

propertymark QUALIFICATIONS

LEVEL 2 AWARD IN
INTRODUCTION TO RESIDENTIAL PROPERTY
MANAGEMENT PRACTICE
(ENGLAND AND WALES)

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 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.

All information on this document is correct at the time of publication.

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QUALIFICATION PURPOSE

The Level 2 Award in Introduction to Residential Property Management Practice is an introductory qualification ideal for candidates wanting to gain basic knowledge in the key areas related to residential lettings. This qualification would suit those who are currently working, or aspiring to work, as a Trainee or Junior Lettings Agent/Negotiator or a Lettings/Office Administrator.

STRUCTURE

- Unit 1: Health and Safety, Security and General Law (COM1)
- Unit 2: Customer Service within the Property Sector (CSPS1)
- Unit 3: Introduction to Residential Property Letting Practice (IRPLP)
- Unit 4: Introduction to Residential Property Management Practice (IRPMP)

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 for this purpose, but individuals may also be required to complete a top-up course provided by Rent Smart Wales.

This qualification is recognised by ARLA PropertyMark for 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	90 hours
Grading information	Pass or Fail
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 (COM1)	8	Equality Act 2018 - Added	v1.2 Oct 2020
1 (COM1)	9	Data Protection Act 2018 - Added	v1.2 Oct 2020
2 (CSPS1)	4	Consumer Protection Legislation - Removed	v1.2 Oct 2020
2 (CSPS1)	4	Codes of Practice - Added	v1.2 Oct 2020

QUALIFICATION UNITS

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

Candidates wishing to complete the Level 2 Award in Introduction to Residential Property Management Practice are required to pass the four units listed below. Once all four 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
COM1	Health and Safety, Security and General Law	L/616/8270
<p>This unit is about understanding the general concepts of law relevant to a property professional. It deals with the historical development of the law as well as current concepts, relevant statute and common law. It is designed to enable property professional understanding and carry out their duties to colleagues, customers and the general public. Health, safety and security issues are also covered including the legislation and best practice issues relevant to property professional in their duties within and outside their office when dealing with colleagues and customers and making necessary visits to other locations.</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 health and safety at work legislation and its relevance in and out of 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	Health and Safety at Work etc. Act 1974.
2. Understand the issues around keeping safe when visiting property and maintaining a secure system when dealing with keys	2.1 Select appropriate procedures when securing property 2.2 Recognise a safe and secure set of procedures for dealing with keys 2.3 Identify how to ensure personal safety away from the office	
3. Understand the general legal concepts relating to the provision of property services	3.1 Recognise the different divisions of the law 3.2 Distinguish between common law and equity 3.3 Identify the remedies available under the law	Civil/criminal; public/private. Damages, specific performance, injunctions, rectification, rescission.
4. Understand the common law duties of agents and agents' authority	4.1 Identify the common law duties owed to clients 4.2 Identify the duties that apply to customers 4.3 Differentiate between the different types of authority to act and the relevant obligations	Authority: express, ratification, estoppel, agent of necessity.
5. Understand the basic elements of the law of contract	5.1 Identify the elements needed for a contract to exist 5.2 Interpret situations where a contract will have come to an end 5.3 Select appropriate remedies where there is a breach of contract 5.4 Identify the special requirements relating to contracts relating to land and property	Formation of a contract: offer, acceptance, consideration. Discharge of a contract: agreement and breach. Remedies: damages, specific performance, injunctions, rectification rescission. Land and property: contracts that must be in writing; contracts that must be by deed.
6. Understand the basic elements of liability outside the law of contract	6.1 Identify the elements needed for liability to be proved 6.2 Recognise situations where vicarious liability may apply 6.3 Identify situations where occupiers' liability may be relevant	Law of tort: negligence, occupiers' liability, vicarious liability.
7. Understand the basic concepts of land law	7.1 Distinguish between different rights to occupy 7.2 Identify the distinguishing features of rights over the land belonging to another person 7.3 Recognise situations where such a right may exist 7.4 Interpret when those rights will pass with property	Freehold, commonhold, leasehold and licences. Easements, freehold covenants.
8. Understand the basic concepts of discrimination	8.1 Identify what are protected characteristics 8.2 Analyse the circumstances when discrimination may or may not occur 8.3 Select the appropriate remedies where discrimination has occurred	Equality Act 2010.

