

# propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS  
LEVEL 3 AWARD IN  
COMMERCIAL PROPERTY AGENCY  
(ENGLAND, WALES AND NORTHERN IRELAND)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026

FOR ASSESSMENT FROM JANUARY 2026

VERSION 1.6

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## ABOUT PROPERTYMARK QUALIFICATIONS

Propertymark Qualifications is the UK's specialist awarding organisation offering industry recognised qualifications in property and property affiliated disciplines. We draw our expertise from an array of experienced property industry practitioners and academics from relevant fields including property, law, surveying and finance.

Propertymark Qualifications is an independent organisation and is recognised by the national qualification regulators in England, Wales, and Northern Ireland; namely the Office of the Qualifications and Examinations Regulator (Ofqual), Qualifications Wales and the Council for Curriculum, Assessment and Examinations (CCEA Regulation) respectively. We also offer qualifications which are credit and level rated in the Scottish Credit and Qualifications Framework (SCQF). This means we follow strict guidelines and maintain quality standards in the provision of all our qualifications.

Propertymark Qualifications has been operating as a recognised and regulated awarding body since March 2002 with our first qualifications being awarded to learners in 2003. We work in association with professional membership bodies which allows us to collaborate with them and draw on their expertise and experience to ensure the design and development of our qualifications is at pace with changes in the industry at large.

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

All of this puts us in a unique position to provide tailored and industry specific qualifications that meet industry requirements, reinforce industry standards, and afford individuals the opportunity to progress.

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

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## QUALIFICATION PURPOSE

The **Propertymark Qualifications Level 3 Award in Commercial Property Agency** is an introductory qualification ideal for learners wanting to gain and/or improve existing knowledge in the key areas related to commercial property agency. This qualification would suit those who are currently working, or aspiring to work, as a Commercial Property Agent, Commercial Property Lister or Office Administrator.

## QUALIFICATION RECOGNITION

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

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

## STRUCTURE

- Unit 1: Health and Safety, Security and General Law (COM1)
- Unit 2: Practice and Law Relating to Commercial Property Agency (CPA2)
- Unit 3: Law Relating to Commercial Property (CPA3)
- Unit 4: Commercial Property and Business Appraisal and Basic Building Construction (CPA4)

## QUALIFICATION SUMMARY AND KEY INFORMATION

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

## ENTRY GUIDANCE

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

## REGISTRATION

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

## ACCESSIBILITY

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

## RECOGNITION OF PRIOR ACHIEVEMENT

Qualifications and units awarded by Propertymark Qualifications and other awarding bodies, where relevant, may be used to gain exemptions from units of qualifications offered by Propertymark Qualifications under certain circumstances. Learners should contact their training provider for further information. Recognised centres can find further information on the Propertymark Qualifications CRM system.

## KNOWLEDGE, UNDERSTANDING AND SKILLS

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

This guidance is intended to be indicative and not exhaustive. Learners are encouraged to undertake wider reading and research aligned with the assessment criteria to deepen their understanding and fully meet the Learning Outcomes. All assessments are designed in accordance with stated Learning Outcomes and Assessment Criteria.

## ASSESSMENT

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

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

## GRADE BOUNDARIES

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

## ENQUIRIES ABOUT RESULTS

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

## CERTIFICATION

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

## PROGRESSION

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

- **Propertymark Qualifications Level 3 Certificate in Property Agency (Lettings)**
- **Propertymark Qualifications Level 3 Certificate in Property Agency (Sales)**

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

## REPLACEMENT CERTIFICATES

If a certificate has been misplaced, lost, or stolen and a replacement is required, a Replacement Certificate Request form should be completed which can be found on our website

<https://www.propertymark.co.uk/pmq>.

