propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS LEVEL 4 CERTIFICATE IN RESIDENTIAL LETTING AND PROPERTY MANAGEMENT (ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026
FOR ASSESSMENTS FROM JANUARY 2026
VERSION 2.0

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 learners in 2003. We work in association with professional membership bodies which allows us to collaborate with them and draw on their expertise and experience to ensure the design and development of our qualifications is at pace with changes in the industry at large.

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

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

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

Contents

QUALIFICATION PURPOSE

The Propertymark Qualifications Level 4 Certificate in Residential Letting and Property Management is an advanced qualification, ideal for learners wanting to gain further recognition of knowledge attained within the sector. This qualification would suit those who are currently, or aspiring to work, as a Director, Senior Lettings Manager or Branch/Area Manager or Team Leader.

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 ARLA Propertymark for Fellow Grade membership purposes. For any queries on ARLA Propertymark's membership then please contact them directly.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification. However, learners will benefit from having achieved other qualifications in Residential Lettings at Level 3, or higher, and experience of working in the property industry.

STRUCTURE

- Unit 1: Legal Aspects Relating to Residential Letting and Management (LARLM)
- Unit 2: Practice Relating to Residential Property Management (PRPM)
- Unit 3: Appraisal and Residential Property Letting Practice (ARPLP)
- Unit 4: Applied Law Relating to Residential Letting and Management (ALRLM)
- Unit 5: Business Practice (IOM)
- Unit 6: Business Management (AOM)

QUALIFICATION SUMMARY AND KEY INFORMATION

Approved age ranges	16 +
Assessment	Onscreen assessment
Total Qualification Time (TQT)	260 hours
Guided Learning Hours (GLH)	260 hours
Grading information	Fail, Pass or Distinction
Entry requirements	n/a

ASSESSMENT GUIDANCE UPDATES

The guidance was last updated as of January 2026.

Please note that knowledge of the Renting Homes (Wales) Act 2016 or the Renters' Rights Act 2025 is **not** required to complete these examinations. However, any learners' responses that do reference these Acts will still be assessed and marked appropriately.

Learners' answers that reference either the repealed Consumer Protection from Unfair Trading Regulations 2008 or the new Digital Markets, Competition and Consumers Act 2024 will be accepted.

Unit	Learning Outcome	Update	Version
LARLM	1	Digital Markets, Competition and Consumers Act 2024 (DMCCA) **Added**	v2 Jan 2026
PRPM	1	Digital Markets, Competition and Consumers Act 2024 (DMCCA) **Added**	v2 Jan 2026
ARPLP	3	Digital Markets, Competition and Consumers Act 2024 (DMCCA) **Added**	v2 Jan 2026

QUALIFICATION UNITS

The unit titles and unit codes will appear at examination booking stage and on certification.

Learners wishing to complete the **Propertymark Qualifications Level 4 Certificate in Residential Letting and Property** Management are required to pass the six units listed below. Once all six 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
LARLM	Legal Aspects Relating to Residential Letting and Management		K/505/8221

In studying this unit, the student will learn about the general legal concepts surrounding the letting and management of residential property and this will be contextualized to cover some of the specific issues that might arise.