<p>9. Understand the requirements of the data protection legislation</p>	<p>9.1 Recognise the data protection principles laid down in the legislation 9.2 Analyse situations to show compliance with data protection principles 9.3 Distinguish between those who can and who cannot be given protected data</p>	<p>Data Protection Act 2018.</p>
<p>10. Understand the requirements of the legislation dealing with the handling of money</p>	<p>10.1 Analyse situations that may be deemed suspicious 10.2 Identify the procedures needed to comply with the legislation 10.3 Apply legislative requirement to possible suspicious situations</p>	<p>The Proceeds of Crime Act 2002, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.</p>

Unit Code	Unit Title	Unit Reference
CSPS1	Customer Service within the Property Sector	R/505/6883
<p>This unit is about knowing and understanding the importance of customer relations in any type of business environment. It deals with the general principles of customer service but puts them in the context of the work done in the property sector. It also considers the importance of record keeping and how that is essential when dealing with complaints. The dispute resolution services available to the property sector will also be covered.</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 range of property related services that can be offered and promoted.	1.1 Identify the various services within the property sector 1.2 Identify the methods of advertising 1.3 Identify the procedures for engaging with customers	Consumer Protection from Unfair Trading Regulations 2008. The Business Protection from Misleading Marketing Regulations 2008. How to maintain a well-run office; dealing with customers: in person, in writing and via telephone. Presenting information on services. Use of the media.
2. Understand the principles of customer service and customer relations	2.1 Outline the types of communication which a business may use 2.2 Identify the groups of people with whom communication must be made 2.3 Identify the most appropriate communication method for each individual/group 2.4 Identify the consequences of failing to communicate appropriately 2.5 Identify the factors that can affect a customer's view of the organisation	Consumer Protection from Unfair Trading Regulations 2008. Customers, clients, colleagues. Obtaining relevant and accurate information from customers; methods of advertising; identifying the correct person to deal with enquiries and problems and keeping and updating records. Consumer Rights Act 2015.
3. Understand the importance of administration procedures and record keeping	3.1 State the reasons why it is necessary to have set procedures 3.2 Identify the most appropriate ways of monitoring procedures 3.3 Outline the procedures for arranging appointments 3.4 Recognise the importance of accurate record keeping	Consumer Protection from Unfair Trading Regulations 2008. Making appointments; explaining procedures; follow-up and feedback, monitoring the processes; taking appropriate action and communicating to relevant parties.
4. Understand the complaints and disputes procedures	4.1 Indicate the stages of a complaint's procedure 4.2 Recognise the documents needed within a complaint's procedure 4.3 Identify the parties who could be involved in the complaints and disputes procedure 4.4 Identify the role of consumer redress and professional body in dealing with complaints 4.5 Clarify the consequences of non-compliance	Dealing with problems, disputes and complaints handling. Codes of Practice. Enterprise and Regulatory Reform Act 2013.

Unit Code	Unit Title	Unit Reference
IRPLP	Introduction to Residential Property Letting Practice	H/505/7049
<p>This unit is about knowing and understanding the types of occupation rights that can be offered to occupiers/tenants and the factors that affect the rents that can be charged. It covers the relationship between the agent and the landlord and the statutory checks that must be made relating to the property. It also covers a basic understanding of the relationship that arises between the agent and the occupier/tenant and the statutory protection that must be offered to the occupier/tenant.</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 different types of residential occupation	1.1 List the types of residential occupiers/tenants 1.2 List the main types of occupation/tenancy rights	Leases, licences, ASTs, non-Housing Act tenancies.
2. Understand the fundamental legislative provisions and Codes of Practice that affect the lettings market	2.1 Outline what an EPC is and when one is required 2.2 Recognise statutory requirements concerning 'To Let' boards 2.3 Identify the safety checks which are required on an ongoing basis 2.4 Outline when disability adaptations may be required 2.5 Outline the powers available to the relevant authority in relation to the condition of a rented property 2.6 Identify the implications of a property being an HMO 2.7 Recognise the impact of Codes of Practice 2.8 Outline the importance in identifying personal interests/connected persons	Energy Performance Certificate (EPC) Fire, gas, electrical, furniture and furnishings regulations, alarms, legionella. Disability: reasonable adjustments. Fitness for habitation: Housing Health and Safety Rating System (HHSRS). Local authority enforcement. Code of Practice for landlords and agents licensed under Part 1 of the Housing (Wales) Act 2014. Housing Act 2004. Housing and Planning Act 2016.
3. Understand the relationships between the agent and the landlord(s)	3.1 List the checks to be made on a landlord at the point of instruction 3.2 List the key issues that should be covered in the terms of business 3.3 Identify the factors that will influence rental values 3.4 Recognise the responsibilities in handling deposits	Checks: ownership; money laundering. Housing Act 2004. Housing (Wales) Act 2014. Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015. Clients' account.
4. Understand the relationship between the agent and occupier(s)	4.1 Recognise when an applicant should be notified of costs that could be required from them 4.2 List the checks that should be carried out on applicants 4.3 Identify the situations where a guarantor might be needed 4.4 Recognise the core terms found in most occupation/tenancy agreements 4.5 List additional terms you might find in occupation/tenancy agreements 4.6 Outline what should be included in an inventory/schedule of condition	Referencing.

