

propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS
LEVEL 3 AND LEVEL 6 (SCQF)
CERTIFICATE IN
PROPERTY AGENCY

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026

FOR ASSESSMENT FROM JANUARY 2026

RENTERS' RIGHTS ACT 2025 ASSESSED FROM 1ST MAY 2026

VERSION 3.0

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.

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

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QUALIFICATION PURPOSE

The **Propertymark Qualifications Level 3 and Level 6 (SCQF) Certificate in Property Agency** is designed for learners working, or aspiring to work, in residential lettings, residential sales or commercial property. It is ideal for learners who want to ensure they have the knowledge they need to be a professional property agent. It enables learners to achieve a qualification relevant to both their nation and specialism.

There are three qualification pathways within this suite:

- **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)**: suitable for England and Wales only

OTHER INFORMATION

This qualification can fulfil part of the criteria to join various professional bodies. This qualification is recognised by Propertymark for membership purposes. For any queries on Propertymark's membership then please contact them directly (membership@propertymark.co.uk).

The qualification is designed to enable lettings agents in Scotland to gain a relevant qualification to support their application to be registered on the Scottish Letting Agent Register run by the Scottish Government.

QUALIFICATION SUMMARY AND KEY INFORMATION

| | |
|--|---|
| Qualification Title | Propertymark Qualifications Level 3 Certificate in Property Agency (Lettings) Propertymark Qualifications Level 6 (SCQF) Certificate in Property Agency (Lettings) |
| Ofqual Accreditation Number for Level 3 | 610/4199/3 |
| Approved age ranges | 16 + |
| Assessment | Onscreen assessment |
| Guided Learning Hours | 95 hours |
| Total Qualification Time | 135 hours |
| Grading information | Distinction/Pass/Fail |

| | |
|--|---|
| Qualification Title | Propertymark Qualifications Level 3 Certificate in Property Agency (Sales) Propertymark Qualifications Level 6 (SCQF) Certificate in Property Agency (Sales) |
| Ofqual Accreditation Number for Level 3 | 610/3261/X |
| Approved age ranges | 16 + |
| Assessment | Onscreen assessment |
| Guided Learning Hours | 85 |
| Total Qualification Time | 125 hours |
| Grading information | Distinction/Pass/Fail |

| | |
|--|--|
| Qualification Title | Propertymark Qualifications Level 3 Certificate in Property Agency (Commercial) |
| Ofqual Accreditation Number for Level 3 | 610/4200/6 |
| Approved age ranges | 16 + |
| Assessment | Onscreen assessment |
| Guided Learning Hours | 105 |
| Total Qualification Time | 145 hours |
| Grading information | Distinction/Pass/Fail |

UNITS AND STRUCTURE

All learners must achieve a total of **4** units.

- **TWO** units from the Core Units group
- **ONE** unit from Group A: General Law and Practice unit group
- **ONE** unit from Group B: Specialism unit group

Core Units

| Unit Code | Unit Title | Guided Learning Hours (GLH) | Total Qualification Time (TQT) | Unit Credit |
|------------------------|---|-----------------------------|--------------------------------|-------------|
| CiPA01 | The Role of the Property Professional | 20 | 30 | 3 |
| CiPA02 | The Practice of a Property Professional | 20 | 30 | 3 |

Group A Units: General Law and Practice Unit

| Unit Code | Unit Title | GLH | TQT | Unit Credit |
|------------------------|--|-----|-----|-------------|
| CiPA03 | General Law and Practice for Property Agents - England and Wales | 25 | 35 | 4 |
| CiPA04 | General Law and Practice for Property Agents – Northern Ireland | 25 | 35 | 4 |
| CiPA05 | General Law and Practice for Property Agents – Scotland | 25 | 35 | 4 |

Group B Units: Specialism Unit

| Unit Code | Unit Title | GLH | TQT | Unit Credit |
|------------------------|---|-----|-----|-------------|
| CiPA06 | Residential Lettings, Property Management and Practice - England | 30 | 40 | 4 |
| CiPA07 | Residential Lettings, Property Management and Practice – Wales | 30 | 40 | 4 |
| CiPA08 | Residential Lettings, Property Management and Practice – Northern Ireland | 30 | 40 | 4 |
| CiPA09 | Residential Lettings, Property Management and Practice – Scotland | 30 | 40 | 4 |
| CiPA10 | Sale of Residential Property | 20 | 30 | 3 |
| CiPA11 | Commercial Property Practice – England and Wales | 40 | 50 | 5 |

ACHIEVING THE QUALIFICATION PATHWAYS

To achieve the **Propertymark Qualifications Certificate in Property Agency (Lettings)**, learners must complete 4 units:

- The Role of the Property Professional (CiPA01)
- Practice of a Property Professional (CiPA02)
- General Law and Practice for Property Agents (one of: CiPA03, CiPA04, CiPA05)
- Residential Lettings, Property Management and Practice (one of: CiPA06, CiPA07, CiPA08, CiPA09)

To achieve the **Propertymark Qualifications Certificate in Property Agency (Sales)**, learners must complete 4 units:

- The Role of the Property Professional (CiPA01)
- Practice of a Property Professional (CiPA02)
- General Law and Practice for Property Agents (one of: CiPA03, CiPA04, CiPA05)
- Sale of Residential Property (CiPA10)

To achieve the **Propertymark Qualifications Certificate in Property Agency (Commercial)**, learners must complete 4 units:

- The Role of the Property Professional (CiPA01)
- Practice of a Property Professional (CiPA02)
- General Law and Practice for Property Agents (CiPA03)
- Commercial Property Practice – England and Wales (CiPA11)

ENTRY GUIDANCE

There are no formal entry requirements for these qualifications. However, learners will benefit from having achieved other qualifications at Level 2 (or Level 5 SCQF), or higher, and experience of working in the property industry.

REGISTRATION

Learners must be registered for the qualification with the relevant nation and appropriate specialism selected. 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 of 30 questions set by Propertymark Qualifications. 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 for each unit are set at 60% Pass and 80% Distinction. These are notional and are subject to change by Propertymark Qualifications.

SAMPLE ASSESSMENT MATERIAL

Sample assessments are provided for each unit. These are available on the Propertymark Qualifications CRM system for centres to access and share with learners.

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

Candidates wishing to complete the **Propertymark Qualifications Level 3 or Level 6 (SCQF) Certificate in Property Agency** are required to pass four units.

Candidates who achieve a distinction in each unit will be awarded a distinction for the qualification.

Once all four units have been passed, Propertymark Qualifications will provide certification for the full qualification.

PROGRESSION

Learners who want to develop their knowledge in other areas of property can progress onto a different pathway within this qualification.

For example: a learner who has achieved the Lettings pathway, could then progress onto the Sales pathway, and complete a second qualification. Learners would need to register onto the Certificate in Property Agency (Sales) and then complete the following unit: Sale of Residential Property. Similarly, a learner who has achieved the Sales pathway, could progress onto the Lettings pathway.

Learners are also able to demonstrate their knowledge of property agency in other nations by registering for a different nation pathway. For example, a learner who has achieved the Lettings pathway for England, could register for the Lettings pathway for Scotland. The two Core units are common across the qualifications and do not need to be taken again.

Learners can progress onto other Level 3 qualifications to gain wider knowledge of related areas:

- **Propertymark Qualifications Level 3 Award in Inventory Practice for Residential Lettings (England)**
- **Propertymark Qualifications Level 3 Award in Tenancy Deposit Protection and Dispute Resolution**

Learners could 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.

CORE UNITS

The Role of the Property Professional (CiPA01)

| Unit Code | Unit Title | Level | GLH/TQT |
|--|---------------------------------------|-------------------------|---------|
| CiPA01 (Click here to return to unit list) | The Role of the Property Professional | Level 3 or Level 6 SCQF | 25/35 |
| <p>Description of unit: This unit considers the role of the property professional and starts by considering the ethical issues faced by property professionals and the Code/s of Practice they may be obliged to abide by. It then looks at a range of key legislation applicable to property agents. It moves onto working effectively with IT within a property agency and then considers elements of customer service including communication skills and how to handle customer complaints. This unit is suitable for learners in all Nations.</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 professionalism in the role of a property agent | 1.1 Describe the ethical principles associated with working as a property agent 1.2 Recognise why professional conduct is important for a property agent 1.3 Determine the potential outcomes of unethical behaviour by a property agent 1.4 Identify the responsibilities of a property agent in relation to professional codes of practice , training and qualifications | <ul style="list-style-type: none"> • Ethical principles include: <ul style="list-style-type: none"> • The common law duties of agents and principals: <ul style="list-style-type: none"> ○ to put the client’s interest first and not allow a conflict of interest to arise ○ not to make a secret profit from your position ○ to observe confidentiality with regard to information gathered ○ to exercise reasonable skill and care in carrying out instructions • Working with transparency; supporting individuals to make informed decisions; assessing own competence; maintaining security and confidentiality; dealing with people fairly; working with clients who are not acting ethically or who are acting illegally; protecting clients against fraud • Conduct: integrity, honesty, respect, privacy, fairness, transparency, accountability, accuracy • Outcomes: effect on others, damage to reputation of own self and agency, financial damage, legal implications |

| 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>2. Understand key legislation applicable to all property agents</p> | <p>2.1 Apply the provisions of appropriate consumer protection legislation to defined situations</p> <p>2.2 Apply relevant business protection legislation to defined situations</p> <p>2.3 Apply the requirements of legislation to combat money laundering and other criminal activity</p> <p>2.4 Apply the restrictions and legislation covering the provision of financial advice</p> <p>2.5 Analyse situations to show compliance with data protection principles</p> <p>2.6 Identify the penalties for non-compliance with key legislation</p> | <ul style="list-style-type: none"> • Codes of Practice for redress schemes • Consumer protection legislation: Consumer Rights Act 2015 (unfair terms); Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (cooling off periods); Digital Markets, Competition and Consumers Act 2024 (DMCCA) and CMA207 guidance (2025). • Business protection legislation: The Business Protection from Misleading Marketing Regulations 2008 (BPRs). • Legislation to combat money laundering and other criminal activity: Proceeds of Crime Act 2002; Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended. • Legislation covering the provision of financial advice: Financial Services and Markets Act 2000; financial advice relates to mortgages and different types of insurance • Compliance by employers and employees. • Data protection principles from the Data Protection Act 2018, General Data Protection Regulation (GDPR), Data (Use and Access) Act 2025. • Key Legislation: consumer and business protection legislation, money-laundering, data protection, Financial Services and Markets Act 2020 (FSMA). |

| 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 how to work effectively with Information Technology (IT) within a property agency</p> | <p>3.1 Explain the purpose of a Customer Relationship Management (CRM) System in a property agency</p> <p>3.2 Outline the key components of policies relating to the use of IT</p> <p>3.3 Describe risks to IT security</p> | <ul style="list-style-type: none"> ● Purposes of a CRM system: to log interactions with customers; ensure compliance with legislation; automate some customer contact; enable/log marketing and advertising; enable analysis; ensure information accessible by all staff; manage transactions/pipeline progression. ● Policies: including social media, blogs and email. ● Risks to IT security – including security of passwords, risks from clicking on links, hacking, cyber-security, phishing, vishing, spyware, fire, disgruntled staff, servers, not backing up data, home working, open networks in public spaces, theft. |
| <p>4. Understand how to work effectively and professionally with clients and customers as a property agent</p> | <p>4.1 Explain the importance of good customer service in a property agency environment</p> <p>4.2 Explain how effective communication skills can affect relationships with clients and customers</p> <p>4.3 Compare different types of communication in order to select the most appropriate</p> <p>4.4 Describe how to conduct a viewing</p> <p>4.5 Describe how to handle customer complaints</p> | <ul style="list-style-type: none"> ● Importance of good customer service: professional reputation, customer relationships, repeat business, recommendations, online reviews, increased profits. ● Effective communication skills including <ul style="list-style-type: none"> ○ verbal, non-verbal (body language, facial expressions, eye-contact), ○ written: methods of addressing and signing off letters and emails; newsletter content, language used in communication such as brochures and flyers; online content such as blogs and twitter ○ listening, asking questions, tone of voice, pace of speech, seeking feedback to check understanding, formal and informal communication; the use of technology including for translation; awareness of barriers to clear two-way communication. ● Types of communication: including letter, email, text, telephone, flyer, video, podcast, social media outlets. Also, |