## QUERIES ABOUT THIS SPECIFICATION

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

## QUALIFICATION UNITS

Learners wishing to complete the **Propertymark Qualifications Level 3 Award in Commercial Property Agency** are required to pass the four units listed below. Once all four units have been passed, Propertymark Qualifications will provide certification for the full qualification. Units can be completed in any order.

| Unit Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Unit Title                                                                                                                                                                                              | Unit Reference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COM1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Health and Safety, Security and General Law                                                                                                                                                             | L/616/8270                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>This unit is about understanding the general concepts of law relevant to a property professional. It deals with the historical development of the law as well as current concepts, relevant statute and common law. It is designed to enable property professional understanding and carry out their duties to colleagues, customers and the general public. Health, safety and security issues are also covered including the legislation and best practice issues relevant to property professional in their duties within and outside their office when dealing with colleagues and customers and making necessary visits to other locations.</p> |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Learning Outcome<br><i>The learner will:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Assessment Criteria<br><i>The learner can:</i>                                                                                                                                                          | Knowledge, Understanding and Skills (KUS)<br><i>Indicative content only</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1. Understand health and safety at work legislation and its relevance in and out of the workplace                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1.1 Identify the duties of employers<br>1.2 Identify the duties of employees<br>1.3 Select correct procedures for carrying out a risk assessment for appointments and visits                            | <b>England and Wales:</b> Health and Safety at Work etc. Act 1974.<br><b>Northern Ireland:</b> Health and Safety at Work (Northern Ireland) Order 1978.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2. Understand the issues around keeping safe when visiting property and maintaining a secure system when dealing with keys                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2.1 Select appropriate procedures when securing property<br>2.2 Recognise a safe and secure set of procedures for dealing with keys<br>2.3 Identify how to ensure personal safety away from the office  | <b>England and Wales:</b><br>Occupiers Liability Act 1957.<br>Occupiers Liability Act 1984.<br>Health and Safety at Work etc. Act 1974.<br><b>Northern Ireland:</b><br>Health and Safety at Work (Northern Ireland) Order 1978.                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3. Understand the general legal concepts relating to the provision of property services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 3.1 Recognise the different divisions of the law<br>3.2 Distinguish between common law and equity<br>3.3 Identify the remedies available under the law                                                  | Divisions: Civil/criminal; public/private.<br>The structure of the courts and judicial precedent.<br>Remedies: Damages, specific performance, injunctions, rectification, rescission.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4. Understand the common law duties of agents and agents' authority                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4.1 Identify the common law duties owed to clients<br>4.2 Identify the duties that apply to customers<br>4.3 Differentiate between the different types of authority to act and the relevant obligations | Common law duties of an agent: to act in the principal's best interests; to avoid any conflict of interest; confidentiality; not to make a secret profit; to keep proper accounts and to account for property and money received; to carry out the role with reasonable skill and care; not to delegate their duties without the principal's consent; to obey the principal's lawful and reasonable instructions.<br>Creation of the agency relationship: express agreement, implied agreement, by necessity, by ratification, by estoppel.<br>Types of authority: actual authority (express or implied), apparent/ostensible authority. |

