propertymark
QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS LEVEL 3 AWARD IN RESIDENTIAL INVENTORY MANAGEMENT AND PRACTICE (ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026

FOR ASSESSMENT FROM JANUARY 2026

RENTERS' RIGHTS ACT 2025 ASSESSED FROM 1ST MAY 2026

VERSION 1.7

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 learners 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.

Propertymark Qualifications is also recognised by Skills England and Ofqual to deliver assessments as an Assessment Organisation for the apprenticeship standards for which we are approved.

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.

Contents

QUALIFICATION PURPOSE

The **Propertymark Qualifications Level 3 Award in Residential Inventory Management and Practice** is an introductory qualification ideal for learners wanting to gain and/or improve existing knowledge in the key areas related to residential inventory. This qualification would suit those who are currently working, or aspiring to work, as an Inventory Agent/Clerk, Lettings Administrator, Trainee or Junior Lettings Agent/Negotiator, Lettings Agent/Negotiator or Property Manager.

QUALIFICATION RECOGNITION

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

This qualification is recognised by Propertymark for membership purposes. For any queries on Propertymark's membership, please contact them directly.

STRUCTURE

- Unit 1: Health and Safety, Security and General Law (COM1)
- Unit 2: Legal Aspects of Letting and Management (RLPM2)
- Unit 3: Residential Letting and Property Management (RIMP3)
- Unit 4: Residential Inventory Management and Practice (RIMP4)

QUALIFICATION SUMMARY AND KEY INFORMATION

Approved age ranges	16 +
Assessment	On-screen Assessment
Total Qualification Time (TQT)	120 hours
Guided Learning Hours (GLH)	120 hours
Grading	Pass or Fail
Entry requirements	N/A

ENTRY GUIDANCE

There are no formal entry requirements for this qualification. However, learners will benefit from having achieved other qualifications at Level 2, or higher, and experience of working in the property industry.

REGISTRATION

Learners must be registered for the qualification. Accurate and timely registration is essential to ensure that learners receive appropriate support and that examinations are made available. Learners should discuss any questions about registration with their training provider.

ACCESSIBILITY

Learners who require reasonable adjustments, access arrangements or special consideration should discuss their requirements with their training provider at the earliest opportunity. Recognised centres can find the relevant policies and forms on the Propertymark Qualifications CRM system.

RECOGNITION OF PRIOR ACHIEVEMENT

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. Learners should contact their training provider for further information. Recognised centres can find further information on the Propertymark Qualifications CRM system.

KNOWLEDGE, UNDERSTANDING AND SKILLS

Assessment Guidance is provided through the descriptions of Knowledge, Understanding and Skills to amplify the learning objective and/or assessment criterion as relevant and enable national or industry specific information and requirements to be noted.

Some words are emboldened within the Learning Outcome and Assessment Criteria. This indicates that there is additional guidance provided on these terms. This guidance is intended to be indicative and not exhaustive. Learners are encouraged to undertake wider reading and research aligned with the assessment criteria to deepen their understanding and fully meet the Learning Outcomes. All assessments are designed in accordance with stated Learning Outcomes and Assessment Criteria.

.

ASSESSMENT

Each unit is assessed individually through an online exam. The units can be taken in any order. Learners will be provided with further information on the online assessment system by their training provider. Recognised centres can access supporting documentation for online exams on the Propertymark Qualifications CRM system.

Each unit has the following assessment methodology	
Assessment details	On-screen multiple-choice questions
Assessment Duration	30 minutes for each unit
Number of questions	20 questions for each unit
Grading information	Pass/Fail
Assessment availability	On demand

GRADE BOUNDARIES

The grade boundary for each unit is set at 70% Pass. This is notional and subject to change by Propertymark Qualifications.

ENQUIRIES ABOUT RESULTS

Propertymark Qualifications make provision for learners and centres to make an enquiry into or appeal against an assessment decision. Learners should discuss this with their training provider. Recognised centres can find policies and forms on the Propertymark Qualifications CRM system.

CERTIFICATION

Learners wishing to complete this qualification are required to pass all four units. Once all units have been passed, Propertymark Qualifications will provide certification for the full qualification.