The Role of the Property Professional (CiPA01)

| 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>to include sign language, oral, voicemail, body language, braille, use of AI/chat bots.</p> <ul style="list-style-type: none"> • How to conduct a viewing: safety, lone working, communication – occupier/viewer, risk assessment, time of day, presentation, provision of information/follow up. • How to handle customer complaints: company policies and procedures, Codes of Conduct. |

| Unit Code | Unit Title | Level | GLH/TQT |
|--|---|-------------------------|---------|
| CiPA02 (Click here to return to unit list) | The Practice of a Property Professional | Level 3 or Level 6 SCQF | 25/35 |
| <p>Description of unit: This unit is about working in a property agency and starts by considering a range of health, safety and security issues. The unit then looks at understanding property types, basic building construction and building defects. The unit then covers the services found in properties and the problems that affect services and looks at environmental issues, sustainable features and local environmental factors. The unit concludes by considering the selling techniques a property professional may employ and the marketing of individual properties and agents themselves. This unit is suitable for learners in all Nations.</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 health, safety and security in property agency | 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 1.4 Explain how to keep an office, properties, and keys safe 1.5 Explain how to keep oneself and others safe when in the office and visiting properties | <ul style="list-style-type: none"> • Duties of employers and employees <ul style="list-style-type: none"> ○ as set out in legislation: England and Wales and Scotland Health and Safety at Work etc. Act 1974; Northern Ireland Health and Safety at Work (Northern Ireland) Order 1978 ○ also, to include mental as well as physical health and safety. • Risk assessment: Health and Safety Executive (HSE) 5-step risk assessment process (identify, assess, control, record, review). • Keeping an office safe: security of the exterior, access, interior, equipment, personal possessions. • Safety of oneself and others: lone worker policies, risk assessments, mobile apps, personal safety devices, codewords, Suzy Lamplugh Trust advice; Personal Protective Equipment (PPE) for building sites or damaged properties. |

| 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>2. Understand basic property types and basic construction methods</p> | <p>2.1 Differentiate between different property styles and types</p> <p>2.2 Describe basic building construction in terms of different types of foundations, floors, walls, windows and roofs</p> <p>2.3 Apply basic criteria to determine the cause of common defects</p> | <ul style="list-style-type: none"> ● Property styles and types <ul style="list-style-type: none"> ○ types: such as detached, semi-detached, terraced, bungalow, apartment, flat, maisonette ○ styles: Tudor, Georgian, Victorian, Edwardian, Interwar, Postwar, Modern. ● Foundations – strip, trench, raft, pile. ● Floors – solid, suspended (timber), suspended (beam and block). ● Walls – solid, cavity, timber frame and an awareness of other non-traditional construction methods and modern methods of construction (MMC). ● Windows – sash, casement, tilt and turn, pivot, bay, single/double/triple glazed, VELUX. ● Roofs – flat, pitched (gable, hipped, mansard, lean-to). ● Common defects: Cracking in walls (horizontal, vertical and diagonal cracks), damp (rising, penetrating, condensation, leaks), foundation movement (settlement, subsidence, heave/hogging), timber decay (wet rot, dry rot, woodworm), roof covering problems (slipped, damaged or weathered slates/tiles on pitched roofs and blistering, splitting or puncturing on flat roofs). |
| <p>3. Understand the provision of services and environmental considerations relating to properties</p> | <p>3.1 Describe the requirements for the provision of services in properties</p> <p>3.2 Identify the problems commonly found in services</p> <p>3.3 Identify the environmental issues relating to property</p> | <ul style="list-style-type: none"> ● Services including: <ul style="list-style-type: none"> ○ Gas, electricity, water, drainage, telephone, broadband ○ Gas/water/drainage - mains and alternative methods for the supply. ● Common problems: <ul style="list-style-type: none"> ○ Gas – leaks |

| 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>3.4 Identify sustainable features and local environmental factors relating to a property</p> | <ul style="list-style-type: none"> ○ Electricity – exposed live wires, overheating fixtures and appliances, lack of earth bonding, ageing fixtures and fittings, non-compliant consumer unit ○ Water – leaks (inside and outside), contamination, lead pipework ○ Drainage– leaks and blockages ○ Broadband – speed and coverage inadequate for needs. ● Environmental issues: <ul style="list-style-type: none"> ○ Noise / air pollution ○ Proximity to water/flood risk ○ Asbestos ○ Radon ○ Invasive plant species; protected fauna and flora eg bats and great crested newts ○ Energy efficiency including: Energy Performance Certificates (EPC), minimum energy efficiency standards (MEES). ● Sustainable features and local environmental factors: <ul style="list-style-type: none"> ○ Renewable energy: including wind, hydro, solar, biomass, air source and ground source heat pumps, hydrogen boilers, ○ Ventilation; natural lighting ○ Garden/open spaces; orientation ○ Conservation area; Green Belt; Area of Outstanding Natural Beauty (England & Wales)/National Scenic Areas (Scotland); listed building status ○ Proximity to place of work; home office space; car charging point. |

| 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>4. Understand the basic techniques for selling the services of a property agent.</p> | <p>4.1 Describe the consumer decision making process</p> <p>4.2 Identify the different stages in the selling cycle</p> <p>4.3 Describe different types of sales techniques</p> | <ul style="list-style-type: none"> • Selling in this Learning Outcome is about selling any agency service and yourself. It is not about selling property. • Consumer decision making process: problem recognition, information search, evaluation of alternatives, decision, post decision-making behaviour. • Selling cycle: prospecting for leads, initiate contact, identify needs, present offer, manage objections, close sale, generate referrals. • Sales techniques: <ul style="list-style-type: none"> ○ traditional: preparation, opening, qualifying the customer, features and benefits, handling objections, asking for the business. ○ problem solving – solve the problem to get the business. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
|---|--|---|
| 5. Understand marketing methods in property agency | 5.1 Identify basic marketing techniques 5.2 Differentiate between different methods for marketing a property 5.3 Determine how to maximise the appeal of a property 5.4 Explain the importance of adhering to the agency branding as a property agent 5.5 Explain the importance of self-branding | <ul style="list-style-type: none"> • Marketing Techniques: marketing mix (4Ps), marketing plans, SWOT analysis, AIDA. • Methods: agency website, property portals, social media videos, email campaigns, newspapers/magazines including specialist magazines, for sale/to let boards, office window displays, word of mouth, notifying potential customers on agency database. • Maximising appeal: quality of photos/videos; use of external professional agencies; presentation of property, including staging; consideration of costs versus benefits. • Adhering to the agency branding: avoids mixed messaging, promotes consistency, promotes trust in the agency, identifies the agency, differentiates the agency from others, connects with the agency’s customers and potential customers. • Importance of self-branding: makes you stand out, builds trust, name recognition, builds your connections, results in more business. |

GROUP A UNITS:

GENERAL LAW AND PRACTICE FOR PROPERTY AGENTS

| Unit Code | Unit Title | Level | GLH/TQT |
|--|--|---------|---------|
| CiPA03 (Click here to return to unit list) | General Law and Practice for Property Agents - England and Wales | Level 3 | 25/35 |
| <p>Description of unit: This unit provides an introduction to the general legal concepts relevant to the sale, letting and management of residential and commercial property and takes into account some of the specific issues that can arise. This unit is suitable for learners in England and Wales.</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 fundamental principles of the law of agency | 1.1 Identify how an agency relationship can arise 1.2 Explain how an agency relationship can be terminated | <ul style="list-style-type: none"> • Arise via express, implied, ratification, necessity. • Terminated via agreement, breach, completion of the contract, frustration of the contract. |
| 2. Understand the fundamental principles of contract law | 2.1 Explain the function of a contract 2.2 Recognise elements of a contract 2.3 Describe methods of contract formation 2.4 Distinguish between express and implied terms 2.5 Explain how misrepresentation and other factors can affect the validity of contracts 2.6 Describe the remedies available for breach of contract | <ul style="list-style-type: none"> • Function of a contract: to bring about a legally binding relationship between parties. • Contract: offer, acceptance, consideration, capacity, intention to create legal relations. • Contract formation includes creating enforceable property contracts (S2 Law of Property (Miscellaneous Provisions) Act 1989) <ul style="list-style-type: none"> ○ Section 2 does not apply to contracts to grant a lease for a term not exceeding three years, or contracts made in the course of a public auction. • Misrepresentation and other factors: misrepresentation, mistake, undue Influence, duress. • Remedies: damages, specific performance, injunction. |

| 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 fundamental principles of land law | 3.1 Distinguish between the methods of holding land 3.2 Describe the difference between a lease and a licence 3.3 Apply the legal principles relating to rights over land belonging to others 3.4 Describe what is meant by a mortgage and the mortgage application process 3.5 Recognise the difference between registered and unregistered land 3.6 Outline the conveyancing process | <ul style="list-style-type: none"> • Methods of holding land: freehold, leasehold, commonhold. • Difference to include the essential elements of a lease compared to a licence; the advantages of a lease over a licence • Legal principles: enforceability of freehold and leasehold covenants; adverse possession, easements. • Registered land includes the function of the Register. • This process should include the role of HM Land Registry. |
| 4. Understand the fundamental principles of town and country planning law | 4.1 Explain what is meant by 'development' 4.2 Explain the need for planning permission and 'permitted development rights' 4.3 Describe the enforcement action that can be taken for breaches of planning control | <ul style="list-style-type: none"> • Town and country planning law: Town and Country Planning Act 1990, s.55. |
| 5. Understand the fundamental principles relating to the law of tort | 5.1 Outline the tort of negligence 5.2 Outline the tort of nuisance 5.3 Outline the tort of trespass 5.4 Explain the law concerning occupiers' liability 5.5 Explain vicarious liability 5.6 Describe the remedies available in the law of tort | <ul style="list-style-type: none"> • Negligence: Duty of care, breach of duty, damage, causation. • Nuisance: private, public, statutory with a focus on private nuisance. • Trespass: covering land, goods and person. • Law: Occupiers' Liability Act 1957; Occupiers' Liability Act 1984. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
|--|--|---|
| 6. Understand relevant principles of discrimination law | 6.1 Describe the Protected Characteristics 6.2 Distinguish between the different types of discrimination 6.3 Identify situations where discrimination legislation would apply 6.4 Explain the duty to make reasonable adjustments 6.5 Identify situations in which the duty to make reasonable adjustments may exist | <ul style="list-style-type: none"> • Discrimination law: Equality Act 2010 (Section 4). |
| 7. Understand the different methods available for handling complaints and dispute resolution | 7.1 Explain the potential consequences of disputes 7.2 Describe the processes involved in dealing with complaints 7.3 Explain the different methods of dispute resolution | <ul style="list-style-type: none"> • Dispute resolution: including both statutory and voluntary dispute resolution procedures, redress schemes, litigation, arbitration, mediation. |

| Unit Code | Unit Title | Level | GLH/TQT |
|---|---|---------|---------|
| CiPA04 (Click here to return to unit list) | General Law and Practice for Property Agents - Northern Ireland | Level 3 | 25/35 |
| <p>Description of unit: This unit provides an introduction to the general legal concepts relevant to the sale, letting and management of residential and commercial property and takes into account some of the specific issues that can arise. This unit is suitable for learners in Northern Ireland.</p> | | | |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) |
|---|--|--|
| 1. Understand the fundamental principles of the law of agency | 1.1 Identify how an agency relationship can arise 1.2 Explain how an agency relationship can be terminated | <ul style="list-style-type: none"> • Arise via express, implied, ratification, necessity. • Terminated via agreement, breach, completion of the contract, frustration of the contract. |
| 2. Understand the fundamental principles of contract law | 2.1 Explain the function of a contract 2.2 Recognise elements of a contract 2.3 Describe methods of contract formation 2.4 Distinguish between express and implied terms 2.5 Explain how misrepresentation and other factors can affect the validity of contracts 2.6 Describe the remedies available for breach of contract | <ul style="list-style-type: none"> • Function of a contract: to bring about a legally binding relationship between parties. • Contract: offer, acceptance, consideration, capacity, intention to create legal relations. • Contract formation includes creating enforceable property contracts. • Misrepresentation and other factors: misrepresentation, mistake, undue influence, duress. • Remedies: damages, specific performance, injunction. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) |
|---|--|--|
| 3. Understand the fundamental principles of land law | 3.1 Distinguish between the methods of holding land 3.2 Describe the difference between a lease and a licence 3.3 Apply the legal principles relating to rights over land belonging to others 3.4 Describe what is meant by a mortgage and the mortgage application process 3.5 Recognise the difference between registered and unregistered land 3.6 Outline the conveyancing process | <ul style="list-style-type: none"> • Methods of holding land: freehold, leasehold. • Difference to include the essential elements of a lease compared to a licence; the advantages of a lease over a licence. • Legal principles: enforceability of freehold and leasehold covenants; adverse possession, easements. • Registered land includes the function of the Register. <p>This process should include the role of the Land Registry and Registry of Deeds.</p> |
| 4. Understand the fundamental principles of town and country planning law | 4.1 Explain what is meant by 'development' 4.2 Explain the need for planning permission and 'permitted development rights' 4.3 Describe the enforcement action that can be taken for breaches of planning control | <ul style="list-style-type: none"> • Town and country planning law <ul style="list-style-type: none"> ○ Planning Act (Northern Ireland) 2011. |
| 5. Understand the fundamental principles relating to the law of tort | 5.1 Outline the tort of negligence 5.2 Outline the tort of nuisance 5.3 Outline the tort of trespass 5.4 Explain the law concerning occupiers' liability 5.5 Explain vicarious liability 5.6 Describe the remedies available in the law of tort | <ul style="list-style-type: none"> • Negligence: Duty of care, breach of duty, damage, causation. • Nuisance: private, public, statutory with a focus on private nuisance. • Trespass: covering land, goods, and person. • Law: <ul style="list-style-type: none"> ○ Northern Ireland - Occupiers' Liability Act (Northern Ireland) 1957 ○ Occupiers Liability (NI) Order 1987. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) |
|---|---|---|
| <p>6. Understand relevant principles of discrimination law</p> | <p>6.1 Describe the characteristics which are protected under anti-discrimination legislation</p> <p>6.2 Distinguish between the different types of discrimination</p> <p>6.3 Identify situations where discrimination legislation would apply</p> <p>6.4 Explain the duty to make reasonable adjustments</p> <p>6.5 Identify situations in which the duty to make reasonable adjustments may exist</p> | <ul style="list-style-type: none"> • Discrimination law: the principles of various anti-discrimination laws in Northern Ireland: <ul style="list-style-type: none"> ○ Disability Discrimination Act 1995 (DDA) ○ Section 75 of The Northern Ireland Act (1998) ○ The Equal Pay Act (Northern Ireland) 1970 ○ Race Relations (NI) Order 1997 ○ Fair Employment & Treatment (NI) Order 1998 ○ The Human Rights Act 1998 ○ Employment Equality (Sexual Orientation) Regulations (NI) 2003 ○ The Equality Act (Sexual Orientation) Regulations (Northern Ireland) 2006 ○ Employment Equality (Age) Regulations (NI) 2006 ○ The Employment Act (Northern Ireland) 2016. |
| <p>7. Understand the different methods available for handling complaints and dispute resolution</p> | <p>7.1 Explain the potential consequences of disputes</p> <p>7.2 Describe the processes involved in dealing with complaints</p> <p>7.3 Explain the different methods of dispute resolution</p> | <ul style="list-style-type: none"> • Dispute resolution: including both statutory and voluntary dispute resolution procedures, redress schemes, litigation, arbitration, mediation. |