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|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Understand the basic elements of the law of contract                   | <p>5.1 Identify the elements needed for a contract to exist</p> <p>5.2 Interpret situations where a contract will have come to an end</p> <p>5.3 Select appropriate remedies where there is a breach of contract</p> <p>5.4 Identify the special requirements relating to contracts relating to land and property</p> | <p>Formation of a contract: offer, acceptance, consideration, intention, capacity.</p> <p>Terms &amp; Conditions.</p> <p>Misrepresentation, Mistake, Undue Influence, Duress.</p> <p>Discharge of a contract: performance, agreement, breach, frustration.</p> <p>Remedies: damages, specific performance, injunctions, rectification, rescission.</p> <p><b>England and Wales:</b> Contracts that must be in writing.</p> <p>Law of Property (Miscellaneous Provisions) Act 1989 (Section 2).</p> <p><b>Northern Ireland:</b> Contracts that must be evidenced in writing: Statute of Frauds (Ireland) Act 1695.</p> <p>Landlord and Tenant Law.</p> <p>Amendment (Ireland) Act 1860 (Section 4).</p>                                                                                      |
| 6. Understand the basic elements of liability outside the law of contract | <p>6.1 Identify the elements needed for liability to be proved</p> <p>6.2 Recognise situations where vicarious liability may apply</p> <p>6.3 Identify situations where occupiers' liability may be relevant</p>                                                                                                      | <p>Law of tort: negligence, nuisance.</p> <p>Occupiers' liability.</p> <p>Vicarious liability.</p> <p><b>England and Wales:</b> Occupiers Liability Act 1957.</p> <p>Occupiers Liability Act 1984.</p> <p><b>Northern Ireland:</b> Occupiers' Liability Act (Northern Ireland) 1957.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7. Understand the basic concepts of land law                              | <p>7.1 Distinguish between different rights to occupy</p> <p>7.2 Identify the distinguishing features of rights over the land belonging to another person</p> <p>7.3 Recognise situations where such a right may exist</p> <p>7.4 Interpret when those rights will pass with property</p>                             | <p><b>England and Wales:</b> freehold, commonhold, leasehold and licences.</p> <p><b>Northern Ireland:</b> freehold, leasehold and licences.</p> <p>Rights over another person's land: easements, freehold covenants, restrictive and positive covenants.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8. Understand the basic concepts of discrimination.                       | <p>8.1 Identify what are protected characteristics</p> <p>8.2 Analyse the circumstances when discrimination may or may not occur</p> <p>8.3 Select the appropriate remedies where discrimination has occurred</p>                                                                                                     | <p><b>England and Wales:</b> Protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Sections 4 – 12 Equality Act 2010).</p> <p><b>Northern Ireland:</b> age (The Employment Equality (Age) Regulations (NI) 2006; disability (Disability Discrimination Act 1995); sex (Sex Discrimination (NI) Order 1976; pregnancy and maternity, gender reassignment, marital/civil partnership status, race (Race relations (NI) Order 1997); religious belief and political opinion (Fair Employment and Treatment (NI) Order 1998); sexual orientation (Employment Equality (Sexual Orientation) Regulations (NI) 2003; Equality Act (Sexual Orientation) Regs (NI) 2006).</p> |

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|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                              |                                                                                                                                                                                                                                                       | <p>Direct and indirect discrimination, harassment, victimisation.</p> <p>Remedies awarded by employment tribunal: declaration, compensation, recommendation.</p>                                                                                                                                                                               |
| <p>9. Understand the requirements of the data protection legislation</p>                     | <p>9.1 Recognise the data protection principles laid down in the legislation</p> <p>9.2 Analyse situations to show compliance with data protection principles</p> <p>9.3 Distinguish between those who can and who cannot be given protected data</p> | <p>General Data Protection Regulations (GDPR).</p> <p>Data (Use and Access) Act 2025</p> <p>Data Protection Act 2018.</p> <p>Principles: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation.</p>                                                                                       |
| <p>10. Understand the requirements of the legislation dealing with the handling of money</p> | <p>10.1 Analyse situations that may be deemed suspicious</p> <p>10.2 Identify the procedures needed to comply with the legislation</p> <p>10.3 Apply legislative requirement to possible suspicious situations</p>                                    | <p>Proceeds of Crime Act 2002, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended.</p> <p>Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI).</p> <p>Financial Action Task Force (FATF).</p> |

