

propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS
LEVEL 3 AWARD IN INVENTORY PRACTICE FOR
RESIDENTIAL LETTINGS (ENGLAND)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026

FOR ASSESSMENT FROM JANUARY 2026

RENTERS' RIGHTS ACT 2025 ASSESSED FROM 1ST MAY 2026

VERSION 1.1

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.

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.

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QUALIFICATION PURPOSE

The **Propertymark Qualifications Level 3 Award in Inventory Practice for Residential Lettings (England)** is designed for learners working, or aspiring to work, as an inventory professional. The qualification equips inventory professionals with both knowledge of key inventory practice and also with a wider knowledge about working within the residential lettings sector in England.

The learner may be in the role of an independent inventory clerk or in a role, within a property agency, which requires knowledge of operating as an inventory professional in England.

This qualification is suitable for England only.

QUALIFICATION RECOGNITION

This qualification is recognised by Propertymark for membership accreditation purposes. For any queries on Propertymark's membership accreditation then please contact Propertymark directly:

www.propertymark.co.uk

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification Title	Propertymark Qualifications Level 3 Award in Inventory Practice for Residential Lettings (England)
Ofqual Accreditation Number	610/5557/8
Approved age ranges	16 +
Assessment	Onscreen assessment
Guided Learning Hours	12 hours
Total Qualification Time	20 hours
Grading information	Distinction/Pass/Fail

UNITS

All learners must achieve a total of **2** units.

Mandatory Unit(s)

Propertymark Qualifications Unit Code	Unit Title	Guided Learning Hours (GLH)	Total Qualification Time (TQT)	Ofqual unit reference number
INVP1	The Role of the Inventory Professional within Residential Lettings	6	10	L/651/3223
INVP2	Property Sector Knowledge for the Inventory Professional (England)	6	10	M/651/3224

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 assessment Combination of question styles: multiple choice, multiple response, drag and drop, matching, and list style questions
Assessment Duration	45 minutes for each unit
Number of questions	30 questions for each unit
Grading information	Distinction/Pass/Fail
Assessment availability	On demand

GRADE BOUNDARIES

Grade boundaries are set at 60% Pass and 80% Distinction. These are notional and are 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 both units. Once both 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 (Lettings)**
- **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.

UNIT 1

THE ROLE OF THE INVENTORY PROFESSIONAL WITHIN RESIDENTIAL LETTINGS

The Role of the Inventory Professional within Residential Lettings (INVP1)

Unit Code	Unit Title	Level	GLH/TQT
INVP1	The Role of the Inventory Professional within Residential Lettings	3	6/10
<p>Description of unit: The aim of this unit is to provide the core knowledge for an Inventory Professional to successfully work within a residential lettings' environment. It covers how to keep safe whilst working, including securing property and keys. It then moves on to develop knowledge and understanding of inventory preparation, periodic visits and finally check-outs.</p>			

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
1. Understand the issues around keeping safe at work	1.1 Explain how to keep oneself and others safe when visiting properties 1.2 Explain how to keep properties secure, and keys safe 1.3 Identify how to deal with unforeseen problems, potential hazards and issues on visits to a property	<ul style="list-style-type: none"> • Keeping oneself and others safe: considering individuals present during a visit; dynamic risk assessment and when to terminate the visit to ensure own safety; lone working; types of security devices such as alarms, electronic trackers, Suzy Lamplugh Trust advice. • Keeping keys safe: processes for key management and security; key holding responsibilities.
2. Understand the processes and reasons for inventory preparation and check-in	2.1 Explain the purposes of an Inventory and Schedule of Condition 2.2 Explain the purposes of a check-in 2.3 Summarise the key features of an Inventory and the check-in process 2.4 Summarise the responsibilities of an inventory professional and others for inventory and check-in 2.5 Describe how to complete an inventory report	<ul style="list-style-type: none"> • Purposes of an inventory: to include why an inventory should be prepared; how the inventory can be used. • Purposes of a check-in: to include the benefits of a check-in. • Key features: including photos, video evidence, property address, meters, utility, keys, standardised report structure that reflects property and room layout, items to be numbered and referenced for evidence purposes, minimum requirements for what should be in the report • Responsibilities: to include moral and legal duties to consider in report in relation to health and safety, carbon monoxide alarms, smoke and heat alarms, fire and furnishing labels. • How to complete: including how detailed your report needs to be; objective and subjective evidence, process of navigating a property (left to right); describe components of a room/property/ furniture, capture of meter readings; signing a hard copy of a digital report

The Role of the Inventory Professional within Residential Lettings (INVP1)

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
3. Understand the processes and reasons for periodic visits	3.1 Explain the purposes of periodic visits and the inventory professional's responsibilities in relation to them 3.2 Summarise the process of a periodic visit 3.3 Explain how the periodic visit will be used by each party	<ul style="list-style-type: none"> • Purposes of a periodic visit: including to act for the agent/landlord to check the tenant is meeting tenancy obligations; to record any issues raised by tenant; gathering evidence eg for exceeding fair wear and tear, or abuse of property; to identify health and safety issues whilst property is in use; to identify requirements for maintenance of property, to test the smoke/carbon monoxide alarms and report issues for immediate action. Also to include the need for tenant agreement clauses to permit visits. • Process of a periodic visit: to include legislation covering entering property; agent's/landlord's role in the process; action to take if entry is refused; how to manage the presence of minors, cultural and religious considerations; securing the property if the tenant isn't present; type/relevance of information to be included in the report
4. Understand the processes and reasons for check-out	4.1 Explain the purposes of a check-out and the inventory professional's responsibilities in relation to them 4.2 Summarise the process of checking the tenant out 4.3 Explain how the check-out report will be used by each party	<ul style="list-style-type: none"> • Purposes of a check-out: to determine material changes based on evidence; fair wear and tear and maintenance requirements. • Process of checking the tenant out: the type and format of information that should be included in the report; securing the property; legal process of abandonment and disposal of tenant's items; identifying/reporting missing items; differentiating between damage and fair wear and tear, and role in apportionment of liability • Use of check-out report: including use by different parties: tenancy deposit scheme, landlord/agent, tenant, maintenance and inventory professionals