| Unit Code | Unit Title | Level | GLH/TQT |
|---|---|--------------|---------|
| CiPA05 (Click here to return to unit list) | General Law and Practice for Property Agents - Scotland | Level 6 SCQF | 25/35 |
| <p>Description of unit: This unit provides an introduction to the general legal concepts relevant to the sale, letting and management of residential and commercial property and takes into account some of the specific issues that can arise. This unit is suitable for learners in Scotland.</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 fundamental principles of the law of agency | 1.1 Identify how an agency relationship can arise 1.2 Explain how an agency relationship can be terminated | <ul style="list-style-type: none"> • Arise via Express, Implied, Ratification, Necessity. • Terminated via Personal Bar, Completion of the contract, Frustration of the contract, Agreement, Breach. |
| 2. Understand the fundamental principles of contract law | 2.1 Explain the function of a contract 2.2 Recognise elements of a contract 2.3 Describe methods of contract formation 2.4 Distinguish between express and implied terms 2.5 Explain how misrepresentation and other factors can destroy the validity of contracts 2.6 Describe the remedies available for breach of contract | <ul style="list-style-type: none"> • Function of a contract: to bring about a legally binding relationship between parties. • Contract: offer, acceptance, consideration, capacity, intention to create legal relations. • Contract formation includes creating enforceable property contracts. • Misrepresentation and other factors: misrepresentation, mistake, undue influence, duress. • Remedies: Damages, Specific Performance, Interdict. |

| 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 fundamental principles of land law</p> | <p>3.1 Distinguish between the methods of holding land</p> <p>3.2 Describe the difference between a lease and a right to occupy falling short of a lease</p> <p>3.3 Apply the legal principles relating to rights over land belonging to others</p> <p>3.4 Describe what is meant by a mortgage and the application process</p> <p>3.5 Recognise the difference between registered and unregistered land</p> <p>3.6 Outline the conveyancing process</p> | <ul style="list-style-type: none"> • Methods of holding land: Owned or leased. • Difference to include the essential elements of a lease compared to a right to occupy falling short of a lease; the advantages of a lease over a right to occupy falling short of a lease. • Legal principles: Enforceability of servitudes, burdens and real burdens; adverse possession; easements. The Prescription & Limitation (Scotland) Act 1973. • Registered land includes the Function of the Register • This process should include the role of Registers of Scotland including Land Register and General Register of Sasines. |
| <p>4. Understand the fundamental principles of town and country planning law</p> | <p>4.1 Explain what is meant by ‘development’</p> <p>4.2 Explain the need for planning permission and ‘permitted development rights’</p> <p>4.3 Describe the enforcement action that can be taken for breaches of planning control</p> | <ul style="list-style-type: none"> • Town and country planning law: <ul style="list-style-type: none"> ○ Town and Country Planning (Scotland) Act 1997 ○ Planning (Scotland) Act 2019. |
| <p>5. Understand the fundamental principles relating to the law of delict</p> | <p>5.1 Outline the principles of delict</p> <p>5.2 Outline the principles of trespass</p> <p>5.3 Explain the law concerning occupiers’ liability</p> <p>5.4 Explain vicarious liability</p> <p>5.5 Describe the remedies available in the law of delict</p> | <ul style="list-style-type: none"> • Law: Occupiers’ Liability (Scotland) Act 1960. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
|--|--|---|
| 6. Understand relevant principles of discrimination law | 6.1 Describe the Protected Characteristics 6.2 Distinguish between the different types of discrimination 6.3 Identify situations where discrimination legislation would apply 6.4 Explain the duty to make reasonable adjustments 6.5 Identify situations in which the duty to make reasonable adjustments may exist | <ul style="list-style-type: none"> • Discrimination law: Equality Act 2010, s.4. |
| 7. Understand the different methods available for handling complaints and dispute resolution | 7.1 Explain the potential consequences of disputes 7.2 Describe the processes involved in dealing with complaints 7.3 Explain the different methods of dispute resolution | <ul style="list-style-type: none"> • Dispute resolution: Including both statutory and voluntary dispute resolution procedures, redress schemes, litigation, arbitration, mediation. |

GROUP B UNITS:

LETTINGS/SALES/COMMERCIAL

NOTE: THIS UNIT CONTAINS THE RENTERS’ RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1st MAY 2026

| Unit Code | Unit Title | Level | GLH/TQT |
|--|--|---------|---------|
| CiPA06 (Click here to return to unit list) | Residential Lettings, Property Management and Practice - England | Level 3 | 25/35 |
| <p>Description of unit: This unit covers legal knowledge and practices which can be implemented to the benefit of residential letting agents and their clients. This unit is designed for learners in England.</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 main services offered by letting agents | 1.1 Describe standard agency services 1.2 Distinguish between standard agency services and additional services requiring additional fees to be paid 1.3 Identify the principal points that should be included in Terms of Business 1.4 Identify the requirement to belong to a client money protection scheme | <ul style="list-style-type: none"> • Standard agency services: Introduction only, let and rent collection, full management. • Fees: including recognising matters for which fees cannot be charged - Accommodation Agencies Act 1953, Tenant Fee Act 2019. |
| 2. Understand the market appraisal process | 2.1 Set out the steps involved in preparing for and carrying out a market appraisal 2.2 Describe the main factors affecting rental value 2.3 Apply property taxation rules and rates to particular transaction details | <ul style="list-style-type: none"> • The main factors affecting rental value include supply and demand, changes to the state of the market, the requirements of the landlord, physical factors (e.g. location, property type, condition, energy rating), planning and building regulations, occupancy restrictions (e.g. local authority licensing, head lease freeholder, lender), comparables, fair market rent and Renters’ Rights Act 2025 <i>[Assessed from 1st May 2026]</i>. • Taxation applicable to Landlords: Stamp Duty Land Tax (SDLT), Annual Tax on Enveloped Dwellings (ATED); Non-Resident Landlords (NRL). |

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| <p>3. Understand the preparation required before marketing a rental property</p> | <p>3.1 Identify the information that an agent will need about the property and to verify ownership and the identity of the landlord</p> <p>3.2 Explain the consents required for the letting of residential property and the consequences of failing to obtain them</p> <p>3.3 Identify the most appropriate type of tenancy for a given scenario</p> | <ul style="list-style-type: none"> • Information includes: <ul style="list-style-type: none"> ○ Proof of landlord’s ownership ○ Proof of ownership or information relating to a third-party representative of the landlord (Power of Attorney, solicitor dealing with probate, executors), Accommodation Agencies Act 1953 ○ Proof of ID and address (Anti Money Laundering 5th Directive) ○ Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) ○ HMO/ selective licence, if applicable • Consents required: <ul style="list-style-type: none"> ○ as applicable: from mortgage lender, freeholder, insurer and shared ownership schemes ○ landlord and property registration on the Private Rented Sector Database (not yet in force) <i>[Assessed from 1st May 2026]</i> ○ landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) <i>[Assessed from 1st May 2026]</i> • Type of tenancy: <ul style="list-style-type: none"> ○ Housing Act 1988 tenancies (assured and assured shorthold tenancies), Common Law, non-Housing Act 1988 tenancies (e.g. company let, resident landlord agreements, holiday lets). <i>[Assessed until 30th April 2026]</i> ○ Housing Act 1988 (amended by Renters’ Rights Act 2025) assured tenancies, Common Law (e.g. |
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NOTE: THIS UNIT CONTAINS THE RENTERS' RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1st MAY 2026

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | company let, resident landlord agreements, holiday lets). <i>[Assessed from 1st May 2026]</i> |
| 4. Understand inventories and schedule of condition reports, check-in and check-out procedures and tenancy deposits | 4.1 Describe how to compile an inventory and a schedule of condition report 4.2 Describe check-in and check-out procedures 4.3 Explain the different methods that exist to hold tenancy deposits 4.4 Explain how tenancy deposits should be protected and the consequences of failing to do so 4.5 Explain the rules regarding return of tenants' deposits 4.6 Define fair wear and tear and betterment in the context of claims for deposit deductions at the end of a tenancy 4.7 Explain how tenants' abandoned belongings should be dealt with 4.8 Explain the deposit cap | <ul style="list-style-type: none"> • Inventory and Schedule of Condition: prepared as required by any statutory code, and in line with the Terms and Conditions agreed with the landlord. Undertaken in a logical manner, using consistent terminology throughout, may contain photographs or video for illustrative purposes alongside written description. • Check-in and check-out: to include <ul style="list-style-type: none"> ○ best practice - walking through with occupier, reviewing the inventory, agreeing condition of items and noting any variation including those suggested by tenant, testing keys, taking meter readings and explaining next steps ○ statutory testing of smoke and carbon monoxide alarms at check-in by a trained competent person (landlord statutory obligation). • The methods of holding tenancy deposits: agent for landlord, stakeholder, deposit replacement schemes (or deposit alternatives). • How tenancy deposits should be protected correctly: Sections 212 to 215B Housing Act 2004, Tenant Fees Act 2019. • Tenants' abandoned belongings: Torts (Interference with Goods) Act 1977. • Deposit cap: Tenant Fees Act 2019. |

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| <p>5. Understand the legal requirements to ensure safety, energy efficiency and fitness for human habitation in residential property offered for letting</p> | <p>5.1 Identify the landlord’s responsibilities under key safety legislation and guidance</p> <p>5.2 Summarise the rules for the provision of EPCs and for rental properties to meet the minimum energy efficiency standard (MEES)</p> <p>5.3 Apply the Housing Health and Safety Rating System (HHSRS) to given scenarios</p> <p>5.4 Explain the legal requirement for properties to be fit for human habitation at the beginning of the tenancy and throughout its duration</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 and 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, as amended ○ 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] • EPCs and the minimum energy efficiency standard (MEES): The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 and amendments • Housing, Health and Safety Rating System (HHSRS): Part 1 Housing Act 2004 |
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NOTE: THIS UNIT CONTAINS THE RENTERS' RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1ST MAY 2026

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
|---|---|---|
| | | <ul style="list-style-type: none"> • Fit for human habitation: <ul style="list-style-type: none"> ○ Section 8 Landlord and Tenant Act 1985, as amended by the Homes (Fitness for Human Habitation) Act 2018 ○ Decent Homes Standard (not yet in force). <p><i>[Assessed from 1st May 2026]</i></p> |
| <p>6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)</p> | <p>6.1 Apply the legislative tests to determine whether a property is an HMO</p> <p>6.2 State the licensing requirements in relation to HMOs and the sanctions that exist for failing to comply</p> <p>6.3 Indicate the additional obligations imposed upon landlords and managers of HMOs</p> <p>6.4 Indicate the powers of local authorities to take enforcement action</p> | <ul style="list-style-type: none"> • The legislative tests: the standard test, the self-contained flat test, the converted building test (section 254 Housing Act 2004). • The licensing requirements to include the ‘fit and proper’ person test, mandatory licensing, additional licensing and selective licensing. • The additional obligations to include minimum housing amenity standards relating to e.g. heating, washing facilities, minimum room sizes, adequate refuse disposal facilities. • Enforcement action: civil penalty, rent repayment orders (RRO), management orders (interim or final - IMO or FMO), recovery of improvement costs under improvement notices, prosecution and inability to obtain future licences, Renters’ Rights Act 2025. <p><i>[Assessed from 1st May 2026]</i></p> |

NOTE: THIS UNIT CONTAINS THE RENTERS’ RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1st MAY 2026

| 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>7. Understand the processes for dealing with applications and offers, and the referencing of applicants and guarantors</p> | <p>7.1 Explain the procedure for selecting a tenant</p> <p>7.2 Identify any reasonable adjustments an applicant may require</p> <p>7.3 Describe how to record and deal with offers</p> <p>7.4 Summarise the responsibilities of guarantors</p> <p>7.5 Describe how to reference tenants and guarantors and pass information to landlords where applicable</p> <p>7.6 Describe when a tenant may be liable for taxation</p> | <ul style="list-style-type: none"> • Selecting a tenant: all offers presented without bias, relevant information collected for landlord to make informed decision, without discrimination (Equality Act 2010 and Renters’ Rights Act 2025. <i>[Assessed from 1st May 2026]</i>) • Reasonable Adjustments to include those to which the Equality Act 2010 might be relevant. • Record offers: to include saving all relevant information on Customer Relationship Management (CRM) system, landlord and contract holder to receive written copy of offer in writing, agreed offer always referred to as ‘subject to contract’. • Guarantor responsibilities: Pay rental shortfall, damage to property, ongoing for duration of tenancy, joint and several liability. • Reference: to include <ul style="list-style-type: none"> ○ Data protection legislation: General Data Protection Regulation (GDPR) and Data (Use and Access) Act 2025 ○ Outsourced referencing, including credit, employer, and landlord checks, carried out by a third party in line with contractual obligations to the client ○ when referencing fees may or may not be permitted under the Tenant Fees Act 2019. • Taxation for tenants: when Stamp Duty Land Tax (SDLT) is applicable. |