| Unit Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Unit Title                                                                                                                                                                                                                                                                                                                                                                                                                              | Unit Reference                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CPA2                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Practice and Law Relating to Commercial Property Agency                                                                                                                                                                                                                                                                                                                                                                                 | J/602/5446                                                                                                                                                                                                                                                                                                                                                                                         |
| This unit is about the law a commercial and business transfer agent needs to know that is specific to the sale, acquisition and letting of commercial property. It deals with the common law duties and contract law relating to commercial property transactions. It stresses the importance of the agent knowing, understanding and complying with legislation and principles of best practice concerned with the provision of commercial and business transfer agency services. |                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                    |
| Learning Outcome<br><i>The learner will:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                       | Assessment Criteria<br><i>The learner can:</i>                                                                                                                                                                                                                                                                                                                                                                                          | Knowledge, Understanding and Skills<br>(KUS)<br><i>Indicative content only:</i>                                                                                                                                                                                                                                                                                                                    |
| 1. Understand the law and practice relating to consumer and business protection and the provision of financial advice                                                                                                                                                                                                                                                                                                                                                              | 1.1 Apply the requirements of consumer and business protection regulations to commercial property agency scenarios<br>1.2 Identify the scope, application and limitation of providing financial advice                                                                                                                                                                                                                                  | Business Protection from Misleading Marketing Regulations 2008.<br><br>Financial Services and Markets Act 2000.<br>Consumer Credit Act 1974.                                                                                                                                                                                                                                                       |
| 2. Understand the statutory duties and responsibilities of a commercial agent                                                                                                                                                                                                                                                                                                                                                                                                      | 2.1 Distinguish between sole, joint, multiple, dual and sub agency instructions<br>2.2 Apply statutory provisions in respect of the role of a commercial agent<br>2.3 Demonstrate the primary professional and regulatory responsibilities of good agency practice<br>2.4 Illustrate the agent's obligations under equality legislation                                                                                                 | Estate Agents Act 1979 and the 1991 Regulations and Orders.<br>Codes of Practice.<br>Digital Markets, Competition and Consumers Act 2024 (DMCCA).<br>CMA207 Guidance (2025).<br>Equality Act 2010.<br><b>Northern Ireland:</b> direct and indirect discrimination.<br>Different types of discrimination: gender, race, political opinion or religious belief, disability, age, sexual orientation. |
| 3. Understand the principles and processes of taking on a commercial agency instruction                                                                                                                                                                                                                                                                                                                                                                                            | 3.1 Compare and contrast the methods of disposal and acquisition in relation to commercial and mixed-use premises<br>3.2 Demonstrate the importance of early and clear agency advice to clients with differing requirements<br>3.3 Apply professional standards and Codes of Practice to commercial agency scenarios including conflicts of interest<br>3.4 Prepare key elements of Terms of Business                                   | Private treaty, auction, tender.<br>Consumer Protection from Unfair Trading Regulations 2008.<br>Digital Markets, Competition and Consumers Act 2024 (DMCCA).<br>CMA207 Guidance (2025).<br>Codes of Practice.                                                                                                                                                                                     |
| 4. Understand how to manage a commercial agency instruction                                                                                                                                                                                                                                                                                                                                                                                                                        | 4.1 Apply statutory provisions and rules in relation to marketing material<br>4.2 Demonstrate the importance of the marketing mix using the range of marketing initiatives in relation to the disposal and acquisition of commercial property<br>4.3 Illustrate how marketing campaigns can be used to generate interest<br>4.4 Explain how the different parties and professionals involved in commercial sales and lettings interface | Business Protection from Misleading Marketing Regulations 2008.<br>Digital Markets, Competition and Consumers Act 2024 (DMCCA).<br>CMA207 Guidance (2025).                                                                                                                                                                                                                                         |
| 5. Understand the processes in the closure of an agency disposal acquisition or letting                                                                                                                                                                                                                                                                                                                                                                                            | 5.1 Interpret how offers under different bases can be received, evaluated and process to contract completion<br>5.2 Determine the key aspects of the recorded agreement in a Heads of Terms proposal<br>5.3 Explain the legal processes and best commercial practice leading to a successful sale or letting                                                                                                                            | Heads of Terms definition and what these contain.                                                                                                                                                                                                                                                                                                                                                  |