Learning Outcome *The learner should be able to:*	Assessment Criteria *The learner must:*	Assessment Guidance *The learner should be familiar with:*
1. Understand the general legal concepts relating to the letting and management of residential property	1.1 Describe methods of contract formation and termination 1.2 Explain an agent's obligations under common law 1.3 Identify how misrepresentation and other vitiating factors can affect the validity of contracts 1.4 Outline concepts of negligence, occupiers' liability and nuisance 1.5 Summarise the concept of vicarious liability 1.6 Recognise situations where discrimination legislation would apply	Consumer Protection from Unfair Trading Regulations 2008. Legislation now repealed and replaced with the Digital Markets, Competition and Consumers Act 2024 (DMCCA) Business Protection from Misleading Marketing Regulations 2008. Occupiers' Liability Act 1957 and 1984. Equality Act 2010.
2. Understand the relevant property and agency law	2.1 Distinguish between the various methods of holding land 2.2 Demonstrate the difference between a lease and other rights to occupy 2.3 Apply the legal principles relating to rights over land belonging to others 2.4 Analyse the various ways that an agency relationship may arise or be terminated 2.5 Explain the duties and liabilities of an agent and principal	Freehold, leasehold, commonhold, licences. Lease/licence distinction. Easements, freehold covenants. The role of HM Land Registry. Function of the Register. Agency: express, implied, ratification, estoppel, agent of necessity.
3. Understand how tenancies are created and the rules relating to tenancy deposits	3.1 Demonstrate how tenancies can be created in a variety of practical situations 3.2 Recognise how legislation can affect the landlord and tenant relationship 3.3 Recognise when a contract term could be unfair 3.4 Explain how tenancy deposits should be protected 3.5 Describe the various methods of holding a deposit	Tenancies: under statute, under contract. Sections 52 and 54 Law of Property Act 1925. Section 2 Law of Property (Miscellaneous Provisions) Act 1989. Part 2 Consumer Rights Act 2015. Part 6 Housing Act 2004 Part 6: tenancy deposit schemes. Clients' account and client money protection. Holding a deposit: agent for landlord or stakeholder.
4. Understand aspects of the management of residential tenancies	4.1 Demonstrate the use of possession procedures under common law and statute 4.2 Explain the consents required for the letting of residential property 4.3 Explain the procedures for the service of notices and applications 4.4 Explain the legislative provisions covering notices for variation of tenancy terms and rent 4.5 Analyse situations where welfare benefit can impact on the management of tenancies	Effluxion of time. Notice to Quit. Housing Act 1988: section 8 and grounds for possession, section 21 (Form 6A). Rent Act 1977: cases for possession. Protection from Eviction Act 1977. Sections 13 and 22 Housing Act 1988. Universal Credit, Local Housing Allowance. Welfare Reform Act 2012.
5. Understand matters relating to tenants including those with disabilities	5.1 Explain the impact of safety legislation on the letting of residential property 5.2 Recognise the impact of disability on a letting situation and the reasonable adjustments a landlord should make	Safety: gas, electricity, fire, carbon monoxide, furniture and furnishings, legionella, deleterious materials (asbestos). Equality Act 2010: reasonable adjustments.