NOTE: THIS UNIT CONTAINS THE RENTERS' RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1st MAY 2026

| 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>8. Understand the process of preparing and providing tenancy documentation</p> | <p>8.1 Explain the legal formalities for creating tenancies</p> <p>8.2 Summarise the clauses required to protect the landlord's and tenant's interests</p> <p>8.3 Recognise when a contract term could be unfair</p> <p>8.4 Describe implied tenancy terms</p> <p>8.5 Describe how to hand over a property to a new tenant</p> <p>8.6 Identify information and documentation to be given to a tenant before the start of the tenancy and at check-in</p> <p>8.7 Indicate the consequences of failing to provide documents that are required by law</p> | <ul style="list-style-type: none"> • The legal formalities for creating tenancies: Sections 52 and 54 Law of Property Act 1925, Section 2 Law of Property (Miscellaneous Provisions) Act 1989. • Clauses required: Renters' Rights Act 2025 [<i>Assessed from 1st May 2026</i>] • When a contract term could be unfair: section 62 Consumer Rights Act 2015, Unfair Contract Terms 1977. • Implied tenancy terms to include maintenance and repair (Section 11 Landlord and Tenant Act 1985), payment of rent, quiet enjoyment and non-derogation from grant. • 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, HMO/Selective Licence (where applicable) inventory and check-in report. |

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| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>9. Understand the management of rents payable in respect of residential tenancies</p> | <p>9.1 Explain market rents, fair rents and broad rental market area (BRMA)</p> <p>9.2 Apply contractual and statutory procedures for increasing rents</p> <p>9.3 Explain the methods a tenant can rely upon to challenge a rent increase</p> <p>9.4 Describe how to deal with rent arrears</p> | <ul style="list-style-type: none"> • Fair rents: section 70 Rent Act 1977. • Statutory procedures for increasing rents: <ul style="list-style-type: none"> ○ Section 67(3) Rent Act 1977, Rent Acts (Maximum Fair Rents) Order 1999, Sections 13 and 14 Housing Act 1988 ○ Renters’ Rights Act 2025 including annual rent reviews, use of Section 13 Notices and the role of the First-tier Tribunal. <i>[Assessed from 1st May 2026]</i> • Rent arrears: including The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020. |
| <p>10. Understand the procedures to be followed when tenancy agreements are amended, extended, or renewed</p> | <p>10.1 Summarise the options available to a landlord when a tenancy agreement is coming to an end</p> <p>10.2 Describe how a residential tenancy can be extended and any documentation required to carry out this process</p> <p>10.3 Describe the procedure for varying tenancy terms</p> | <ul style="list-style-type: none"> • Tenancy agreement coming to an end: <ul style="list-style-type: none"> ○ assured and assured shorthold tenancies, common law tenancies <i>[Assessed until 30th April 2026]</i> ○ common law tenancies only. <i>[Assessed from 1st May 2026]</i> • Extended <ul style="list-style-type: none"> ○ assured and assured shorthold tenancies, common law tenancies <i>[Assessed until 30th April 2026]</i> ○ common law tenancies only. <i>[Assessed from 1st May 2026]</i> • Varying tenancy terms: Section 6 Housing Act 1988. |

NOTE: THIS UNIT CONTAINS THE RENTERS' RIGHTS ACT 2025 WHICH WILL ONLY BE ASSESSED FROM 1ST MAY 2026

| 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>11. Understand the principles of tenant protection and how tenancies can be ended</p> | <p>11.1 Define security of tenure</p> <p>11.2 Outline the protection given by common law and statute to tenants of residential property</p> <p>11.3 Describe the common law and statutory methods of ending tenancies</p> <p>11.4 Describe how to deal with breaches of a tenancy by the tenant</p> <p>11.5 Outline the process for recovering an abandoned rental property</p> <p>11.6 Identify circumstances where landlords may not be able to end a tenancy because they themselves are in breach of the tenancy</p> | <ul style="list-style-type: none"> • Protection given by common law and statute: Succession provisions and recovery of possession under the Rent Act 1977 and Housing Act 1988; Protection from Eviction Act 1977, ss 3 and 5; Security under the Landlord and Tenant Act 1954 Part 2. • Common law and statutory methods of ending tenancies: Common law - effluxion of time, notice to quit, break clause, forfeiture, surrender. Statute via procedures in Rent Act 1977, sections 3 and 5 Protection from Eviction Act 1977, and Housing Act 1988. • Breaches of a tenancy: Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i> • Recovering an abandoned rental property: Housing and Planning Act 2016 (not yet in force). • Circumstances: including landlord failure to obtain licence (if required), issue a tenancy agreement, comply with statutory compliance requirements, meet repairing liabilities. |
| <p>12. Understand repairing responsibilities and how repairs and maintenance should be managed</p> | <p>12.1 Distinguish between the landlord's and the tenant's responsibilities to repair and maintain a property</p> <p>12.2 Identify the remedies available to landlords and tenants when dealing with disrepair</p> <p>12.3 Outline the process for appointing contractors and monitoring the progress of maintenance works and repairs</p> | <ul style="list-style-type: none"> • 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 behave in a tenant-like manner (<i>Warren v Keen</i>). • Appointing Contractors: to include <ul style="list-style-type: none"> ○ taking trade references (preferably from known sources), checking relevant insurances, verifying that appropriate qualifications are held and |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | 12.4 Describe how to carry out interim property visits | <p>current (eg gas safety, electrical safety) and ensuring contractors are only appointed to carry out work covered by their qualification</p> <ul style="list-style-type: none"> ○ sending the works order and agreeing the date/time for visit, following up for a written quote, receiving landlord authorisation, holding funds on account prior to instruction, and receiving confirmation of completed work before settling the invoice, including copies of any warranties. <ul style="list-style-type: none"> ● Interim property visit: to include <ul style="list-style-type: none"> ○ agreement with the occupier and consent to take photos; documentation of cleanliness, damage, breaches, and repairs; checking of ventilation; review of outside areas. ○ advise the occupier of any breaches and the timeframes for follow-up action. |

