

propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS
LEVEL 3 AWARD IN TENANCY DEPOSIT
PROTECTION AND DISPUTE RESOLUTION

ENGLAND AND WALES

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026
FOR ASSESSMENT FROM JANUARY 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 Tenancy Deposit Protection and Dispute Resolution** is designed for learners working, or aspiring to work, in roles dealing with residential tenancy deposits. This qualification is suitable for learners in England and Wales.

QUALIFICATION SUMMARY AND KEY INFORMATION

Qualification Title	Propertymark Qualifications Level 3 Award in Tenancy Deposit Protection and Dispute Resolution
Ofqual Accreditation Number	610/5970/5
PMQ Qualification Code	ATDP
Approved age ranges	16 +
Assessment	Onscreen assessment
Guided Learning Hours	6 hours
Total Qualification Time	10 hours
Grading information	Distinction, Pass or Fail

UNITS AND STRUCTURE

All learners must achieve a total of **1** unit.

Mandatory Unit(s)

Unit Code	Ofqual Reference number	Unit Title	GLH	TQT
TDP1	M/651/3982	Tenancy Deposit Protection and Dispute Resolution	6	10

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.

As this is a single unit qualification, it is not possible to gain any exemptions due to recognition of prior achievement.

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 assessment 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.

GUIDANCE FOR WALES

This qualification uses the terminology 'tenant' and 'assured shorthold tenancy agreement' in keeping with terminology used in relation to government tenancy deposit protection information: <https://www.gov.uk/tenancy-deposit-protection>. It does not use the terms 'contract holders' and 'occupation contract' as set out in the Renting Homes (Wales) Act 2016 and amendments.

ASSESSMENT

The single unit is assessed through an online exam. 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
Number of questions	30 questions
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 the single unit. Once this has 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 Inventory Practice for Residential Lettings (England)**

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.

TENANCY DEPOSIT PROTECTION AND DISPUTE RESOLUTION

Tenancy Deposit Protection and Dispute Resolution (TDP1)

Unit Code	Ofqual reference number	Unit Title	Level	GLH/TQT
TDP1	M/651/3982	Tenancy Deposit Protection and Dispute Resolution	3	6/10
<p>This unit is aimed at individuals who want to develop their knowledge and understanding of how tenancy deposits within residential lettings are managed and protected and how any disputes can be resolved. It covers the principles behind tenancy deposits and the process of protecting deposits, including legislation and penalties for non-compliance. It then moves onto processes involved in a check-out, determining deductions and finally covers the dispute resolution procedures.</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>
<p>1. Understand the principles behind tenancy deposits and the roles of those involved</p>	<p>1.1 Explain what a tenancy deposit is</p> <p>1.2 Explain the purpose of a tenancy deposit</p> <p>1.3 Explain the role of the agent, the landlord and the tenant in the handling of deposits</p> <p>1.4 Describe the different types of deposit protection schemes available</p> <p>1.5 Describe the types of deposits that may be taken</p> <p>1.6 Identify the differences between a tenancy deposit registered in a custodial scheme and a tenancy deposit registered in an insurance backed scheme.</p>	<ul style="list-style-type: none"> • Tenancy deposit: statutory tenancy deposit schemes and alternatives available within the marketplace including the benefits, disadvantages and requirements, such as for the customer to be fully informed. • Roles: <ul style="list-style-type: none"> ○ Agents - request deposits within the limits set by the Tenant Fees Act; protect deposits in a relevant scheme and issue Prescribed Information - within the statutory limits. ○ Where landlords act without an agent, recognise that they have the same responsibilities as agents in respect of deposits; but where an agent is used, the landlord should ensure the agent has complied with the legal requirements. ○ Tenants - pay the deposit, check the Prescribed Information, verify that the deposit has been protected in a scheme, provide a forwarding address to be contacted when the tenancy ends. • Types of deposits: tenancy deposits, non-Housing Act tenancy deposits, holding deposits

Tenancy Deposit Protection and Dispute Resolution (TDP1)

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
2. Understand the process of protecting deposits	2.1 Explain how legislation requires tenancy deposits to be protected. 2.2 Identify the timescales involved in protecting tenancy deposits 2.3 Describe the requirements of Prescribed Information and the timescales required 2.4 Identify the penalties for non-compliance with tenancy deposit protection legislation 2.5 Explain the effect that changes to a tenancy can have on tenancy deposit protection	<ul style="list-style-type: none"> • Changes to a tenancy: requirements to protect deposits if the landlord, tenant or property address changes
3. Understand the procedures that should be followed when a tenant leaves a property	3.1 Describe the process involved in a check-in and check-out 3.2 Explain how to determine proposed tenancy deposit deductions 3.3 Explain how tenants can challenge proposed tenancy deductions 3.4 Explain the repayment process when a tenant or landlord is not contactable .	<ul style="list-style-type: none"> • Process: inventory; pre-termination instructions to tenant; arranging the check-in/check-out; the tenant's role in the check-in/check-out process. • Tenancy deposit deductions: deduction statements, dilapidations, damage, betterment, fair wear and tear • Challenge: reviewing and understanding the landlord's proposal, providing evidence to challenge deductions, negotiation with an aim to secure a mutual agreement with the landlord. • Repayment process when a tenant or landlord is not contactable: Statutory Declaration process

Tenancy Deposit Protection and Dispute Resolution (TDP1)

Learning Outcome <i>The Learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
4. Understand the range of dispute resolution processes available	4.1 Explain the main methods of dispute resolution 4.2 Explain the process of dispute resolution used by the tenancy deposit schemes 4.3 Identify requirements for consent for Alternative Dispute Resolution (ADR) offered by the Tenancy Deposit Schemes 4.4 Identify the roles of the courts in tenancy deposit protection disputes 4.5 Explain the process to be followed once a decision is given by the adjudicator and by the courts if applicable.	<ul style="list-style-type: none"> • Main methods of dispute resolution: mediation, conciliation, adjudication, court action • Process of dispute resolution: including how adjudicators approach decision making • Consent: requirements for securing landlord and tenant consent • Process: including the complaints process in relation to binding adjudications

KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

There was no guidance update for January 2026.