<table>
<tr><th>Unit Code</th><th colspan="2">Unit Title</th><th>Unit Reference</th></tr>
<tr><td>PRPM</td><td colspan="2">Practice Relating to Residential Property Management</td><td>M/505/8222</td></tr>
<tr><td colspan="4">This unit will build upon topics previously covered in legal units focusing on practical actions that a managing agent is required to take. Learners must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.</td></tr>
<tr><th colspan="2">Learning Outcome
The learner should be able to:</th><th>Assessment Criteria
The learner must:</th><th>Assessment Guidance
The learner should be familiar with:</th></tr>
<tr><td colspan="2">1. Understand the obligations of an agent managing residential property</td><td>1.1 Explain matters for consideration on commencement of a tenancy
1.2 Describe the process of conducting property visits
1.3 Identify the relevance of warranties on appliances
1.4 Explain the various methods of communication between landlord, tenant and agent
1.5 Apply the requirements of consumer protection and business protection legislation to defined scenarios
1.6 Describe a complaint handling process
1.7 Categorise the different regulatory bodies and redress schemes</td><td>Business Protection from Misleading Marketing Regulations 2008.
Consumer Protection from Unfair Trading Regulations 2008.
Legislation now repealed and replaced with the Digital Markets, Competition and Consumers Act 2024 (DMCCA)
Enterprise and Regulatory Reform Act 2013.</td></tr>
<tr><td colspan="2">2. Understand the matters surrounding the maintenance and repair of clients' properties</td><td>2.1 Recognise different property defects
2.2 Identify and explain relevant repair processes
2.3 Explain the responsibilities of the parties and cost considerations
2.4 Explain the process for selecting, employing and working with contractors</td><td>Foundations: settlement, subsidence, heave.
Walls: cracking, bulging, leaning.
Roofs: coverings, flashings.
Damp: rising, penetrating, condensation.
Timber defects: insect attack, dampness (wet rot and dry rot).
Services: gas, electric, water, drainage.</td></tr>
<tr><td colspan="2">3. Understand insurance and accounting requirements in relation to the lettings industry</td><td>3.1 Describe the types of insurance relevant to let property
3.2 Outline the role of the Financial Conduct Authority
3.3 Explain the process for dealing with insurance claims
3.4 Explain the procedures for accounting for other people's money
3.5 Clarify requirements for the provision of interest on deposits and making charges on overdue payments</td><td>Landlord insurance: building, contents, legal protection, loss of rent, public liability, landlord emergency.
Tenant: contents, damage to landlord's fixtures and fittings.
Agent: employer's liability, professional indemnity, buildings and contents, public liability, fidelity, motor insurance.
Clients' account and client money protection.</td></tr>
<tr><td colspan="2">4. Understand the practical processes involved with the ending of a tenancy</td><td>4.1 Identify factors which may constitute breach
4.2 Explain the processes for dealing with breach
4.3 Compare and contrast damage and fair wear and tear
4.4 Describe the remedies for breach
4.5 Explain the procedures to be adopted at the end of a tenancy
4.6 Explain the legal obligations in relation to the return of a tenancy deposit
4.7 Evaluate the options in relation to the extension or ending of a tenancy</td><td>Housing Act 1988.
Protection from Eviction Act 1977.
Chapter 4, Housing Act 2004.</td></tr>
<tr><td colspan="2">5. Understand the principles of dealing with Houses in Multiple Occupation (HMO)</td><td>5.1 Explain the practical considerations regarding Houses in Multiple Occupation (HMO)
5.2 Describe the responsibilities of agents and landlords in Houses in Multiple Occupation (HMO)</td><td>Housing Act 2004.
Housing and Planning Act 2016.</td></tr>
</table>

Unit Code	Unit Title	Unit Reference
ARPLP	Appraisal and Residential Property Letting Practice	J/505/8226

This unit provides a practical emphasis on matters which relate to the appraisal of residential property available to let. It covers those considerations of which residential letting agents need to be aware of when advising a potential client and acting on behalf of existing clients. Learners must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.