| Unit Code | Unit Title | Level | GLH/TQT |
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| CiPA07 (Click here to return to unit list) | Residential Lettings, Property Management and Practice - Wales | Level 3 | 25/35 |
| <p>Description of unit: This unit covers legal knowledge and practices which can be implemented to the benefit of residential letting agents and their clients. This unit is designed for learners in Wales.</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> |
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| 1. Understand the main services offered by letting agents | 1.1 Describe standard agency services 1.2 Distinguish between standard agency services and additional services requiring additional fees to be paid 1.3 Identify the principal points that should be included in Terms of Business 1.4 Identify the requirement to belong to a client money protection scheme | <ul style="list-style-type: none"> • Standard agency services: Introduction only, let and rent collection, full management. • Fees: including recognising matters for which fees cannot be charged - Accommodation Agencies Act 1953; Renting Homes (Fees Etc) (Wales) Act 2019. • Terms of Business: to include Landlord details, property address and rent agreed service level, scope of service, commission and fees, agreement duration, cancellation notice (cooling off period), notice period, additional agreed services, customer obligations, adherence to compliance and health and safety matters, how to complain. • Client money protection scheme: to meet requirements for an agent licence as set out by Rent Smart Wales. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>2. Understand the market appraisal process</p> | <p>2.1 Set out the steps involved in preparing for and carrying out a market appraisal</p> <p>2.2 Describe the main factors affecting rental value</p> <p>2.3 Apply property taxation rules and rates to particular transaction details</p> | <ul style="list-style-type: none"> • Steps: to include the differences between the processes for appraising a property for a licenced landlord and a property which is to be managed by an agent. • The main factors affecting rental value include supply and demand, changes to the state of the market, the requirements of the landlord, physical factors (e.g. location, property type, condition, energy rating), planning and building regulations, occupancy restrictions (e.g. local authority licensing, head lease freeholder, lender), comparables. • Taxation applicable to Landlords: Land Transaction Tax (LTT), Annual Tax on Enveloped Dwellings (ATED); Non-Resident Landlords (NRL) Income Tax. |
| <p>3. Understand the preparation required before marketing a rental property</p> | <p>3.1 Identify the information that an agent will need about the property and to verify ownership and the identity of the landlord</p> <p>3.2 Explain the consents required for the letting of residential property and the consequences of failing to obtain them</p> <p>3.3 Identify the most appropriate type of occupation contract for a given scenario</p> | <ul style="list-style-type: none"> • Information includes: <ul style="list-style-type: none"> ○ Proof of landlord’s ownership ○ Proof of ownership or information relating to a third-party representative of the landlord (Power of Attorney, solicitor dealing with probate, executors), Accommodation Agencies Act 1953 ○ Proof of ID and address (Anti Money Laundering and Proceeds of Crime Act 2002) ○ Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) ○ HMO/selective licence, if applicable |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> ○ Proof of a Rent Smart Wales licence for self-managing landlords and all agents. ● Consents required: as applicable, from mortgage lender, freeholder, insurer, and shared ownership schemes. ● Type of Contract Common Law (e.g. company let, resident landlord agreements, holiday lets); Occupation Contract: Secure or Standard. |
| <p>4. Understand inventories and schedule of condition reports, check-in and check-out procedures and tenancy deposits</p> | <p>4.1 Describe how to compile an inventory and a schedule of condition report</p> <p>4.2 Describe check-in and check-out procedures</p> <p>4.3 Explain the different methods that exist to hold tenancy deposits</p> <p>4.4 Explain how tenancy deposits should be protected and the consequences of failing to do so</p> <p>4.5 Explain the rules regarding return of contract holders' deposits</p> <p>4.6 Define fair wear and tear and betterment in the context of claims for deposit deductions at the end of an occupation contract</p> <p>4.7 Explain how contract holders' abandoned belongings should be dealt with</p> <p>4.8 Explain legislation around the amount that can be taken for a deposit</p> | <ul style="list-style-type: none"> ● Inventory and Schedule of Condition: prepared as required by any statutory code eg Renting Homes (Wales) Act 2016, and in line with the Terms and Conditions agreed with the landlord. Undertaken in a logical manner, using consistent terminology throughout, may contain photographs or video for illustrative purposes alongside written description. ● Check in and check out: to include <ul style="list-style-type: none"> ○ best practice - walking through with occupier, reviewing the inventory, agreeing condition of items and noting any variation including those suggested by tenant, testing keys, taking meter readings and explaining next steps ○ statutory testing of smoke and carbon monoxide alarms at check-in by a trained competent person (landlord statutory obligation). ● The methods of holding tenancy deposits: agent for landlord, stakeholder, deposit replacement schemes (or deposit alternatives). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> • How tenancy deposits should be protected correctly: S 46 & S47 (1) Renting Homes (Wales) Act 2016, Renting Homes (Fees Etc) (Wales) Act 2019. • Contract holders’ abandoned belongings: Torts (Interference with Goods) Act 1977; Renting Homes (Wales) Act 2016. • Deposit: Renting Homes (Tenant Fees) Wales Regulations 2020. |
| <p>5. Understand the legal requirements to ensure safety, energy efficiency and fitness for human habitation in residential property offered for letting</p> | <p>5.1 Identify the landlord’s responsibilities under key safety legislation and guidance</p> <p>5.2 Summarise the rules for the provision of EPCs and for rental properties to meet the minimum energy efficiency standard (MEES)</p> <p>5.3 Apply the Housing Health and Safety Rating System (HHSRS) to given scenarios</p> <p>5.4 Explain the legal requirement for properties to be fit for human habitation at the beginning of the occupation contract and throughout its duration</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: Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 ○ Electrical Safety Standards and EICR/PIT (Periodic inspection and testing): Renting Homes (Wales) Act 2016 ○ Control of Asbestos Regulations 2012 ○ Health and Safety Executive (HSE) Guidance on Legionella and Legionnaires’ disease ○ Safety Standard for Internal Window Blinds. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> • EPCs and the minimum energy efficiency standard (MEES): The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 and the Energy Efficiency (Private Rented Property) (England and Wales) (Amendment) Regulations 2019. • Housing, Health and Safety Rating System (HHSRS): Part 1 Housing Act 2004 and Regulations made by the Welsh Government. • Fit for human habitation: Section 8 Landlord and Tenant Act 1985; Renting Homes (Wales) Act 2016 Part 4, ability to withhold rent. |
| <p>6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)</p> | <p>6.1 Apply the legislative tests to determine whether a property is an HMO</p> <p>6.2 State the licensing requirements in relation to HMOs and the sanctions that exist for failing to comply</p> <p>6.3 Indicate the additional obligations imposed upon landlords and managers of HMOs</p> <p>6.4 Indicate the powers of local authorities to take enforcement action</p> | <ul style="list-style-type: none"> • The legislative tests: the standard test, the self-contained flat test, the converted building test (section 254 Housing Act 2004). • The licensing requirements to include the ‘fit and proper’ person test, mandatory licensing, additional licensing and selective licensing as set out in Renting Homes (Wales) Act 2016. • The additional obligations to include minimum housing amenity standards relating to e.g. heating, washing facilities, minimum room sizes, adequate refuse disposal facilities. • Enforcement action: civil penalty, rent repayment orders (RRO), management orders (interim or final - IMO or FMO), recovery of improvement costs under improvement notices, prosecution and inability to obtain future licences including via Rent Smart Wales. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>7. Understand the processes for dealing with applications and offers, and the referencing of applicants and guarantors</p> | <p>7.1 Explain the procedure for selecting a contract holder</p> <p>7.2 Identify any reasonable adjustments an applicant may require</p> <p>7.3 Describe how to record and deal with offers</p> <p>7.4 Summarise the responsibilities of guarantors</p> <p>7.5 Describe how to reference contract holders and guarantors, and pass information to landlords where applicable</p> | <ul style="list-style-type: none"> • Selecting a contract holder: all offers presented without bias, relevant information collected for landlord to make informed decision. • Reasonable Adjustments to include those to which the Equality Act 2010 might be relevant, including the provision of an accessible Occupation Contract. • Record offers: to include saving all relevant information on Customer Relationship Management (CRM) system, landlord and contract holder to receive written copy of offer in writing, agreed offer always referred to as ‘subject to contract’. • Guarantor responsibilities: Pay rental shortfall, damage to property, ongoing for duration of occupation, joint and several liability. • Reference: to include <ul style="list-style-type: none"> ○ Data protection legislation: General Data Protection Regulation (GDPR) and Data (Use and Access) Act 2025 ○ Outsourced referencing, including credit, employer, and landlord checks, carried out by a third party in line with contractual obligations to the client. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>8. Understand the process of preparing and providing occupation contract documentation</p> | <p>8.1 Explain the legal formalities for creating occupation contracts</p> <p>8.2 Summarise the legislation which applies to creating occupation contracts</p> <p>8.3 Recognise when a contract term could be unfair</p> <p>8.4 Describe contractual terms</p> <p>8.5 Describe how to hand over a property to a new contract holder</p> <p>8.6 Identify information and documentation to be given to a contract holder before the start of the occupation contract and at check-in</p> <p>8.7 Indicate the consequences of failing to provide documents that are required by law</p> | <ul style="list-style-type: none"> • The legal formalities for creating occupation contracts: Sections 52 and 54 Law of Property Act 1925, Section 2 Law of Property (Miscellaneous Provisions) Act 1989. • Legislation: Renting Homes (Wales) Act 2016 and subsequent amendments. • When a contract term could be unfair: section 62 Consumer Rights Act 2015, Unfair Contract Terms 1977. • Contractual terms: to include key matters, fundamental terms, and supplementary terms (Renting Homes (Wales) Act 2016), statutory obligations such as maintenance and repair (Section 11 Landlord and Tenant Act 1985), payment of rent, quiet enjoyment, non-derogation from grant, and any individually negotiated terms. • Information and documentation to include Energy Performance Certificate (EPC), Welsh Tenant Guide, Gas Safety Record, EICR, Copy of the deposit certificate and the terms and conditions of the scheme and Prescribed Information, occupation contract , HMO/Selective Licence (where applicable) inventory and check-in report. • Consequences: Potential loss of rent, compensation and inability to regain possession. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>9. Understand the management of rents payable in respect of occupation contracts</p> | <p>9.1 Explain market rents, fair rents and broad rental market area (BRMA)</p> <p>9.2 Apply contractual and statutory procedures for increasing rents</p> <p>9.3 Describe how to deal with rent arrears</p> | <ul style="list-style-type: none"> • Fair rents: section 70 Rent Act 1977. • Statutory procedures for increasing rents: serving of notice “RHW12” by landlord in order to vary the rent and make other contractual changes; to also cover the extent of the procedures - no route for contract holders to challenge rent increase. • Rent arrears: including The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020; Form RHW20 — Landlord’s notice: seeking possession due to serious rent arrears (Renting Homes (Wales) Act 2016). |
| <p>10. Understand the procedures to be followed when occupation contracts are amended, extended or renewed</p> | <p>10.1 Summarise the options available to a landlord when an occupation contract is coming to an end of the fixed term</p> <p>10.2 Describe how an occupation contract can be extended and any documentation required to carry out this process</p> <p>10.3 Describe the procedure for varying contract terms</p> | <ul style="list-style-type: none"> • Extended: to include issuing periodic contracts. • Varying contract terms: Renting Homes (Wales) Act 2016 to include <ul style="list-style-type: none"> ○ requirements around written statements and timescales ○ the change of sharer process as set out in the Act. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>11. Understand the principles of contract holder protection and how occupation contracts can be ended</p> | <p>11.1 Define security of tenure</p> <p>11.2 Outline the protection given by common law and statute to contract holders</p> <p>11.3 Describe the common law and statutory methods of ending occupation contracts</p> <p>11.4 Describe how to deal with breaches of an occupation contract by the contract holder</p> <p>11.5 Outline the process for recovering an abandoned rental property</p> <p>11.6 Identify circumstances where landlords may not be able to end an occupation contract because they themselves are in breach</p> | <ul style="list-style-type: none"> • Protection given by common law and statute: Succession provisions and recovery of possession under the Rent Act 1977 and Housing Act 1988; Protection from Eviction Act 1977, ss 3 and 5, Renting Homes (Wales) Act 2016. • Common law and statutory methods of ending occupation contracts: Common law - effluxion of time, notice to quit, break clause, forfeiture, surrender. Statute via procedures in Rent Act 1977, sections 3 and 5 Protection from Eviction Act 1977, Renting Homes (Wales) Act 2016. • Recovering an abandoned rental property: Processes under Renting Homes (Wales) Act 2016. • Circumstances: including landlord failure to obtain licence, issue occupation contract, comply with statutory compliance requirements; meet repairing liabilities. |
| <p>12. Understand repairing responsibilities and how repairs and maintenance should be managed</p> | <p>12.1 Distinguish between the landlord's and the contract holder's responsibilities to repair and maintain a property</p> <p>12.2 Identify the remedies available to landlords and contract holders when dealing with disrepair</p> <p>12.3 Outline the process for appointing contractors and monitoring the progress of maintenance works and repairs</p> <p>12.4 Describe how to carry out interim property visits</p> | <ul style="list-style-type: none"> • The landlord's and the contract holder's responsibilities to repair and maintain including <ul style="list-style-type: none"> ○ a landlord's duty under sections 8 and 11 Landlord and Tenant Act 1985 and the contract holder's duty to behave in a tenant-like manner (<i>Warren v Keen</i>) ○ Renting Homes (Wales) Act 2016 - when contract holders are liable for repairs, including liability for damage caused by permitted occupiers. • Appointing Contractors: to include |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> ○ taking trade references (preferably from known sources), checking relevant insurances, verifying that appropriate qualifications are held and current (eg gas safety, electrical safety) and ensuring contractors are only appointed to carry out work covered by their qualification ○ sending the works order and agreeing the date/time for visit, following up for a written quote, receiving landlord authorisation, holding funds on account prior to instruction, and receiving confirmation of completed work before settling the invoice, including copies of any warranties. ● Interim property visit to include <ul style="list-style-type: none"> ○ agreement with the occupier and consent to take photos; documentation of cleanliness, damage, breaches, and repairs; checking of ventilation; review of outside areas ○ advise the occupier of any breaches and the timeframes for follow-up action. |

| Unit Code | Unit Title | Level | GLH/TQT |
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| CiPA08 (Click here to return to unit list) | Residential Lettings, Property Management and Practice – Northern Ireland | Level 3 | 25/35 |
| <p>Description of unit: This unit covers legal knowledge and practices which can be implemented to the benefit of residential letting agents and their clients. This unit is designed for learners in Northern Ireland.</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> |
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| 1. Understand the main services offered by letting agents | 1.1 Describe standard agency services 1.2 Distinguish between standard agency services and additional services requiring additional fees 1.3 Identify the principal issues that should be included in Terms of Business | <ul style="list-style-type: none"> • Standard agency services: Introduction only, let and rent processing, full management. |
| 2. Understand the market appraisal process | 2.1 Set out the steps involved in preparing for and carrying out a market appraisal 2.2 Describe the main factors affecting rental value 2.3 Apply property taxation rules and rates to particular transaction details | <ul style="list-style-type: none"> • The main factors affecting rental value include supply and demand, changes to the state of the market, time of letting, the requirements of the landlord, physical factors (e.g. location, property type, condition, energy rating), planning and building regulations, occupancy restrictions, comparative evidence. • Taxation applicable to Landlords: Stamp Duty Land Tax (SDLT), Annual Tax on Enveloped Dwellings (ATED); Non-Resident Landlords (NRL). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>3. Understand the preparation required before marketing a rental property</p> | <p>3.1 Identify the information that an agent will need about the landlord and about the property</p> <p>3.2 Explain the consents required for the letting of residential property and the consequences of failing to obtain them</p> <p>3.3 Identify the most appropriate type of tenancy for a given scenario</p> | <ul style="list-style-type: none"> • The information that an agent will need about the landlord includes proof of landlord’s ownership, proof of ID and address (Anti Money Laundering), HMO licence, if applicable. The requirement of the landlord to be registered under the landlord registration scheme as set out under the Landlord Registration Scheme Regulations (NI) 2014 (as amended) <ul style="list-style-type: none"> ○ Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI). • The consents required: as applicable, from mortgage lender, freeholder and insurer. • The most appropriate type of tenancy: the Private Tenancies (NI) Order 2006 (as amended); The Housing (NI) Order 1983, 1992, 2003 and The Housing (Amendment) Act (Northern Ireland) 2011 |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>4. Understand inventories and schedule of condition reports, check-in and check-out procedures and tenancy deposits</p> | <p>4.1 Describe how to compile inventory and schedule of condition reports</p> <p>4.2 Describe check-in and check-out procedures</p> <p>4.3 Describe the methods of holding tenancy deposits</p> <p>4.4 Explain how tenancy deposits should be properly protected and the consequences of failing to do so</p> <p>4.5 Explain the rules regarding return of tenants' deposits</p> <p>4.6 Define fair wear and tear and betterment in the context of damage claims at the end of a tenancy</p> <p>4.7 Explain how tenants' abandoned belongings should be dealt with</p> | <ul style="list-style-type: none"> • Inventory and Schedule of Condition: prepared as required by any statutory code, and in line with the Terms and Conditions agreed with the landlord. Undertaken in a logical manner, using consistent terminology throughout, may contain photographs or video for illustrative purposes alongside written description. • Check in and check out: to include <ul style="list-style-type: none"> ○ best practice - walking through with occupier, reviewing the inventory, agreeing condition of items and noting any variation including those suggested by tenant, testing keys, taking meter readings and explaining next steps ○ statutory testing of smoke and carbon monoxide alarms at check-in by a trained competent person (landlord statutory obligation). • The methods of holding tenancy deposits: agent for landlord, stakeholder, deposit replacement schemes (or deposit alternatives). • How tenancy deposits should be properly protected: Tenancy Deposit Schemes Regulations (NI) 2012 and The Private Tenancies Act (NI) 2022. • Tenants' abandoned belongings: Torts (Interference with Goods) Act 1977. |