PROGRESSION

Learners can progress onto another Level 3 qualification to gain wider knowledge of related areas:

- **Propertymark Qualifications Level 3 Certificate in Property Agency (Sales)**
- **Propertymark Qualifications Level 3 Certificate in Property Agency (Commercial)**
- **Propertymark Qualifications Level 3 Award in Tenancy Deposit and Dispute Resolution**

Learners could also progress onto the **Propertymark Qualifications Level 4 Certificate in Property Agency Management**. This could be as they progress into a management role or to prepare for one.

REPLACEMENT CERTIFICATES

If a certificate has been misplaced, lost, or stolen and a replacement is required, a Replacement Certificate Request form should be completed which can be found on our website https://www.propertymark.co.uk/pmq.

QUERIES ABOUT THIS SPECIFICATION

Learners with queries about this specification should contact their training provider. Centre Administrators with queries about this specification should contact Propertymark Qualifications.

QUALIFICATION UNITS

Learners wishing to complete the Property**mark Qualifications Level 3 Award in Residential Inventory Management and 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

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.

Learning Outcome *The learner should be able to:*	**Assessment Criteria** *The learner must:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
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	**England and Wales**: Health and Safety at Work etc. Act 1974. **Northern Ireland**: Health and Safety at Work (Northern Ireland) Order 1978.
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	**England and Wales**: Occupiers Liability Act 1957 Occupiers Liability Act 1984. Health and Safety at Work etc. Act 1974. **Northern Ireland**: Health and Safety at Work (Northern Ireland) Order 1978.
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	Divisions: Civil/criminal; public/private. The structure of the courts and judicial precedent. Remedies: 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	Common law duties of an agent: to act in the principal's best interests; to avoid any conflict of interest; confidentiality; not to make a secret profit; to keep proper accounts and to account for property and money received; to carry out the role with reasonable skill and care; not to delegate their duties without the principal's consent; to obey the principal's lawful and reasonable instructions. Creation of the agency relationship: express agreement, implied agreement, by necessity, by ratification, by estoppel. Types of authority: actual authority (express or implied), apparent/ostensible authority.
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, intention, capacity. Terms & Conditions Misrepresentation, Mistake, Undue Influence, Duress Discharge of a contract: performance, agreement, breach, frustration. Remedies: damages, specific performance, injunctions, rectification, rescission. **England and Wales**: Contracts that must be in writing.

		Law of Property (Miscellaneous Provisions) Act 1989 (Section 2). **Northern Ireland**: Contracts that must be evidenced in writing: Statute of Frauds (Ireland) Act 1695. Landlord and Tenant Law. Amendment (Ireland) Act 1860 (Section 4).
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, nuisance. Occupiers' liability. Vicarious liability. **England and Wales:** Occupiers Liability Act 1957. Occupiers Liability Act 1984. **Northern Ireland**: Occupiers' Liability Act (Northern Ireland) 1957.
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	**England and Wales**: freehold, commonhold, leasehold and licences. **Northern Ireland**: freehold, leasehold and licences. Rights over another person's land: easements, freehold covenants, restrictive and positive 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	**England and Wales**: Protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Sections 4 – 12 Equality Act 2010). **Northern Ireland**: age (The Employment Equality (Age) Regulations (NI) 2006; disability (Disability Discrimination Act 1995); sex (Sex Discrimination (NI) Order 1976; pregnancy and maternity, gender reassignment, marital/civil partnership status, race (Race relations (NI) Order 1997); religious belief and political opinion (Fair Employment and Treatment (NI) Order 1998); sexual orientation (Employment Equality (Sexual Orientation) Regulations (NI) 2003; Equality Act (Sexual Orientation) Regs (NI) 2006). Direct and indirect discrimination, harassment, victimisation. Remedies awarded by employment tribunal: declaration, compensation, recommendation.
9. Understand the requirements of the data protection legislation	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	General Data Protection Regulations (GDPR). Data (Use and Access) Act 2025. Data Protection Act 2018. Principles: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation.