| Unit Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Unit Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Unit Reference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CPA3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Law Relating to Commercial Property                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | L/602/5447                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| This unit deals with the law relating to real property and commercial and business premises that an agent needs to know and understand when selling, acquiring and letting commercial property. It covers financial, rating, taxation and licensing matters concerning freehold and leasehold premises used for commercial and business purposes. Legislation relating to the use and occupation of commercial property is covered together with the procedures and roles of those involved in commercial transactions. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Learning Outcome<br><i>The learner will:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Assessment Criteria<br><i>The learner can:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Knowledge, Understanding and Skills<br>(KUS)<br><i>Indicative content only:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1. Understand the basic concepts of land law                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1.1 Distinguish between freehold and leasehold tenure<br>1.2 Differentiate between leases and licences<br>1.3 Summarise the distinguishing features of freehold covenants and easements                                                                                                                                                                                                                                                                                                                                                                                                                                           | Law of Property Act 1925<br>Land Registration Act 2002                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2. Understand business tenancy legislation                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2.1 Appraise usual lease covenants and how they impact the landlord and tenant relationship<br>2.2 Apply statutory rules relating to alienation<br>2.3 Interpret lease clauses relating to rent reviews<br>2.4 Summarise the legislative security of tenure provisions for business tenancies<br>2.5 Summarise the requirements of forfeiture clauses and the service of Section 146 of the Law of Property Act 1925 notices<br>2.6 Apply the statutory rules for the assessment of compensation at the end of a tenancy<br>2.7 Apply the dilapidations protocol to the assessment and settlement of damages at lease termination | <b>England and Wales:</b> Part II Landlord and Tenant Act 1954 and Landlord and Tenant Act 1927.<br>Landlord and Tenant Act 1954:<br>- Security of tenure (Section 23)<br>- Contracting out of landlord and tenant act<br>- Landlord's Notice requirements (Section 25)<br>- Tenant notices (Sections 26 & 27)<br>- Grounds for possession (Section 30 (i))<br>Tenant's Compensation (Section 37)<br>Provisions for Lease Renewal (Section 32)<br>Law of Property Act 1925 (Section 146)<br>Landlord and Tenant (Covenants) Act 1995<br><b>Northern Ireland:</b> Business Tenancies (Northern Ireland) Order 1996. |
| 3. Understand the range and impact of taxation within the commercial property sector                                                                                                                                                                                                                                                                                                                                                                                                                                    | 3.1 Identify the key principles in the assessment and levying of business rates and council tax<br>3.2 Evaluate the main aspects applicable to capital and revenue taxes in relation to the acquisition holding and disposal of commercial property – inheritance tax, capital gains tax, corporation tax, income tax, VAT and SDLT                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4. Understand the various form of business organisations and the role of others within the property transfer process                                                                                                                                                                                                                                                                                                                                                                                                    | 4.1 Summarise the general legal requirements for all businesses<br>4.2 Evaluate the advantages and disadvantages of different forms of business organisation<br>4.3 Summarise the roles and duties of administrators, receivers and liquidators<br>4.4 Apply knowledge of business organisation to situations where agents deal with businesses and consumers<br>4.5 Summarise the legal process for the transfer of business premises or businesses, including financial matters and searches                                                                                                                                    | Sole trader, partnership, limited liability partnership, private limited company, public limited company.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| <p>5. Understand the requirements of town and country planning law, other specific use regulation and equality requirements</p> | <p>5.1 Explain the main features of planning legislation in relation to commercial property</p> <p>5.2 Appraise the concept of development under the Planning Acts</p> <p>5.3 Demonstrate a practical understanding of development management in relation to protecting areas, buildings and monuments and non-protected buildings</p> <p>5.4 Distinguish between planning classes and how changes of use operate</p> <p>5.5 Apply the main objectives and features of the legislation governing the licensing of business premises and individuals</p> <p>5.6 Apply the rules and codes relating to reasonable adjustments under disability discrimination legislation</p> | <p>Town and Country Planning Act 1990.</p> <p>The Planning Act 2008.</p> <p>Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020.</p> <p>Licensing Act 2003.</p> <p><b>Northern Ireland:</b> The Planning (Use Classes) Order (Northern Ireland) 2015.</p> |