Learning Outcome *The learner should be able to:*	Assessment Criteria *The learner must:*	Assessment Guidance *The learner should be familiar with:*
1. Understand the process for attracting landlord's instructions and for issuing Terms of Business	1.1 Describe how to deal with a landlord's initial enquiries 1.2 Set out what needs to be included in an agency's Terms of Business 1.3 Detail those services which can be offered to a landlord client 1.4 Outline the information which needs to be obtained in respect of properties and landlords 1.5 Identify ways in which legislation can impact on attracting new clients	Landlord: verify identity, ownership, and consents. Part 2 Consumer Rights Act 2015. Business Protection from Misleading Marketing Regulations 2008.
2. Understand the issues relating to overseas landlords	2.1 Explain the HMRC rules relating to overseas landlords 2.2 Interpret how a range of issues could affect an overseas landlord	Sections 971 and 972 Income Tax Act 2007. Taxation of Income from Land (Non-residents) Regulations 1995, SI 1995 No. 2902.
3. Understand the preparation required for market appraisals and consequent advice to potential landlords	3.1 Recognise those factors which impact on the level of rent for a landlord in undertaking market appraisals 3.2 Describe the issues including consents and instructions and use which affect the advice to be given to landlords in respect of their properties 3.3 Outline fundamental marketing principles applicable to a letting agency and its properties available to let	Consumer Protection from Unfair Trading Regulations 2008. Legislation now repealed and replaced with the Digital Markets, Competition and Consumers Act 2024 (DMCCA) Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis. Attention, Interest, Desire, Action (AIDA). Disclosure of agency fees (ASA 3.18). Material Information: Parts A, B and C.
4. Understand how to form the appropriate tenancy for a landlord and tenant	4.1 Explain the different types of tenancy and when these should be adopted 4.2 Set out how to prepare tenancy agreements 4.3 Identify the various clauses in a tenancy agreement and when these are applicable	Tenancies: statutory, contractual.
5. Understand the preparation of inventories and schedules of condition and other related documentation	5.1 Recognise how to prepare inventories and schedules of condition 5.2 Identify the necessary tenancy documents and who should receive them 5.3 Set out the process for handing over the property to a tenant	Deregulation Act 2015.
6. Understand the principles of supply and demand and their use in determining value	6.1 Explain how supply and demand impact upon rental and capital values 6.2 Use supply and demand theory to determine price 6.3 Describe what is meant by the comparative method of valuation 6.4 Use the comparative method of valuation to arrive at a market rent and market yield 6.5 Describe what is meant by the investment method of valuation 6.6 Use the investment method of valuation to calculate the market value of investment property	Supply and demand curve. Equilibrium price. Capital value calculation. Comparative method; similar location, size, number of bedrooms, how comparables are found i.e. let by agency, online portals, historic listings, take into account market conditions at time.
7. Understand the process for dealing with initial applicants through to	7.1 Outline how to prepare property details 7.2 Explain how to prepare for conducting meetings at available properties 7.3 Demonstrate procedures for vetting applicants	Immigration Act 2016. Welfare Reform Act 2012. Housing Act 2004.

	the creation of a tenancy	7.4 Clarify how offers should be recorded and dealt with 7.5 Describe the implications of letting to welfare claimants 7.6 Explain how to deal with deposits and guarantors 7.7 Identify how to deal with energy performance certificate (EPC) requirements	Minimum Energy Efficiency Standards (MEES) Regulations.
8.	Understand the legal principles relating to tenancy deposits	8.1 Explain the principles relating to taking deposits 8.2 Recognise the common law principles on holding deposits 8.3 Set out the options for a landlord when protecting a tenancy deposit.	Tenancy deposit schemes. Housing Act 2004 (Chapter 4).

Unit Code	Unit Title	Unit Reference
ALRLM	Applied Law Relating to Residential Letting and Management	L/505/8227

This unit reflects upon areas of common law and legislation which have been introduced in earlier modules and considers these in more detail and in a more contextual and applied manner. Learners must be aware that consumer protection and business protection legislation is an important feature of this unit and questions involving such legislation may appear in more than one element.