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| <p>5. Understand the legal requirements to ensure safety, energy efficiency and habitability in residential property offered for letting</p> | <p>5.1 Identify the landlord’s responsibilities under key safety legislation and guidance</p> <p>5.2 Summarise the rules for the provision of EPCs for property to let</p> <p>5.3 Describe the Fitness Standard</p> <p>5.4 Explain the legal requirement for properties to be fit for human habitation at the beginning of the tenancy and throughout its duration</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 and General Product Safety Regulations (GPSR) 2005 ○ Gas Safety (Installation and Use) Regulations (NI) 2004 ○ Smoke, Heat and Carbon Monoxide Alarms for Private Tenancies Regulations (Northern Ireland) 2024 ○ Electrical Safety Standards for Private Tenancies Regulations (Northern Ireland) 2024 ○ Control of Asbestos Regulations (NI) 2012 ○ Health and Safety Executive for Northern Ireland Guidance on Legionella and Legionnaires’ disease ○ Safety Standard for Internal Window Blinds. • EPCs: Energy Performance of Buildings (Certificates and Inspections) Regulations (NI) 2008 (as amended) and the Private Tenancies Act (Northern Ireland) 2022. • Fitness Standard: Schedule 5 of the Housing (NI) Order 1992. • Fit for human habitation: Fitness Standard for private rented housing in Northern Ireland, set out in the Housing (NI) Order 1981, amended in 1992; Private Tenancies Act (Northern Ireland) 2022; the circumstances in which a certificate of fitness is |
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| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | required when letting a property, notices of unfitness and notices of disrepair and when these can be issued. |
| 6. Understand the legislation relating to Houses in Multiple Occupation (HMOs) | 6.1 Apply the legislative tests to determine whether a property is an HMO 6.2 State the licensing requirements in relation to HMOs and the sanctions for failing to comply with them 6.3 Indicate the additional responsibilities imposed upon landlords and managers of HMOs 6.4 Indicate the powers of local authorities to take enforcement action | <ul style="list-style-type: none"> • The legislative tests: when a property is an HMO under the Houses in Multiple Occupation Act (Northern Ireland) 2016. • The licensing requirements: mandatory licensing; the ‘fit and proper’ person test for landlords and agents. • The additional responsibilities to include minimum housing amenity standards relating to e.g. heating, washing facilities, minimum room sizes, adequate refuse disposal facilities. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>7. Understand the processes for dealing with applications and offers, and the referencing of applicants and guarantors</p> | <p>7.1 Explain the procedure for selecting a tenant</p> <p>7.2 Identify any special requirements an applicant may have</p> <p>7.3 Describe how to record and deal with offers</p> <p>7.4 Summarise the responsibilities of guarantors</p> <p>7.5 Describe how to reference tenants and guarantors and pass information to landlords if applicable</p> | <ul style="list-style-type: none"> • Selecting a tenant: all offers presented without bias, relevant information collected for landlord to make informed decision. • Any special requirements including when the Disability Discrimination Act 1995 (DDA) is relevant. • Record offers: to include saving all relevant information on Customer Relationship Management (CRM) system, landlord and contract holder to receive written copy of offer in writing, agreed offer always referred to as ‘subject to contract’. • Guarantor responsibilities: Pay rental shortfall, damage to property, ongoing for duration of tenancy, joint and several liability. • Reference: to include <ul style="list-style-type: none"> ○ Data protection legislation: General Data Protection Regulation (GDPR) and Data (Use and Access) Act 2025 ○ Outsourced referencing, including credit, employer, and landlord checks, carried out by a third party in line with contractual obligations to the client. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>8. Understand the process of preparing and providing tenancy documentation</p> | <p>8.1 Explain the legal formalities for creating tenancies</p> <p>8.2 Summarise the clauses required to protect the landlord’s and tenant’s interests</p> <p>8.3 Recognise when a contract term could be unfair</p> <p>8.4 Describe implied tenancy terms</p> <p>8.5 Describe how to hand over a property to a new tenant</p> <p>8.6 Identify the information and documentation to be given to a tenant before the start of the tenancy and at check-in</p> <p>8.7 Indicate the consequences of failure to provide documents that are required by law</p> | <ul style="list-style-type: none"> • The legal formalities for creating tenancies: Landlord and Tenant Law Amendment (Ireland) Act 1860 (Deasy’s Act), The Private Tenancies (NI) Order 2006 (as amended); Private Tenancies Act (Northern Ireland) 2022; Law Reform (Miscellaneous Provisions) (Northern Ireland) Order 2005. • Recognise when a contract term could be unfair: section 62 Consumer Rights Act 2015. • Implied tenancy terms to include the covenants of quiet enjoyment and non-derogation from grant, implied terms given by the tenant. • The information and documentation to include: <ul style="list-style-type: none"> ○ Energy Performance Certificate (EPC) ○ Gas Safety Record ○ Copy of the deposit certificate and the terms and conditions of the scheme and Prescribed Information ○ Tenancy agreement ○ Inventory and check-in report ○ Tenancy Information Notice ○ Notice of Variation. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| 9. Understand the management of rents payable in respect of residential tenancies | 9.1 Explain market rents, rents subject to rent control and broad rental market area (BRMA) 9.2 Apply statutory procedures for increasing rents 9.3 Describe how to deal with rent arrears | <ul style="list-style-type: none"> • Rents subject to rent control: rents which are subject to rent control under the Rent (Northern Ireland) Order 1978 or the Private Tenancies (NI) Order 2006 (as amended). • Statutory procedures for increasing rents: regulation of rent: Rent (Northern Ireland) Order 1978 or the Private Tenancies (NI) Order 2006 (as amended); statutory procedures regarding rents on protected or statutory tenancies or tenancies subject to rent control including role of the Rent Register and role of the Rent Officer for Northern Ireland. • Proposed rent increase: Private Tenancies Act (Northern Ireland) 2022 (5D and 5E). |
| 10. Understand the procedures to be followed when tenancy agreements are amended, extended, or renewed | 10.1 Summarise the options available to a landlord when a tenancy agreement is coming to an end 10.2 Describe how a residential tenancy can be extended and any documentation required to carry out this process 10.3 Describe the procedure for varying tenancy terms | <ul style="list-style-type: none"> • Varying tenancy terms: Private Tenancies Act (Northern Ireland) 2022. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>11. Understand the principles of tenant protection and how tenancies can be ended</p> | <p>11.1 Define security of tenure</p> <p>11.2 Outline the protection given by common law and statute to tenants of residential property</p> <p>11.3 Describe the common law and statutory methods of ending tenancies</p> <p>11.4 Describe how to deal with breaches of a tenancy by the tenant</p> <p>11.5 Outline the process for recovering an abandoned rental property</p> <p>11.6 Identify circumstances where landlords may not be able to end a tenancy because they themselves are in breach of the tenancy</p> | <ul style="list-style-type: none"> • Protection given by common law and statute: <ul style="list-style-type: none"> ○ Rent Order (Northern Ireland) 1978 ○ The Private Tenancies (NI) Order (2006] ○ The Housing (Northern Ireland) Order 1981, 1983, 1986, 1988, 1992, 2003 ○ The Housing (Amendment) Act (Northern Ireland) 2010, 2011 ○ Private Tenancies Act (Northern Ireland) 2022 ○ Business Tenancies (Northern Ireland) Order 1996. • Common law and statutory methods of ending tenancies: Common law - effluxion of time, notice to quit, break clause, forfeiture, surrender. Statute via procedures; legal protection from eviction is provided by Rent (Northern Ireland) Order 1978, Private Tenancies (Northern Ireland) Order 2006, Private Tenancies Act (Northern Ireland) 2022 (section 11). • Circumstances: including landlord failure to be registered with the Landlord Registration scheme, obtain HMO licence (if required), issue a tenancy agreement, comply with statutory compliance requirements, meet repairing liabilities. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>12. Understand repairing responsibilities and how repairs and maintenance should be managed</p> | <p>12.1 Distinguish between the landlord's and the tenant's responsibilities to repair and maintain a property</p> <p>12.2 Identify the remedies available to landlords and tenants when dealing with disrepair</p> <p>12.3 Outline the process for appointing contractors and monitoring the progress of maintenance works and repairs</p> <p>12.4 Describe how to carry out interim property visits</p> | <ul style="list-style-type: none"> • The landlord's and the tenant's responsibilities to repair and maintain under the terms of the tenancy agreement or as provided in the Private Tenancies (NI) Order 2006 (as amended) and also including a landlord's duty under section of the Private Tenancies Act (Northern Ireland) 2022. • Appointing Contractors: to include <ul style="list-style-type: none"> ○ taking trade references (preferably from known sources), checking relevant insurances, verifying that appropriate qualifications are held and current (eg gas safety, electrical safety) and ensuring contractors are only appointed to carry out work covered by their qualification ○ sending the works order and agreeing the date/time for visit, following up for a written quote, receiving landlord authorisation, holding funds on account prior to instruction, and receiving confirmation of completed work before settling the invoice, including copies of any warranties. • Interim property visit to include <ul style="list-style-type: none"> ○ agreement with the occupier and consent to take photos; documentation of cleanliness, damage, breaches, and repairs; checking of ventilation; review of outside areas ○ advise the occupier of any breaches and the timeframes for follow-up action. |

| Unit Code | Unit Title | Level | GLH/TQT |
|--|---|--------------|---------|
| CiPA09 (Click here to return to unit list) | Residential Lettings, Property Management and Practice - Scotland | Level 6 SCQF | 25/35 |
| <p>Description of unit: This unit covers legal and best practice principles which can be implemented to the benefit of residential letting agents and their clients. This unit is designed for learners in Scotland.</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> |
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| 1. Understand the main services offered by letting agents. | 1.1 Describe standard agency services 1.2 Distinguish between standard agency services and additional services requiring additional fees to be paid 1.3 Identify the principal points that should be included in Terms of Business | <ul style="list-style-type: none"> • Standard agency services: Introduction only, let and rent collection, full management. • Fees: Letting Agent Code of Practice. • Terms of Business: Letting Agent Code of Practice. |
| 2. Understand the market appraisal process. | 2.1 Set out the steps involved in preparing for and carrying out a market appraisal 2.2 Describe the main factors affecting rental value 2.3 Apply property taxation rules and rates to particular transaction details | <ul style="list-style-type: none"> • The main factors affecting rental value include supply and demand, changes to the state of the market, the requirements of the landlord, physical factors (e.g. location, property type, condition, energy rating), planning and building regulations, occupancy restrictions (e.g. local authority licensing, lender, conditions contained in title deeds eg age), comparables, legislative uncertainty. • Taxation applicable to Landlords: Land and buildings transaction tax, Annual Tax on Enveloped Dwellings (ATED), Non-Resident Landlords (NRL), Additional Dwelling Supplement (ADS). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>3. Understand the preparation required before marketing a rental property.</p> | <p>3.1 Identify the information that an agent will need about the property and to verify ownership and the identity of the landlord</p> <p>3.2 Explain the consents required for the letting of residential property and the consequences of failing to obtain them</p> <p>3.3 Identify the most appropriate type of tenancy for a given scenario</p> | <ul style="list-style-type: none"> • Information includes <ul style="list-style-type: none"> ○ Proof of landlord’s ownership ○ Proof of ownership or information relating to a third-party representative of the landlord (Power of Attorney, solicitor dealing with confirmation, executors), Accommodation Agencies Act 1953 ○ Proof of ID and address (Anti Money Laundering 5th Directive) ○ Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) ○ HMO licence, if applicable. • Consents required: <ul style="list-style-type: none"> ○ Mortgage lender, insurer, and shared ownership schemes ○ Letting agent registration. • Type of tenancy: Housing (Scotland) Act 1988 tenancies (assured and short assured tenancies), Common Law, non-Housing (Scotland) Act 1988 tenancies (e.g. company let, resident landlord agreements, holiday lets); Private Housing (Tenancies)(Scotland) Act 2016, (PRTs); Short-term lets regulations (2022). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>4. Understand inventories and schedule of condition reports, check-in and check-out procedures and tenancy deposits.</p> | <p>4.1 Describe how to compile an inventory and a schedule of condition report</p> <p>4.2 Describe check-in and check-out procedures</p> <p>4.3 Explain the different methods that exist to hold tenancy deposits</p> <p>4.4 Explain how tenancy deposits should be protected and the consequences of failing to do so</p> <p>4.5 Explain the rules regarding return of tenants' deposits</p> <p>4.6 Define fair wear and tear and betterment in the context of claims for deposit deductions at the end of a tenancy</p> <p>4.7 Explain how tenants' abandoned belongings should be dealt with</p> | <ul style="list-style-type: none"> • Inventory and Schedule of Condition: prepared as required by any statutory code eg Letting Agent Code of Practice (Scotland) Regulations 2016, and in line with the Terms and Conditions agreed with the landlord. Undertaken in a logical manner, using consistent terminology throughout, may contain photographs or video for illustrative purposes alongside written description. • Check in and check out: to include <ul style="list-style-type: none"> ○ best practice - walking through with occupier, reviewing the inventory, agreeing condition of items and noting any variation including those suggested by tenant, testing keys, taking meter readings and explaining next steps ○ statutory testing of smoke and carbon monoxide alarms at check-in by a trained competent person (landlord statutory obligation). • Methods that exist to hold tenancy deposits: agent for landlord or custodial deposit protection. • How tenancy deposits should be protected correctly: Tenancy Deposit Schemes (Scotland) Regulations 2011 and 2019 amendments. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>5. Understand the legal requirements to ensure safety, energy efficiency and fitness for human habitation in residential property offered for letting.</p> | <p>5.1 Identify the landlord’s responsibilities under key safety legislation and guidance</p> <p>5.2 Summarise the rules for the provision of EPCs</p> <p>5.3 Apply the Repairing Standard and the Tolerable Standard to given scenarios</p> <p>5.4 Explain the legal requirement for properties to satisfy the tolerable standard and the obligations to repair</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 and 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, under the Repairing Standard as amended ○ Control of Asbestos Regulations 2012 ○ Health and Safety Executive (HSE) Guidance on Legionella and Legionnaires’ disease ○ Safety Standard for Internal Window Blinds. • EPCs and the proposed energy efficiency standards in the PRS. • Repairing Standard: Housing (Scotland) Act 2006 Repairing Standard, as amended March 2024, and as contained in the Housing (Scotland) Act 2014 and amendments, and the Tolerable Standard: The Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criteria) Order 2019; and the role of the First Tier Tribunal Housing and Property Chamber. • Legal Requirement: The Letting Agent Code of Practice Regulations (Scotland) 2016 and its amendments. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>6. Understand the legislation relating to Houses in Multiple Occupation (HMOs).</p> | <p>6.1 Apply the legislative tests to determine whether a property is an HMO</p> <p>6.2 State the licensing requirements in relation to HMOs and the sanctions that exist for failing to comply</p> <p>6.3 Indicate the additional obligations imposed upon landlords and managers of HMOs</p> <p>6.4 Indicate the powers of local authorities to take enforcement action</p> | <ul style="list-style-type: none"> • The legislative tests: The Anti-social Behaviour (Scotland) Act 2004; Private Rented Housing (Scotland) Act 2011. • The licensing requirements to include the ‘fit and proper’ person test, mandatory licensing, as set out at Government level. • The additional obligations to include minimum housing amenity standards relating to e.g. heating, washing facilities, minimum room sizes, adequate refuse disposal facilities and adequate management. |
| <p>7. Understand the processes for dealing with applications and offers, and the referencing of applicants and guarantors.</p> | <p>7.1 Explain the procedure for selecting a tenant</p> <p>7.2 Identify any reasonable adjustments an applicant may require</p> <p>7.3 Describe how to record and deal with offers</p> <p>7.4 Summarise the responsibilities of guarantors</p> <p>7.5 Describe how to reference tenants and guarantors and pass information to landlords where applicable</p> | <ul style="list-style-type: none"> • Selecting a tenant: all offers presented without bias, relevant information collected for landlord to make informed decision. • Reasonable Adjustments to include those to which the Equality Act 2010 might be relevant. • Record offers: to include saving all relevant information on Customer Relationship Management (CRM) system, landlord and contract holder to receive written copy of offer in writing, agreed offer always referred to as ‘subject to contract’. • Reference: to include <ul style="list-style-type: none"> ○ Data protection legislation: General Data Protection Regulation (GDPR) and Data (Use and Access) Act 2025. ○ Outsourced referencing, including credit, employer, and landlord checks, carried out by a third party in line with contractual obligations to the client. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>8. Understand the process of preparing and providing tenancy documentation.</p> | <p>8.1 Explain the legal formalities for creating tenancies</p> <p>8.2 Summarise how the landlord’s and tenant’s interests are protected</p> <p>8.3 Recognise when a contract term could be unfair</p> <p>8.4 Describe implied tenancy terms</p> <p>8.5 Describe how to hand over a property to a new tenant</p> <p>8.6 Identify information and documentation to be given to a tenant before the start of the tenancy and at check-in</p> <p>8.7 Indicate the consequences of failing to provide documents that are required by law</p> | <ul style="list-style-type: none"> • The legal formalities for creating tenancies: Common Law, Letting Agent Code of Practice (Scotland) Regulations 2016, Landlord Registration requirements. • When a contract term could be unfair: section 62 Consumer Rights Act 2015, Unfair Terms in Consumer Contract Regulations 1999 applicable to older contracts. • Implied tenancy terms to include maintenance and repair, payment of rent, quiet enjoyment, Letting Agent Code of Practice (Scotland) Regulations 2016. • Information and documentation to include Energy Performance Certificate (EPC), Gas Safety Record, EICR and PAT, copy of the deposit certificate and the terms and conditions of the scheme and Prescribed Information, tenancy agreement, HMO Licence (where applicable) inventory and check-in report, model tenancy easy read notes, Private Residential Tenancy Statutory Terms Supporting Notes, Letting Agent Code of Practice. |
| <p>9. Understand the management of rents payable in respect of residential tenancies.</p> | <p>9.1 Explain market rents and broad market rental area (BMRA)</p> <p>9.2 Apply contractual and statutory procedures for increasing rents</p> <p>9.3 Explain the methods a tenant can rely upon to challenge a rent increase</p> <p>9.4 Describe how to deal with rent arrears including pre-action protocols</p> | <ul style="list-style-type: none"> • Broad market rental area (BMRA) and statutory procedures for increasing rents: Role of the Rent Service Scotland, Rent Pressure Zones as part of the Private Housing (Tenancies)(Scotland) Act 2016. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>10. Understand the procedures to be followed when tenancy agreements are amended, extended, or renewed.</p> | <p>10.1 Summarise the options available to a landlord when a tenancy agreement is coming to an end 10.2 Describe how certain residential tenancies can be extended and any documentation required to carry out this process 10.3 Describe the procedure for varying tenancy terms</p> | <ul style="list-style-type: none"> • Extended: to include tacit relocation and formal extension as well as statutory tenancies under the Housing (Scotland) Act 1988 or converting to a private residential tenancy (PRT). • Varying tenancy terms: Agreement or referred to First Tier Tribunal Housing and Property Chamber. |
| <p>11. Understand the principles of tenant protection and how tenancies can be ended.</p> | <p>11.1 Define security of tenure 11.2 Describe the protection given by common law and statute to tenants of residential property. 11.3 Describe how to deal with breaches of a tenancy by the tenant 11.4 Outline the process for recovering an abandoned rental property 11.5 Identify circumstances where landlords may not be able to end a tenancy</p> | <ul style="list-style-type: none"> • Common law and statute: Succession provisions and recovery of possession through: <ul style="list-style-type: none"> ○ common law: ○ effluxion of time, notice to quit, break clause, irritancy, and surrender. ○ statute: via procedures in ○ Housing (Scotland) Act 1987, Housing (Scotland Act) 1988, Private Housing (Tenancies) (Scotland) Act 2016; the Coronavirus (Recovery and Reform) Act 2022 including pre-action protocols and removal of mandatory eviction grounds; the Rent (Scotland) Act 1984. • Recovering an abandoned rental property: Common Law, Court Order and Private Housing (Tenancies) (Scotland) Act 2016, (PRTs). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| <p>12. Understand repairing responsibilities and how repairs and maintenance should be managed.</p> | <p>12.1 Distinguish between the landlord’s and the tenant’s responsibilities to repair and maintain a property</p> <p>12.2 Identify the remedies available to landlords and tenants when dealing with disrepair.</p> <p>12.3 Outline the process for appointing contractors and monitoring the progress of maintenance works and repairs</p> <p>12.4 Describe how to carry out interim property visits</p> | <ul style="list-style-type: none"> • The landlord’s and the tenant’s responsibilities to repair and maintain include a landlord’s duty under Repairing Standard, as amended March 2024, Section 181 para 4 of the Housing (Scotland) Act 2006 Letting agent Code of Practice (Scotland) Regulations 2016 and the tenant’s duty to behave in a tenant-like manner. • Appointing Contractors: to include <ul style="list-style-type: none"> ○ taking trade references (preferably from known sources), checking relevant insurances, verifying that appropriate qualifications are held and current (eg gas safety, electrical safety) and ensuring contractors are only appointed to carry out work covered by their qualification ○ sending the works order and agreeing the date/time for visit, following up for a written quote, receiving landlord authorisation, holding funds on account prior to instruction, and receiving confirmation of completed work before settling the invoice, including copies of any warranties. • Interim property visit to include <ul style="list-style-type: none"> ○ agreement with the occupier and consent to take photos; documentation of cleanliness, damage, breaches, and repairs; checking of ventilation; review of outside areas ○ advise the occupier of any breaches and the timeframes for follow-up action. |