10. Understand the requirements of the legislation dealing with the handling of money	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	Proceeds of Crime Act 2002, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended. Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI). Financial Action Task Force (FATF).

Unit Code	Unit Title		Unit Reference
RLPM2	**Legal Aspects of Letting and Management**		**T/602/5474**
This unit concerns the law that is specific to carrying out the letting and management of residential property. It stresses the importance of the agent knowing, understanding and complying with common law and legislation concerned with the granting, administration, financial management and termination of the various types of residential tenancies.			
Learning Outcome *The learner should be able to:*	**Assessment Criteria** *The learner must:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*	
1. Understand the common elements of agreements to occupy residential properties	1.1 Identify the different types of agreements for occupying residential property in the private rented sector 1.2 Differentiate between market rents and rents which are subject to control	Housing Act 1988 (amended by Renters' Rights Act 2025 - *assessed from 1st May 2026* Housing Act 1996.. Rent Act 1977. Non-Housing Act 1988 tenancies. Different types of occupancy rights licences, leases for 3 years or less, leases for more than 3 years Fair rents: Rent Act 1977 (Section 70).	
2. Understand the requirements for regaining possession of let property and the protection available to the occupier	2.1 Apply the common law rules for regaining possession to a range of different circumstances 2.2 Apply the rules for regaining possession under statute 2.3 Summarise the protections given to occupiers	Effluxion of time. Surrender. Forfeiture: Law of Property Act 1925 (Section 146). Notice to Quit. Housing Act 1988: section 8 and grounds for possession –(as amended by the Renters' Rights Act 2025) [Assessed from *1st* May 2026]. Section 21 (Form 6A) – assessed until 30th April 2025 Rent Act 1977: cases for possession. Protection from Eviction Act 1977 (Sections, 1, 2, 3 and 5).	
3. Understand the statutory regulations of landlords and agents	3.1 Identify the ways in which information must be provided to an occupier 3.2 Identify the methods of controlling the activities of landlords and agents	Accommodation Agencies Act 1953. Landlord and Tenant Act 1985 (Section 1). Landlord and Tenant Act 1987 (Sections 47 and 48). Codes of Practice. Fees: restrictions; display. Rogue landlords and agents. Client money protection. Renters' Rights Act 2025 *[Assessed from 1st May 2026* Landlord and property registration on the Private Rented Sector Database (not yet in force) *[Assessed from 1st May 2026]* Landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) *[Assessed from 1st May 2026]*	
4. Understand the fitness standards for dwellings and the responsibility for repair	4.1 Summarise the requirements for a residential property to be deemed fit for letting 4.2 Apply the legislation to determine a landlord's repairing responsibilities	Energy Performance Certificate (EPC). Minimum Energy Efficiency Standard (MEES).	

	4.3 Apply legislation and common law to determine remedies available to landlords and occupiers for disrepair	Part 1 Housing Act 2004: Housing, Health and Safety Rating System (HHSRS); Awaab's Law and Decent Homes Standard (not yet in force) *assessed from 1st May 2026* Local authority enforcement procedures. Landlord and Tenant Act 1985 (Section 10 as amended by the Homes (Fitness for Human Habitation) Act 2018)) Landlord and Tenant Act 1985 (Section 11). Duty to use the property in a tenant-like manner (Warren v Keen).
5. Understand the requirements for safety in let property	5.1 Identify the matters that are covered by safety legislation and other guidance 5.2 Apply the relevant matters to a range of specific circumstances	Safety in properties: fire regulations; gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella and deleterious materials (asbestos) Awaab's Law (not yet in force) *[Assessed from 1st May 2026]* Differences between landlord and agent responsibilities.
6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)	6.1 Apply the legislative tests to determine if a property is an HMO 6.2 Apply the legislative powers of enforcement authorities to determine action in a defined scenario relating to repair or licensing	Part 2,3,4, and 7 Housing Act 2004: Houses in Multiple Occupation (HMO). Local authority enforcement procedures. Renters' Rights Act 2025 *[Assessed from 1st May 2026*. Housing Act 2016.
7. Understand the legal requirements relating to tenancy deposits	7.1 Interpret common law and statutory requirements covering the handling and protection of tenancy deposits	Tenancy deposit schemes, client money protection, deposit replacement schemes. **England**: Tenant Fees Act 2019.
8. Understand consumer and business protection legislation applicable to residential letting	8.1 Apply the requirements of consumer and business protection legislation to define scenarios 8.2 Apply the requirements to give a cooling off period to a range of situations where landlord instructions are taken 8.3 Apply the rules to determine what is and what is/is not an unfair term	Accommodation Agencies Act 1953. Digital Markets, Competition and Consumers Act 2024 (DMCCA) and CMA207 guidance (2025) Business Protection from Misleading Marketing Regulations 2008. Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Part 2 Consumer Rights Act 2015.
9. Understand the key requirements of any transactional tax relating to residential property	9.1 Apply the regulations for transactional tax to a range of typical situations	**England**: Stamp Duty Land Tax. **Wales**: Land Transaction Tax. Annual Tax on Enveloped Dwellings (ATED). .
10. Understand the main criteria relating to the regulation of insurance based activities	10.1 Apply the insurance related regulations to range of defined scenarios	Financial Services and Markets Act 2000.. Consumer Credit Act 1974. Handling claims.