Learning Outcome *The learner should be able to:*	Assessment Criteria *The learner must:*	Assessment Guidance *The learner should be familiar with:*
1. Understand the current legal framework for residential lettings	1.1 Explain the distinction between a lease and other rights to occupy 1.2 Summarise the principal statutory and common law provisions relating to residential lettings 1.3 Describe the different types of residential tenancy	Lease/licence distinction. Rent Act 1977 tenancies. Housing Act 1988 tenancies. Contractual tenancies. Succession rights.
2. Understand the issues relating to the controlling rent levels, security of tenure, rent increases and relevant regulatory bodies	2.1 Clarify how rent is determined 2.2 Explain the provisions for rent increases 2.3 Explain the role of a rent officer 2.4 Summarise the principles of rent control and security of tenure	Increases: rent review clause, statutory control of rent sections 6 and 13 Housing Act 1988 and fair rents.
3. Understand the legal principles relating to the creation of leases	3.1 Recognise different letting arrangements 3.2 Describe the different ways in which obligations can be imposed on landlords and tenants 3.3 Summarise the legal principles applicable to the creation of leases 3.4 Apply consumer protection legislation to determine what is and what is not an unfair term	Rent Act 1977. Housing Act 1988. Specific types of tenancies: agricultural, live/work. Sections 52 and 54 Law of Property Act 1925. Section 2 Law of Property (Miscellaneous Provisions) Act 1989. Part 2 Consumer Rights Act 2015.
4. Understand legislative provisions relating to recovery of possession and controls on the activities of landlords and agents	4.1 Set out the common law provisions on terminating a tenancy 4.2 Explain the provisions set out in legislation relating to security of tenure 4.3 Summarise the rules relating to forfeiture 4.4 Advise landlords in respect of possession procedures	Effluxion of time. Notice to Quit. Protection from Eviction Act 1977. Rent Act 1977. Housing Act 1988. Rogue landlords and agents. Forfeiture: section 146 Law of Property Act 1925. Fees: restrictions; display.
5. Understand the various ways in which disputes can be resolved	5.1 Identify how complaints can arise and may escalate into disputes 5.2 Summarise the available Alternative Dispute Resolution (ADR) methods 5.3 Explain the roles of tribunals and courts 5.4 Explain the role of an expert witness 5.5 Describe the available redress schemes and their operation	The Property Ombudsman Scheme. The Property Redress Scheme.
6. Understand legislative provisions that affect the letting of residential property	6.1 Explain what is meant by harassment and eviction 6.2 Outline the impact that other legislation has on the lettings process	Protection from Eviction Act 1977. Protection from Harassment Act 1997. Sections 101 and 196 Law of Property Act 1925. Sections 1-8, 11 and 17 Landlord and Tenant Act 1985. Sections 47 and 48 Landlord and Tenant Act 1987. Environmental Protection Act 1990. Noise and Statutory Nuisance Act 1993. Noise Act 1996. Homes (Fitness for Human Habitation) Act 2018.

7.	Understand the legal principles which apply to a House in Multiple Occupation (HMO)	7.1 Define when a property is classed as an HMO 7.2 Explain how an HMO might arise without an agent's knowledge 7.3 Summarise general management issues relating to an HMO	Housing Act 2004.

Unit Code	Unit Title	Unit Reference
IOM	**Business Practice**	**H/505/8007**

This unit introduces the concepts of business practice, including methods and processes followed by a business to manage information, company and personal performance and promote the business.

Learning Outcome *The learner should be able to:*	**Assessment Criteria** *The learner must:*	**Assessment Guidance** *The learner should be familiar with:*
1. Understand office administration and record keeping systems and the uses of formal business reports	1.1 Describe the main principles of record management 1.2 Explain key concepts in organisational record keeping 1.3 Explain the use and importance of key performance indicators (KPI's) in administration and reporting 1.4 Describe the key features and contents of formal business reports 1.5 Differentiate between crisis and risk management	General Data Protection Regulations (GDPR). Data Protection Act 2018. Reason for KPIs and impact of not achieving them. Business reports: executive summary, outline contents, recommendations, summary, and appendices.
2. Explain how to manage their own performance and that of others	2.1 Describe the components of a standard appraisal process 2.2 Describe how to assess staff skills against organisational objectives 2.3 Explain how feedback can be used to provide appropriate suggestions for improvement 2.4 Identify the resources required to support personal development plans 2.5 Identify the importance of continual professional development in achieving organisational objectives	Appraisal process: clarity of communication, feedback, objective setting and KPI's; dealing with changing and unsatisfactory performance. Personal development plans: qualifications, mentoring, peer to peer training, shadowing, regular one to ones. CPD: ensures up to date knowledge, support with changing legislation, evidences professionalism. Belbin Team Roles
3. Understand the importance of effective time management, and how such systems can alleviate personal stress	3.1 Describe ways to manage stress 3.2 Analyse the benefits of time management 3.3 Summarise the main time management techniques 3.4 Explain the purpose and key features of a typical office diary system	Stress management: exercise, relaxation techniques. Time management: prioritisation, deep work, travel time, route planning, block bookings. Diary system: appointment notification automation, safety, and security, linking to client records.
4. Understand the impact of the office environment and individual behaviours on company image	4.1 Describe how staff professionalism can impact on an organisation's reputation 4.2 Outline how routine and non-routine office maintenance can impact on the customers' attitudes to the company	Professionalism: builds trust, improves relationships, increases likelihood of referrals. Office maintenance: public perception, agency image.