Sale of Residential Property (CiPA10)

| Unit Code | Unit Title | Level | GLH/TQT |
|---|------------------------------|-------------------------|---------|
| CiPA10 (Click here to return to unit list) | Sale of Residential Property | Level 3 or Level 6 SCQF | 25/35 |
| <p>Description of unit: Investigates the practices of a sales agent which demonstrates a practical knowledge in which the legal and best practice principles can be identified as being implemented to the benefit of the agent and their client. This unit is suitable for all Nations, and the assessments presented will be nation-specific, based upon your chosen regional qualification registration.</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> |
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| 1. Understand how specific legislation influences the estate agency business | 1.1 Identify the key elements of the relevant legislation 1.2 Apply legislation to a range of situations 1.3 Apply property taxation rules and rates to particular transaction details | <ul style="list-style-type: none"> • Legislation: <ul style="list-style-type: none"> ○ Estate Agents Act 1979: definition of estate agency work, information about fees and charges; disclosing connected persons; personal interests; dealing with deposits; clients' money; trigger mechanisms leading to warning and prohibition orders ○ Estate Agents (Provision of Information) Regulations 1991: sole agency; sole selling rights; ready, willing and able buyer; information on services; all information in writing ○ Estate Agents (Undesirable Practices) (No.2) Order 1991: inform sellers if buyers are taking services, forward offers promptly and in writing, avoid discriminating against buyers not taking services, not misrepresenting status of offers or status of buyers |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> ○ Estate Agents (Specified Offences) Order 1991: trigger offences for investigation into fitness to practice. ○ Consumers, Estate Agents Redress Act 2007 (redress schemes) ○ Part 2 of Consumer Rights Act 2015 (unfair contract terms) ○ Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (cooling off periods). ● Property taxation: <ul style="list-style-type: none"> ○ England and NI: stamp duty land tax ○ Wales: Land transaction tax ○ Scotland: Land and buildings transaction tax. ● Throughout UK: Annual tax on enveloped dwellings (ATED). |
| <p>2. Understand the duties and responsibilities of a sales agent</p> | <p>2.1 Distinguish between the different types of agency</p> <p>2.2 Summarise the advantages and disadvantages of each method of sale</p> <p>2.3 Identify the most appropriate method of sale in any given circumstance</p> | <ul style="list-style-type: none"> ● Types of agency: Sole agency; Joint sole agency; Multiple agency; Dual agency; Sub agency. ● Method of sale: Private treaty, private bargain (Scotland), conditional (or 'modern method') auction, unconditional (or 'traditional') auction, formal tender, informal tender. |
| <p>3. Understand the market appraisal process</p> | <p>3.1 Identify the factors involved in undertaking an appraisal</p> <p>3.2 Apply basic supply and demand theory to a variety of circumstances</p> | <ul style="list-style-type: none"> ● Factors: Location (including aspect and accessibility), age, type, style (including kerb appeal), size, tenure, condition, construction method, energy efficiency, state or market, circumstances of seller. |

Sale of Residential Property (CiPA10)

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | 3.3 Identify the requirements for comparable evidence 3.4 Apply appropriate adjustments to comparables | <ul style="list-style-type: none"> • Requirements for comparable evidence: transactions of properties which have sold recently, in the same location, of a similar type, style, age, size, and condition as the property to be valued, number of comparables required, sources of comparables. |
| 4. Understand the principles that influence the preparation of property particulars for marketing purposes | 4.1 Apply the relevant marketing principles to the preparation of property particulars 4.2 Apply the legislative provision relevant to the preparation of marketing materials | <ul style="list-style-type: none"> • Marketing principles: SWOT analysis, AIDA. • Legislative provision: <ul style="list-style-type: none"> ○ Digital Markets, Competition and Consumers Act 2024 and CMA207 guidance (2025), provision of material information, avoiding unfair commercial practices (misleading actions, misleading omissions, unfair commercial practices), RICS code of measuring practice, Energy Performance of Buildings Regulations 2012 ○ Scotland: Housing (Scotland) Act 2006; Home report. |
| 5. Understand the duties of a sales agent in the context of marketing and negotiating a sale | 5.1 Select appropriate actions for communication and follow up after the market appraisal 5.2 Identify the importance of conforming to the agreed marketing plan 5.3 Summarise the procedures to be followed in conducting viewings 5.4 Select appropriate methods to find prospective buyers and negotiate offers 5.5 Summarise selling techniques used in negotiating mutually agreeable terms | <ul style="list-style-type: none"> • Marketing plan: Marketing plans and strategy, 4Ps, SWOT. • Procedures: providing material information, avoiding unfair commercial practices during viewings. • Find Prospective Buyers: Property portals, property matching, social media, For Sale boards, specialist marketing, buying agents. • Negotiate – creating win-win situations, managing sellers’ expectations and needing to achieve best possible price; use of reservation agreements. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| | | <ul style="list-style-type: none"> • Selling techniques: features and benefits; handling objections. |
| <p>6. Understand the requirements of different types of seller</p> | <p>6.1 Differentiate between the likely requirements of different types of seller</p> <p>6.2 Determine appropriate advice to be given to sellers with different requirements</p> <p>6.3 Explain what is meant by negative equity and the issues which might arise when it exists</p> | <ul style="list-style-type: none"> • Types of seller: private person, builders and developers, trustees and executors, order of the court (England and Wales only), mortgagee in possession, corporate bodies. • Sellers with different requirements - time/price sensitive sellers, experienced/inexperienced sellers, sellers with difficulties (divorce, negative equity etc). |
| <p>7. Understand the main factors that influence the progression of a sale</p> | <p>7.1 Identify the procedures to be followed by the agent once terms of sale have been agreed</p> <p>7.2 Identify common problems encountered in progression of a sale</p> <p>7.3 Summarise the roles and responsibilities of the other parties involved in the sales process</p> | <ul style="list-style-type: none"> • Procedures: <ul style="list-style-type: none"> ○ Financial qualification of buyers ○ AML checks ○ Memorandum of Sale ○ Missives (Scotland). • Common problems <ul style="list-style-type: none"> ○ Chain management; legal issues including short leases; survey issues; finance issues, style of property (non-traditional construction and its impact on the sale process); mortgages and conveyancing; gazumping and gazundering. • Parties involved: Legal representatives; Surveyors; Insurance advisers; Mortgage lenders. |

| Unit Code | Unit Title | Level | GLH/TQT |
|---|--|---------|---------|
| CiPA11 (Click here to return to unit list) | Commercial Property Practice – England and Wales | Level 3 | 25/35 |
| <p>Description of unit: This unit provides the knowledge required to successfully practise as a commercial property agent. It develops an understanding of leases, licences and covenants. Then moves onto look at how a tenancy can be terminated and renewed and considers rent arrears and repair and dilapidations. Knowledge is also developed on Heads of Terms, measurements, taxation, planning classes and licensing alongside other key legislation affecting commercial property. This unit is suitable for learners in England and Wales.</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> |
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| 1. Understand how to apply the distinction between a lease and a licence in the context of commercial property | 1.1 Distinguish between a lease and a licence 1.2 Apply the distinction between a lease and a licence to commercial property practice | <ul style="list-style-type: none"> • Distinguish between a lease and licence: <ul style="list-style-type: none"> ○ A lease: Exclusive possession, certainty of term, consideration ○ A licence: a licence has personal permission; no estate in land; limited protection; also consider precludes to a lease such as tenancy at will. |
| 2. Understand the distinction between express and implied covenants and their impact on the landlord–tenant relationship | 2.1 Explain the nature of an express covenant 2.2 Explain how implied covenants arise 2.3 Apply the distinction between express and implied covenants to commercial property practice | <ul style="list-style-type: none"> • Express covenant: Agreed by the parties and included as clauses within the lease. • Implied covenants: Covenants implied by conduct or the law: • Covenants by the landlord (i) Quiet enjoyment ii) Not to derogate from the grant; Covenants by the tenant i) Pay rent ii) Use the building in a tenant like manner iv) Not to commit waste. |
| 3. Understand covenants within the lease relating to alienation | 3.1 Explain what alienation is 3.2 Explain the principles relating to assignment and sub-letting 3.3 Recognise the impact of an authorized guarantee agreement (AGA) | <ul style="list-style-type: none"> • Alienation <ul style="list-style-type: none"> ○ Assignment ○ Sub-letting. |