Unit Code	Unit Title	Unit Reference
RIMP3	**Residential Letting and Property Management**	**J/505/8307**

This unit looks at the practical aspects of residential lettings and property management and the role the agent has with the tenant and landlord in the course of the property being let. Terms of Business will be examined in relation to the processes and procedures of letting residential property. This will include the tenant's application to rent a property, carrying out referencing and drawing up the tenancy agreement. It includes periodic visits and handover procedures in respect of utilities and dealing with client monies. It explains the processes employed in the preparation of tenancy agreements and associated documentation such as inventories that should be given to tenants and landlords. The unit also covers extending, renewing and ending tenancies and includes the process of serving relevant notices for different types of occupation.

Learning Outcome *The learner should be able to:*	**Assessment Criteria** *The learner must:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
1. Understand the elements of a letting agency's Terms of Business and the agent's authority to act	1.1 Summarise the ways in which an agent's authority can arise 1.2 Summarise standard agency services for introduction only, let and rent processing or a full management service 1.3 Distinguish between standard agency services and additional agency services that may require additional fees 1.4 Clarify the relevant consents which a landlord must obtain prior to letting	Authority: express, ratification. Consents: freeholders, lenders, insurers, all joint owners, HMO (Houses in Multiple Occupation) licensing where applicable. An agent's limit of responsibility for let only, rent collection and management services.
2. Understand the process for dealing with offers including the referencing of applicants and guarantors	2.1 Summarise the application process 2.2 Identify the main stages in the process of handling offers 2.3 Detail the information required to reference an applicant or guarantor 2.4 Define the responsibilities of a guarantor	Tenant Fees Act 2019. Requirements of referencing agencies including monthly affordability. Extent of liability for guarantors.
3. Understand the key terms commonly found in tenancy agreements and appreciate what checks need to be undertaken and what documents should be in place before a tenancy agreement is executed	3.1 Summarise the key terms of a tenancy agreement 3.2 Interpret the differences between additional and non-standard clauses 3.3 Summarise the key documents, safety records and other checks needed prior to a tenancy agreement being executed	Safety in properties: gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella and detrimental materials (asbestos) Smoke and carbon monoxide alarms. Housing Health & Safety Rating System (HHSRS) Energy Performance Certificate (EPC). Right to rent. How to Rent Guide.
4. Understand the procedures to be followed when allowing a tenant into occupation for the first time	4.1 Summarise the information and documentation that should be given to the landlord and tenant at the start of the tenancy 4.2 Identify the processes and the relevant responsibilities for dealing with utility suppliers 4.3 Describe best practice with regard to information and documentation distributed at the start of the tenancy	Tenancy agreement. Gas safety record. Electrical safety report. Energy Performance Certificate (EPC). Inventory. Right to rent. How to Rent Guide. Deposit Protection and Prescribed Information Renters' Rights Act 2025 *[Assessed from 1st May 2026]* .
5. Understand the letting agent's client accounting procedures	5.1 Summarise the process of handling client money 5.2 Describe what is client's money 5.3 Describe the procedures for the processing of rent and dealing with arrears	Client account. Client money protection. Anti Money Laundering (AML). Deposit Protection and Prescribed Information.