DEFINITION OF TERMS

- **The Inventory:** a schedule of condition to be carried out before each new tenant moves into the property.
- **The Check In:** a meeting with the tenant at the property to provide keys and the inventory, to show tenant location of essential items, highlight existing issues and note any additional issues.
- **The Interim Property Visit:** a visit to the property which takes place part way through the tenancy to check on the state of the property. Also known as either a 'mid-term' or 'periodic inspection' or 'property visit'. It involves visiting the property
- **The Check-Out Report:** a comparison of the condition of the property at the end of the tenancy with that of check-in and a record of any deterioration or change; a check of the inventory to be agreed with the tenant prior to the deposit being returned, preferably on or immediately after the day the tenant moves out.

UNIT 2:
PROPERTY SECTOR KNOWLEDGE
FOR THE INVENTORY PROFESSIONAL (ENGLAND)

Property Sector Knowledge for the Inventory Professional – England (INVP2)

Unit Code	Unit Title	Level	GLH/TQT
INVP2	Property Sector Knowledge for the Inventory Professional - England	3	6/10
<p>Description of unit: The aim of this unit is to provide independent inventory specialists in England with wider knowledge of the residential lettings sector in which they are working. It covers the importance of their own terms and conditions of business when working in the sector. It develops their knowledge and understanding of tenancy agreements, moving onto look at fitness standards and responsibility for repair within residential lettings, and then considering the legal requirements relating to tenancy deposits.</p>			

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
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 a Terms of Business	<ul style="list-style-type: none"> • Key points: to include defining the responsibility for payment of an inventory provider's charges; cancellation fees, additional charges for extra rooms, VAT if applicable, professional indemnity and public liability cover and other insurance
2. Understand the purpose and requirements of a tenancy agreement	2.1 Explain the purpose of a tenancy agreement and summarise the key terms 2.2 Interpret the differences between standard, additional and non-standard clauses 2.3 Summarise the information and documentation about the tenancy and legal requirements that should be distributed at the start of the tenancy	<ul style="list-style-type: none"> • Purpose: including use by different parties: tenancy deposit scheme, landlord/agent, tenant. Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i> • Key terms: to include names, rental price and payment, rent reviews, deposit and deposit protection, property address, tenancy dates, tenant and landlord obligations, responsibility for bills • Information and documentation: to include Energy Performance Certificate (EPC), How to Rent guide, Gas Safety Record, EICR, copy of the deposit certificate and the terms and conditions of the scheme and Prescribed Information, tenancy agreement, inventory and check-in report.

Property Sector Knowledge for the Inventory Professional – England (INVP2)

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
<p>3. Understand the safety and fitness standards for residential property and responsibility for repair</p>	<p>3.1 Identify key safety legislation and guidance covering the fitness and safety of residential property</p> <p>3.2 Distinguish between the landlord’s and the tenant’s responsibilities to repair and maintain a let property</p> <p>3.3 Apply the safety legislation and guidance to a range of specific circumstances</p>	<ul style="list-style-type: none"> • Key safety legislation and guidance: <ul style="list-style-type: none"> ○ Furniture and Furnishing (Fire) (Safety) Regulations 1988, Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2025, General Product Safety Regulations (GPSR) 2005 ○ Gas Safety (Installation and Use) Regulations 1998 and Gas Safety (Installation and Use) (Amendment) Regulations 2018 ○ Carbon Monoxide and Smoke Alarm Regulations 2015 ○ EICR and Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 ○ Control of Asbestos Regulations 2012 ○ Health and Safety Executive (HSE) Guidance on Legionella and Legionnaires’ disease; Safety Standard for Internal Window Blinds ○ Awaab’s Law (not yet in force). [Assessed from 1st May 2026] • The landlord’s and the tenant’s responsibilities to repair and maintain include a landlord’s duty under sections 8 and 11 Landlord and Tenant Act 1985 and the tenant’s duty to use the property in a tenant-like manner (<i>Warren v Keen</i>)
<p>4. Understand the legal requirements relating to tenancy deposits</p>	<p>4.1 Identify the features of different types of deposit schemes</p> <p>4.2 Apply statutory requirements covering the handling, protection and return of tenancy deposits</p> <p>4.3 Explain the main methods of dispute resolution</p>	<ul style="list-style-type: none"> • Types of deposits: tenancy deposits, non-Housing Act tenancy deposits, holding deposits • Main methods of dispute resolution: mediation, conciliation, adjudication, court action

KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

The guidance was last updated as of January 2026.

Unit	Learning Outcome	Update	Version
INVP2	2	Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i>	1.1 Jan 2026
INVP2	3	Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2025, General Product Safety Regulations (GPSR) 2005	1.1 Jan 2026