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| Unit Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Unit Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Unit Reference                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CPA4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Commercial Property and Business Appraisal and Basic Building Construction                                                                                                                                                                                                                                                                                                                                                                                                   | L/602/5450                                                                                                                                                                                                                                                                                   |
| <p>This unit is about the agent providing appraisal and valuation services and advice to the owners and/or occupiers of freehold and leasehold commercial and business premises prior to the sale or letting of their interests. It covers factors and techniques involved in valuation and marketing and requires the agent to know and understand the legislation and principles of best practice involved in the provision of such services to customers. It deals with financial and accounting issues relevant to the valuation, sale or letting of commercial and business premises. It requires the agent to recognise different types of building construction and be able to identify common building defects and their remedies.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                              |
| Learning Outcome<br><i>The learner will:</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Assessment Criteria<br><i>The learner can:</i>                                                                                                                                                                                                                                                                                                                                                                                                                               | Knowledge, Understanding and Skills (KUS)<br><i>Indicative content only:</i>                                                                                                                                                                                                                 |
| 1. Understand the factors affecting property value                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1.1 Summarise the factors affecting property value<br>1.2 Apply issues of demand and supply to determine value<br>1.3 Differentiate between effects of location, property type and age, condition and other physical factors on value<br>1.4 Assess the effect of planning/building regulations and occupancy restrictions on value<br>1.5 Evaluate the effects of different tenures on value<br>1.6 Apply the rules and techniques relating to the measurement of property  | Comparison method.<br>Investment method.<br>Residual method.<br>Profits method.<br>Contractor's method.<br>The Building Safety Act 2022.<br>Building Regulations 2022.<br>RICS Code of Measuring Practice;<br>gross internal area (GIA), net internal area (NIA); gross external area (GEA). |
| 2. Understand the main valuation methods applicable to commercial property                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2.1 Summarise the main characteristics of the comparative, investment, residual and profit methods of valuation<br>2.2 Apply guidelines to the selection and adjustment of comparables to produce market valuations or a market guide to price<br>2.3 Apply appropriate theory and practice to produce valuations using the investment method of valuation<br>2.4 Apply accepted conventions to produce residual valuations for land or property with developments potential |                                                                                                                                                                                                                                                                                              |
| 3. Understand how to use valuation techniques for the valuation leasehold interest, landlords and tenants situations and the zoning of retail premises                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3.1 Apply valuation techniques to determine profit rents and head leasehold and sub-leasehold values<br>3.2 Apply valuation techniques to determine an appropriate premium, hope or synergistic value<br>3.3 Apply appropriate techniques to determine the size of zones in retail premises                                                                                                                                                                                  | Profits method of valuation.<br>Investment method of valuation.<br>How zoning works and how this can be used in valuing commercial property.<br>How to calculate the zoning of shops and in terms of zone A (ITZA).                                                                          |
| 4. Understand the issues relating to environment matters affecting commercial buildings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4.1 Summarise the requirements of the energy performance buildings directive and the information shown in the Energy Performance Certificate<br>4.2 Distinguish between features in a property that have a large or small influence on energy efficiency<br>4.3 Appraise the impact on value on other environmental matters such as flooding, invasive species and deleterious materials<br>4.4 Apply the relevance of sustainability                                        | Energy Performance Certificate (EPC).<br>Minimum Energy Efficiency Standard (MEES).                                                                                                                                                                                                          |
| 5. Understand basic building construction relating to foundations, floors, walls and roofs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5.1 Distinguish when different types of foundation might be used<br>5.2 Differentiate between different types of construction<br>5.3 Apply the terminology used in window construction and replacement<br>5.4 Distinguish between the characteristics of flat and pitched roofs                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                              |