	5.4 Explain the processes and procedures involved in handling a tenancy deposit	
6. Understand responsibilities surrounding the on-going management and maintenance of the property	6.1 Summarise the duties of a property manager 6.2 Distinguish between the landlord's and the tenant's responsibilities in respect of repairs and maintenance to let property 6.3 Identify contractual documents and warranties to determine responsibility for undertaking and paying for repairs and maintenance 6.4 Demonstrate knowledge of best practice when assessing and instructing contractors 6.5 Describe best practice relating to periodic visits to let property	Landlord and Tenant Act 1985 (Section 11). Homes (Fitness for Human Habitation) Act 2018. Housing Health & Safety Rating System (HHSRS). Decent Homes Standard. Tenant-like manner. Contractors' contract. Quiet enjoyment. Tenancy agreement obligations. Renters' Rights Act 2025 *[Assessed from 1st May 2026]* Decent Homes Standard (not yet in force) – *[Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]*
7. Understand the processes involved in extending, renewing or terminating a tenancy agreement including breaches by either party	7.1 Identify how a tenancy agreement might be breached 7.2 Explain the actions that can be taken when there is a breach of the tenancy agreement 7.3 Explain the options available to a landlord when a tenancy agreement is coming to an end 7.4 Distinguish between the common law, contractual and statutory procedures to obtain possession on behalf of landlords 7.5 Distinguish between the notice requirements for landlords and those for tenants 7.6 Identify conduct likely to be regarded as harassment	Section 8 breaches and notices. Section 21 notices *[Assessed until 30th April 2025]* . Joint & several agreements. Fixed term tenancies. Periodic tenancies. Extension agreements. Procedures for rent arrears. Right of access and refusal. Renters' Rights Act 2025 *[Assessed from 1st May 2026]*

Unit Code	Unit Title	Unit Reference
RIMP4	**Residential Inventory Management and Practice**	**L/505/8311**
This unit examines the processes undertaken by the inventory provider from agreeing their Terms of Business and cost through to undertaking the required services on behalf of their client. It explains the scope and purpose of the inventory provider's service from the inventory, check-in and periodic visit, through to the check-out. It considers how these reports are used by the parties and any instructing agent. It also covers government authorised tenancy deposit protection schemes and their processes.		

Learning Outcome *The learner should be able to:*	**Assessment Criteria** *The learner must:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
1. Understand the content and importance of terms and conditions of business	1.1 Explain the necessity to have a contract for the provision of services 1.2 Identify the key points contained in Terms of Business 1.3 Define the responsibility for payment of an inventory provider's charges	Authority: express, ratification. Limit of service. Invoicing and payment terms.
2. Understand the processes and reasons for inventory preparation	2.1 Indicate why an inventory should be prepared 2.2 Summarise the key features of an inventory 2.3 Identify how to deal with potential hazards and issues 2.4 Describe how the inventory can be used	Housing Health & Safety Rating System (HHSRS). Alternative Dispute Resolution (ADR). Smoke & carbon monoxide alarms. Furniture and Furnishings (Fire) (Safety) Regulations 1988. Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2025 and General Product Safety Regulations (GPSR) 2005 Renters' Rights Act 2025 *[Assessed from 1st May 2026]* Decent Homes Standard (not yet in force) – *[Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]*
3. Understand the processes and procedures involved with the check-in	3.1 Explain the principal benefits of a check-in 3.2 Summarise the process of checking the tenant in 3.3 Describe how you might deal with unforeseen problems at check-in	Contract law. Authority: express, ratification. Terms and Conditions of Business. Tenant's acknowledgement of receipt of inventory.
4. Understand the purpose and scope of periodic visits	4.1 Explain the purpose of periodic visits 4.2 Describe the processes for arranging and carrying out visits 4.3 Distinguish between landlord and tenant potential responsibilities and liabilities	Right of access and refusal. Tenancy agreement. Section 11 Landlord & Tenant Act 1985. Housing Health & Safety Rating System (HHSRS). Renters' Rights Act 2025 *[Assessed from 1st May 2026]* Decent Homes Standard (not yet in force) – *[Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]*