| 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 how a tenancy can be terminated, both at common law and statute | 4.1 Explain the meaning and effect of a lease terminating through effluxion of time 4.2 Explain the meaning of forfeiture in a commercial lease 4.3 Explain the meaning and effect of surrender 4.4 Identify how a tenancy can be terminated by statute 4.5 Identify how a tenancy can be terminated by a break clause | <ul style="list-style-type: none"> • Forfeiture: needs a clause or provision within the lease; effect of waiver. • Surrender of a lease: tenant’s interest reverts to landlord on agreement of both parties. • Statute: statutory impact on common law methods; Landlord and Tenant Act 1954 (LTA 1954). |
| 5. Understand statutory protection afforded by Landlord and Tenant Act 1954 and a landlord’s grounds for possession | 5.1 Explain the meaning and effect of security of tenure 5.2 Identify the notice requirements for a landlord or tenant to terminate a tenancy 5.3 Summarise the landlord’s grounds for possession | <ul style="list-style-type: none"> • Security of tenure: under Section 23 LTA 1954; contracting out of LTA 1954. • Notice requirements: Landlord’s notice under Section 25 LTA 1954; tenant’s notices under Section 26 and 27 LTA 1954. • Grounds for possession: Landlord’s seven grounds for possession under Section 30(i) LTA 1954. |
| 6. Understand the process for the renewal of a commercial lease | 6.1 Explain the principles governing the terms of a new lease 6.2 Identify how the new rent is determined | <ul style="list-style-type: none"> • Principles governing terms of a new lease: nature of premises under Section 32 LTA 1954; length of a new lease under Section 33 LTA 1954; terms of the new lease under Section 35 LTA 1954. • New rent is determined: Section 34 LTA 1954. |
| 7. Understand the meaning of rent and its impact on the landlord and tenant relationship | 7.1 Define rent and insurance rent 7.2 Explain the process of dealing with rent arrears and recovery | <ul style="list-style-type: none"> • Process: as set out in the Commercial Rent Arrears Recovery (CRAR) procedure. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
|---|--|---|
| 8. Understand the process of conducting rent reviews on commercial property | 8.1 Explain the general presumption relating to time limits in rent reviews 8.2 Identify the general basis on which the rent is assessed at rent review 8.3 Explain the effect of user clauses on the rent review process 8.4 Identify how repair and improvements are taken into account | <ul style="list-style-type: none"> • General presumption that time is not of the essence. • General basis: a hypothetical lease is generally assumed; including third party (arbitration or independent expert) process if no agreement. • User clauses: to be considered in valuation. • Repair and improvements: Landlord’s disrepair is normally taken into account; tenant’s disrepair is normally disregarded; effect of improvements depends on the wording of the lease. |
| 9. Understand the principles relating to repair and dilapidations | 9.1 Identify the impact of the landlord’s and tenant’s respective covenants to repair 9.2 Explain the importance of a Schedule of Condition 9.3 Explain the purpose of a Schedule of Dilapidations | <ul style="list-style-type: none"> • Respective covenants to repair: the duty to take action to repair property can arise through: express contractual obligation, e.g. repairing covenants in leases; implied obligations through common law or statute; certain liabilities under the law of tort, e.g. waste, nuisance and certain specific statutes. • Impact of respective covenants to repair: landlord’s remedies – forfeiture, damages; tenant’s remedies – damages, set-off, self help. |
| 10. Understand what is meant by Heads of Terms and what these contain | 10.1 Explain the role of Heads of Terms in negotiating a new lease of commercial property 10.2 Identify key terms to be included in Heads of Terms | <ul style="list-style-type: none"> • Heads of Terms: a list of the items agreed between the landlord and the tenant, prior to the grant of a lease and form the basis of the terms to be included in the legal document. |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| 11. Understand how to measure different types of commercial property | 11.1 Distinguish between the different types of measurement to use on property. 11.2 Demonstrate how each type of measurement can be calculated 11.3 Describe how zoning works and how this can be used in valuing commercial property 11.4 Demonstrate how to calculate the zoning of shops and in terms of zone A (ITZA) | <ul style="list-style-type: none"> • Types of measurement: The RICS Code of Measuring Practice; gross internal area (GIA) and net internal area (NIA); gross external area (GEA). |
| 12. Understand the market appraisal process | 12.1 Identify the factors involved in undertaking an appraisal 12.2 Apply basic supply and demand theory to a variety of circumstances 12.3 Identify the requirements for comparison evidence 12.4 Apply appropriate adjustments to comparison evidence 12.5 Apply different valuation methods and approaches | <ul style="list-style-type: none"> • Factors: size of property/site; condition; location; type and style of property; age; size; circumstances of seller; state of market. • Requirements for comparison evidence: recent transactions; similarity of age, type, style and size; number of comparables; price per square foot/metre. Both rent and capital value. • Valuation methods and approaches: comparable (including zoning), investment, residual, profits (income/expenditure), turnover; Valuation of leasehold interest; Valuations for landlord and tenant situations – surrender and renewals, assignments, premiums being paid, marriage value. |
| 13. Understand the range and impact of taxation within the commercial property sector | 13.1 Explain the way uniform business rates are assessed 13.2 Recognise the main aspects applicable to capital and revenue taxes in relation to the acquisition holding and disposal of commercial property | <ul style="list-style-type: none"> • Capital and revenue taxes: capital gains tax, VAT and SDLT (England only)/LTT (Land transaction tax – Wales). |

| Learning Outcome <i>The Learner will:</i> | Assessment Criteria <i>The learner can:</i> | Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i> |
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| 14. Understand planning classes and licensing | 14.1 Distinguish between planning classes and how changes of use operate 14.2 Apply the main objectives and features of the legislation governing the licensing of business premises and individuals | <ul style="list-style-type: none"> • Planning classes: Use Classes Order. • Legislation: Licensing Act 2003. |
| 15. Understand other legislation affecting commercial property | 15.1 Apply key aspects of estate agency specific legislation 15.2 Identify the respective parties' responsibilities under key safety legislation and guidance 15.3 Recognise the need for an Energy Performance Certificate (EPC) and where Minimum Energy Efficiency Standard (MEES) regulations apply 15.4 Identify situations in which the duty to make reasonable adjustments may exist | <ul style="list-style-type: none"> • Key aspects: giving terms of operation in terms of business; conflict of interest; section 18,21, 31,32 of Estate Agents Act 1979. • Estate agency specific legislation: Estate Agents Act 1979; Undesirable Practices Order 1991; The Estate Agents (Provision of Information) Regulations 1991. • Key safety legislation and guidance: Control of Asbestos Regulations 2012; Regulatory reform (fire safety order) 2005. • Energy Performance Certificate (EPC) and where Minimum Energy Efficiency Standard (MEES) regulations apply: The Energy Efficiency (Private Rented Property) (England and Wales) Regulations as amended. |

KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

The guidance was last updated as of January 2026.

| Unit | Learning Outcome | Changes | Version |
|---|------------------|--|-------------|
| CiPA01 The Role of the Property Professional | 2-4 | 2.1 Removed CPRs, added DMCCA and CMA207 guidance (2025) 2.5 Added Data (Use and Access) Act 2025 3.1 Added manage transactions/pipeline progression 4.1 Added increased profits 4.3 Added use of AI/chat bots 4.4 Added provision of information/follow up | v3 Jan 2026 |
| CiPA02 The Practice of a Property Professional | 1-2 | 1.3- 1.4 Amended Risk assessment, Keeping an office safe, Safety of oneself and others 2.1-2.3 Amended Property styles and types, Foundations, Floors, Windows, Roofs, Common defects | v3 Jan 2026 |
| CiPA03 General Law and Practice for Property Agents - England and Wales | 2, 5 | 2.3 Amended Contract Formation 5.1-5.2 Added Negligence and Nuisance | v3 Jan 2026 |
| CiPA04 General Law and Practice for Property Agents - Northern Ireland | 3, 5 | 3.5 Added Registry of Deeds 5.1-5.2 Added Negligence and Nuisance | v3 Jan 2026 |
| CiPA05 General Law and Practice for Property Agents - Scotland | 4 | 4.1-4.3: Added Planning (Scotland) Act 2019 | v3 Jan 2026 |

| Unit | Learning Outcome | Changes | Version |
|---|------------------|---|-------------|
| CiPA06 Residential Lettings, Property Management and Practice - England | 1-8 and 10-12 | 1.1 Added Tenant Fees Act 2.2 Added fair market rent and Renters' Rights Act 2025 (to be assessed from 1 st May 2026) 3.1 Added PEP & sanctions checks 3.2 Added Private Rented Sector Database, Private Rented Sector Ombudsman 3.3 Added Housing Act 1988 (amended by Renters' Rights Act 2025) assured tenancies 4.1–4.3 Added Inventory and Schedule of Condition, Check-in and Check-out, deposit replacement schemes 5.1 Added legislation: Fire & Safety (Amendment) Regs 2025, GPSR 2005, Awaab's Law 5.4 Added Decent Homes Standard 6.4 Added Renters' Rights Act 2025 7.1–7.5 Added Selecting a tenant, Record offers, Guarantor responsibilities, Reference 8.2 Added Renters' Rights Act 2025 8.6 Added selective licence 10.1 Added Renters' Rights Act 2025 10.1-10.2: Added Tenancy agreement coming to an end/extended 11.4 Added Renters' Rights Act 2025 11.6 Added Circumstances where landlords may not be able to end a tenancy 12.4-12.5 Added Appointing contractors, Interim property visit | v3 Jan 2026 |
| CiPA07 Residential Lettings, Property Management and Practice - Wales | 1 and 3-8 | 1.3 Added Terms of Business 3.1 Added PEP & sanctions checks, selective licence 3.3 Removed term: non-Housing Act 1988 tenancies 4.1–4.3 Added Inventory and Schedule of Condition, Check-in and Check-out, deposit replacement schemes 5.1 Added Fire & Safety (Amendment) Regs 2025, GPSR 2005 5.4 Added ability to withhold rent 6.4 Added Enforcement Action 7.1–7.5 Added Selecting a contract holder, accessible Occupation Contracts, Record offers, Guarantor responsibilities, Reference 8.4, 8.6, 8.7 Added Contractual terms, Selective licence, Consequences | v3 Jan 2026 |

| Unit | Learning Outcome | Changes | Version |
|--|---------------------|--|-------------|
| CiPA08 Residential Lettings, Property Management and Practice - Northern Ireland | 3-5, 7-8, and 11-12 | 3.1 Added PEP & sanctions checks 4.1–4.3 Added Inventory and Schedule of Condition, Check-in and Check-out, deposit replacement schemes 4.4 Added The Private Tenancies Act (NI) 2022 5.1 Added Fire & Safety (Amendment) Regs 2025, GPSR 2005, Smoke, Heat and CO Alarms Regs (NI) 2024, Electrical Safety Standards Regs (NI) 2024. 7.1–7.5 Added Selecting a tenant, Record offers, Guarantor responsibilities, Reference 8.6 Removed Rent book, added Tenancy Information Notice and Notice of Variation 11.6 Added Circumstances where landlords may not be able to end a tenancy 12.4-12.5 Added Appointing contractors, Interim property visit | v3 Jan 2026 |
| CiPA09 Residential Lettings, Property Management and Practice – Scotland | 1-5, 7 and 12 | 1.2-1.3 Added Letting Agent Code of Practice 2.3 Added Additional Dwelling Supplement 3.1 Added PEP & sanctions checks 4.1–4.3 Added Inventory and Schedule of Condition, Check-in and Check-out 5.1 Added Fire & Safety (Amendment) Regs 2025, GPSR 2005. 5.3 Updated Repairing Standard to include “as amended March 2024” 7.1–7.5 Added Selecting a tenant, Record offers, Reference 12.1 Updated Repairing Standard to include “as amended March 2024” 12.4-12.5 Added Appointing contractors, Interim property visit. | v3 Jan 2026 |
| CiPA10 Sale of Residential Property | 1-7 | 1.1 Amended Legislation and added Estate Agents (Undesirable Practices) (No.2) Order 1991, Estate Agents (Specified Offences) Order 1991, Part 2 of Consumer Rights Act 2015 (unfair contract terms) 2.2 Amended Method of Sale 3.1-3.3 Amended Factors and Requirements for comparable evidence 4.2 Amended Legislative provision 5.3-5.4 Amended Procedures and Find Prospective Buyers and changed ‘lock-out’ to ‘reservation’ agreement 6.2 Amended Sellers with different requirements 7.1 Added Financial qualifications of buyers and AML checks 7.2 Added gazumping and gazundering | v3 Jan 2026 |

| Unit | Learning Outcome | Changes | Version |
|---|------------------|----------------|---------|
| CiPA11 Commercial Property Practice – England and Wales | | No amends made | |