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| <p>6. Understand common building defects and repair requirements</p> | <p>6.1 Distinguish between subsidence, settlement and hogging</p> <p>6.2 Apply basic criteria to determine the cause of cracking in walls</p> <p>6.3 Summarise the repair solutions for a variety/foundation defects</p> <p>6.4 Summarise the common defects found associated with flat and pitched roofs</p> <p>6.5 Apply repairs solutions to specific roof defects</p> <p>6.6 Distinguish between condensation, penetrating and rising damp, and the repair solutions available</p> <p>6.7 Distinguish between the defects caused by wet rot and dry rot, and the remedial solutions available</p> |  |
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## KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

The guidance was last updated as of January 2026.

| Unit | Learning Outcome | Update                                                                                                                                                                                    | Version       |
|------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| COM1 | 2                | England and Wales: Occupiers Liability Act 1957<br><b>Added</b>                                                                                                                           | v1.6 Jan 2026 |
| COM1 | 5                | Terms & Conditions<br>Misrepresentation, Mistake, Undue Influence, Duress<br><b>Added</b>                                                                                                 | v1.6 Jan 2026 |
| COM1 | 6                | England and Wales: Occupiers Liability Act 1957<br><b>Added</b>                                                                                                                           | v1.6 Jan 2026 |
| COM1 | 9                | Data (Use and Access) Act 2025<br><b>Added</b>                                                                                                                                            | v1.6 Jan 2026 |
| COM1 | 10               | Financial Action Task Force (FATF)<br>Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI)<br><b>Added</b> | v1.6 Jan 2026 |
| CPA2 | 1                | Consumer Protection from Unfair Trading Regulations 2008<br><b>Removed</b>                                                                                                                | v1.6 Jan 2026 |
| CPA2 | 1                | Digital Markets, Competition and Consumers Act 2024 (DMCCA)<br>CMA207 Guidance (2025)<br><b>Added</b>                                                                                     | v1.6 Jan 2026 |
| CPA2 | 2                | Consumer Protection from Unfair Trading Regulations 2008<br><b>Removed</b>                                                                                                                | v1.6 Jan 2026 |
| CPA2 | 2                | Digital Markets, Competition and Consumers Act 2024 (DMCCA)<br>CMA207 Guidance (2025)<br><b>Added</b>                                                                                     | v1.6 Jan 2026 |
| CPA2 | 3                | Consumer Protection from Unfair Trading Regulations 2008<br><b>Removed</b>                                                                                                                | v1.6 Jan 2026 |
| CPA2 | 3                | Digital Markets, Competition and Consumers Act 2024 (DMCCA)<br>CMA207 Guidance (2025)<br><b>Added</b>                                                                                     | v1.6 Jan 2026 |
| CPA2 | 4                | Consumer Protection from Unfair Trading Regulations 2008<br><b>Removed</b>                                                                                                                | v1.6 Jan 2026 |
| CPA2 | 4                | Digital Markets, Competition and Consumers Act 2024 (DMCCA)<br>CMA207 Guidance (2025)<br><b>Added</b>                                                                                     | v1.6 Jan 2026 |
| CPA3 | 1                | Law of Property Act 1925<br>Land Registration Act 2002<br><b>Added</b>                                                                                                                    | v1.6 Jan 2026 |
| CPA3 | 2                | Tenant Notices (Section 27)<br>Tenant's Compensation (Section 37)<br>Provisions for Lease Renewal (Section 32)<br><b>Added</b>                                                            | v1.6 Jan 2026 |
| CPA3 | 5                | The Planning Act 2008<br><b>Added</b>                                                                                                                                                     | v1.6 Jan 2026 |
| CPA4 | 1                | The Building Safety Act 2022<br><b>Added</b>                                                                                                                                              | v1.6 Jan 2026 |