5. Understand the purpose and scope of the check-out	5.1 Explain the principal benefits of a check-out 5.2 Summarise the processes of the tenant check-out 5.3 Identify the information which should be contained in the check-out report 5.4 Differentiate between damage and fair wear and tear	Wear and tear 'v' damage. Tenancy agreement. Right of access and refusal. Landlord & Tenant Act 1985 (Section 11). Housing Health & Safety Rating System (HHSRS). Smoke & carbon monoxide alarms. Furniture and Furnishings (Fire) (Safety) Regulations 1988. Renters' Rights Act 2025 *[Assessed from 1st May 2026]* Decent Homes Standard (not yet in force) – [*Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]*
6. Understand the post check-out procedure and deposit return process	6.1 Explain how the check-out report will be used by each party 6.2 Illustrate how betterment might impact on a landlord's claim for damages 6.3 Identify the tenant deposit protection schemes and outline their dispute resolution processes	Depreciation. Betterment. Average lifespans of contents, décor, fixtures. Tenancy Deposit Schemes. Alternative Dispute Resolution (ADR).

KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

The guidance was last updated as of January 2026.

Unit	Learning Outcome	Update	Version
COM1	2	England and Wales: Occupiers Liability Act 1957 **Added**	v1.6 Jan 2026
COM1	5	Terms & Conditions Misrepresentation, Mistake, Undue Influence, Duress **Added**	v1.6 Jan 2026
COM1	6	England and Wales: Occupiers Liability Act 1957 **Added**	v1.6 Jan 2026
COM1	9	Data (Use and Access) Act 2025 **Added**	v1.6 Jan 2026
COM1	10	Financial Action Task Force (FATF) Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) **Added**	v1.6 Jan 2026
RLPM2	1	Housing Act 1988 (amended by Renters' Rights Act 2025) **Added**	v1.6 Jan 2026
RLPM2	2	Housing Act 1988: section 8 and grounds for possession (as amended by the Renters' Rights Act 2025) [Assessed from 1st May 2026]. Section 21 (Form 6A) – assessed until 30th April 2025 **Added**	v1.6 Jan 2026
RLPM2	3	Renters' Rights Act 2025 *[Assessed from 1st May 2026* Landlord and property registration on the Private Rented Sector Database (not yet in force) *[Assessed from 1st May 2026]* Landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) *[Assessed from 1st May 2026]* **Added**	v1.6 Jan 2026
RLPM2	4	Awaab's Law and Decent Homes Standard (not yet in force) **Added**	v1.6 Jan 2026
RLPM2	5	Awaab's Law (not yet in force) **Added**	v1.6 Jan 2026
RLPM2	7	Deposit replacement schemes **Added**	v1.6 Jan 2026
RLPM2	8	Consumer Protection from Unfair Trading Regulations 2008~~.~~ **Removed**	v1.6 Jan 2026
RLPM2	8	Digital Markets, Competition and Consumers Act 2024 (DMCCA) and CMA207 guidance (2025) **Added**	v1.6 Jan 2026
RIMP3	4	Renters' Rights Act 2025 *[Assessed from 1st May 2026]* **Added**	v1.6 Jan 2026
RIMP3	6	Renters' Rights Act 2025 *[Assessed from 1st May 2026* Decent Homes Standard (not yet in force) – *[Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]* **Added**	v1.6 Jan 2026
RIMP3	7	Renters' Rights Act 2025 *[Assessed from 1st May 2026]* **Added**	v1.6 Jan 2026
RIMP4	2, 4, 5	Renters' Rights Act 2025 *[Assessed from 1st May 2026]* Decent Homes Standard (not yet in force) – *[Assessed from 1st May 2026]* Awaab's Law (not yet in force) *[Assessed from 1st May 2026]* **Added**	v1.6 Jan 2026
RIMP4	2	Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2025 and General Product Safety Regulations (GPSR) 2005 **Added**	v1.6 Jan 2026