Unit Code	Unit Title	Unit Reference
AOM	Business Management	F/505/9004

This unit introduces the concepts of business management, including the policies and practices associated with the organisation and co-ordination of activities within a business.

Learning Outcome *The learner should be able to:*	Assessment Criteria *The learner must:*	Assessment Guidance *The learner should be familiar with:*
1. Understand the principles of strategic human resource management	1.1 Explain the importance of people as a resource 1.2 Describe the importance of human resource planning 1.3 Outline the statutory requirements relating to human resource management 1.4 Explain methods used to monitor and improve attendance 1.5 Explain the differences between termination of a contract and dismissal 1.6 Examine the different approaches to dealing with types causes and resolution of conflict at work	Current equality legislation and employment protection legislation. Sickness and unauthorised absence. Grievance and disciplinary procedures. Equality Act 2010. Conflict resolution: mediation, grievance, disciplinary.
2. Demonstrate an understanding of Information Technology (IT) policies and practices	2.1 Identify the key components of an IT user and social media policy 2.2 Describe the purpose and key issues of an IT risk assessment 2.3 Describe a range of ways of keeping personal data secure 2.4 Explain a range of methods of managing software, firmware, and hardware	General Data Protection Regulations (GDPR). Data Protection Act 2018. Data security: passwords, encryption, paper-free office, archive.
3. Understand the importance of the health, safety and security of employees	3.1 Analyse the effectiveness of a range of methods used to keep premises secure 3.2 Explain how to deal with potentially harmful situations 3.3 Identify and minimise threats to personal security and safety	Anger, abuse, threats, and violence both in and outside the workplace with employers, employees, clients, customers, and contractors. Response: calm, don't raise voice, speak clearly, qualify information, set out plan and expectations, escalate to relevant authorities. Security/safety threats: lone working policy.
4. Understand budgetary principles and financial management	4.1 Explain the key features of the budgeting process within the organisation 4.2 Identify the main types of accounts and their benefits 4.3 Outline the key provisions of the statutory framework for financial accounting 4.4 Describe the main financial accounts ratios	Budgeting: forecasting sales, costs, profit etc. Type of accounts: profit and loss account (statement), balance sheet, cash flow statement. Financial ratios: gross/net profit margins, liquidity etc.
5. Understand the definition and functions of leadership and management	5.1 Explain the role of management in an organisation 5.2 Differentiate between the role of a manager and that of a leader 5.3 Summarise the four core functions of management 5.4 Analyse the features of successful team leadership 5.5 Explain the main roles required within a successful team 5.6 Assess the types of motivation in successful team leadership 5.7 Describe the barriers to delegation	Role: lead business, develop, improve. Manager: controls resources, optimises process. Leader: inspires, empowers, works to common goal. Four core functions: planning, organising, leading, controlling. Barriers to delegation: can do it better, people not capable, not enough time, accountability, reputational risk. Belbin Team Roles.

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.

Learners are required to type their responses and must therefore ensure they are comfortable with typing before booking examinations.

Level 4 examinations are scheduled at set times of the year. Please refer to the Examination Schedules on the Propertymark Qualifications website.

Legal Aspects Relating to Residential Letting and Management (LARLM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Practice Relating to Residential Property Management (PRPM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Appraisals Relating to Residential Property Letting Practice (ARPLP)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Applied Law Relating to Residential Letting and Management (ALRLM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Business Practice (IOM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

Business Management (AOM)	
Assessment details	Short essay style exams 2 hours
Assessment availability	Set times of the year
First assessment availability	January 2018
Pass mark	45%

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

ASSESSMENT GUIDANCE (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.

GRADING

Each unit is graded as Pass or Fail. To obtain an overall grade of Distinction, learners must achieve an average score of 70% across all examinations.

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

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.