the purpose and key features of a typical office diary system	
4. Understand the impact of the office environment and individual behaviours on company image	4.1 Describe how staff professionalism can impact on an organisation's reputation 4.2 Outline how routine and non-routine office maintenance can impact on the customers' attitudes to the company	

Unit Code	Unit Title	Unit Reference
AOM	Business Management	F/505/9004
This unit introduces the concepts of business management, including the policies and practices associated with the organisation and co-ordination of activities within a business.		
Learning Outcome <i>The candidate should be able to:</i>	Assessment Criteria <i>The candidate must:</i>	Assessment Guidance <i>The candidate should be familiar with:</i>
1. Understand the principles of strategic human resource management	1.1 Explain the importance of people as a resource 1.2 Describe the importance of human resource planning 1.3 Outline the statutory requirements relating to human resource management 1.4 Explain methods used to monitor and improve attendance 1.5 Explain the differences between termination of a contract and dismissal 1.6 Examine the different approaches to dealing with types causes and resolution of conflict at work	Current equality legislation and employment protection legislation. Sickness and unauthorised absence. Grievance and disciplinary procedures.
2. Demonstrate an understanding of Information Technology (IT) policies and practices	2.1 Identify the key components of an IT user and social media policy 2.2 Describe the purpose and key issues of an IT risk assessment 2.3 Describe a range of ways of keeping personal data secure 2.4 Explain a range of methods of managing software, firmware and hardware	
3. Understand the importance of the health, safety and security of employees	3.1 Analyse the effectiveness of a range of methods used to keep premises secure 3.2 Explain how to deal with potentially harmful situations 3.3 Identify and minimise threats to personal security and safety	Anger, abuse, threats and violence both in and outside the workplace with employers, employees, clients, customers and contractors.
4. Understand budgetary principles and financial management	4.1 Explain the key features of the budgeting process within the organisation 4.2 Identify the main types of accounts and their benefits 4.3 Outline the key provisions of the statutory framework for financial accounting 4.4 Describe the main financial accounts ratios	Type of accounts: profit and loss, balance sheet, cash flow forecast.
5. Understand the definition and functions of leadership and management	5.1 Explain the role of management in an organisation 5.2 Differentiate between the role of a manager and that of a leader 5.3 Summarise the four core functions of management 5.4 Analyse the features of successful team leadership 5.5 Explain the main roles required within a successful team 5.6 Assess the types of motivation in successful team leadership 5.7 Describe the barriers to delegation	

ASSESSMENT

Propertymark Qualifications offers two methods of assessment:

- Onscreen assessment at a Pearson Vue test centre
- Paper based assessment under special circumstances and arrangements at approved Propertymark Qualifications centres. Centres should refer to the Centre Guidance document for further details.

Candidates are required to type their responses and must therefore ensure they are comfortable with typing before booking examinations.

Level 4 examinations are scheduled at set times of the year. Please refer to the Examination Schedules on the Propertymark Qualifications website.

Legal Aspects Relating to Residential Letting and Management (LARLM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Practice Relating to Residential Property Management (PRPM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Appraisals Relating to Residential Property Letting Practice (ARPLP)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Applied Law Relating to Residential Letting and Management (ALRLM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Business Practice (IOM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Business Management (AOM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Individual Learners - Onscreen assessment (external assessment)

Individual candidates are required to complete all examinations at approved test centres. Examinations 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). Each centre is fully compliant with Propertymark Qualifications' policies and procedures.

REGISTRATION AND CERTIFICATION

Individual Candidates

Candidates are required to enrol and register for the qualification by completing the online enrolment form on the Propertymark Qualifications website. There is a registration fee to pay before the qualification registration becomes live in order to book examinations.

Candidates will receive a results letter for each examination, no later than seven weeks after the examination window closes.

Candidates who achieve all six 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, no later than seven weeks after the examination window closes
- a certificate for the full qualification within 20 working days of receiving the qualification pass letter.

Recognised Centres

Separate arrangements exist for candidate registration and certification at Recognised Centres. Centre Administrators should refer to the Centre Guidance document for guidance on these procedures.

GRADING

Each unit is graded as Pass or Fail. To obtain an overall grade of Distinction, candidates must achieve an average score of 70% across all examinations.

REPLACEMENT CERTIFICATES

If a certificate has been misplaced, lost or stolen and a replacement is required, candidates will need to complete a Replacement Certificate Request form which can be found on the Propertymark Qualifications website.

ENQUIRIES AND APPEALS POLICY

Propertymark Qualifications make provision for candidates to make an enquiry into or appeal against an assessment decision. For further information, please visit the Propertymark Qualifications website.

EXEMPTION POLICY

Qualifications and units awarded by Propertymark Qualifications and other awarding bodies, where relevant, may be used to gain exemptions from units of qualifications offered by Propertymark Qualifications under certain circumstances. For further information, please visit the Propertymark Qualifications website.

LEARNING MATERIALS

Learning materials are available from third party suppliers. For further information, please visit the Propertymark Qualifications website.