Unit Code	Unit Title	Unit Reference
IRPMP	Introduction to Residential Property Management Practice	H/505/6886
<p>This unit is about knowing and understanding the obligations that an agent takes on when they undertake the management of a property. It covers maintenance and repairing obligations and the processes and procedures necessary to fulfil those obligations. It also covers the renewal and ending of an occupancy/tenancy agreement; dealing with deposits and rents. Finally, it deals with methods of dispute resolution.</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 ongoing obligations of the parties concerning condition and safety of property	1.1 Recognise the types of repair and maintenance which are usually the responsibility of the occupier/tenant 1.2 Recognise the types of repair and maintenance which are usually the responsibility of the landlord 1.3 Set out the procedures to be followed on a routine visit to a property	Section 11 of the Landlord and Tenant Act 1985.
2. Understand the ongoing obligations to the parties concerning management of properties	2.1 Identify the situations where a visit to a let property may be required 2.2 Outline the responsibilities concerned with managing client money 2.3 Outline the responsibilities for dealing with complaints and contractual breaches 2.4 Identify the procedures required when instructing and monitoring outside contractors	Third party complaints. Overseas landlords. Client money protection. Housing (Wales) Act 2014.
3. Understand the ways in which occupancy/tenancy agreements could be continued or ended	3.1 List the circumstances in which an occupancy/tenancy agreement can be continued or ended 3.2 List the common grounds on which a landlord may gain possession 3.3 Outline the procedures for recovery of possession 3.4 Identify the procedures to be followed at and after check-out	Occupancy/tenancy agreements. Grounds for possession, procedures and notices.
4. Understand how to deal with deposit returns and disputes	4.1 Outline the procedures for returning deposits 4.2 Recognise the consequences concerning a dispute if it arises out of the return of a deposit	Tenancy deposit schemes. Housing Act 2004.

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.

Health and Safety, Security and General Law (COM1)	
Assessment details	Multiple choice exams 30 minutes
Number of questions	20
Assessment availability	On demand
First assessment availability	January 2018
Pass mark	70%

Customer Service within the Property Sector (CSPS1)	
Assessment details	Multiple choice exams 30 minutes
Number of questions	15
Assessment availability	On demand
First assessment availability	January 2018
Pass mark	73%

Introduction to Residential Property Letting Practice (IRPLP)	
Assessment details	Multiple choice exams 30 minutes
Number of questions	15
Assessment availability	On demand
First assessment availability	January 2018
Pass mark	73%

Introduction to Residential Property Management Practice (IRPMP)	
Assessment details	Multiple choice exams 30 minutes
Number of questions	15
Assessment availability	On demand
First assessment availability	January 2018
Pass mark	73%

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 the Propertymark Qualifications policies and procedures. To view the list of test centres available, please visit the Propertymark Qualifications website.

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. Once enrolled and the registration has been approved, candidates will be able to log into the Propertymark Qualifications website to view their profile and book examinations.

Candidates who achieve all four units of the qualification will receive:

- a qualification pass letter informing the candidate of the dates they achieved each unit within the qualification and percentage scored within 10 working days
- a certificate for the full qualification within 20 working days.

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.

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.