propertymark
QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS LEVEL 3 AWARD IN THE SALE OF RESIDENTIAL PROPERTY (ENGLAND, WALES AND NORTHERN IRELAND)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026
FOR ASSESSMENT FROM JANUARY 2026
VERSION 1.6

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 3 Award in The Sale of Residential Property** is ideal for learners wanting to improve existing knowledge in the key areas related to residential sales. This qualification would suit those who are currently working, or aspiring to work, as a Sales Negotiator/Estate Agent, Property Valuer or Sales/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: Law Relating to Residential Property Sales (SRP2)
- Unit 3: Practice Relating to Residential Property Sales (SRP3)
- Unit 4: Property Appraisal and Basic Building Construction and Defects (SRP4)

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 (Commercial)**

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 The Sale of Residential Property** 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

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.

Learning Outcome *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, Understanding and Skills (KUS) *Indicative content only*
1. Understand health and safety at work legislation and its relevance in and out of the workplace	1.1 Identify the duties of employers 1.2 Identify the duties of employees 1.3 Select correct procedures for carrying out a risk assessment for appointments and visits	**England and Wales**: Health and Safety at Work etc. Act 1974. **Northern Ireland**: 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 2.2 Recognise a safe and secure set of procedures for dealing with keys 2.3 Identify how to ensure personal safety away from the office	**England and Wales**: Occupiers Liability Act 1957. Occupiers Liability Act 1984. Health and Safety at Work etc. Act 1974. **Northern Ireland**: 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 3.2 Distinguish between common law and equity 3.3 Identify the remedies available under the law	Divisions: Civil/criminal; public/private. The structure of the courts and judicial precedent. 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 4.2 Identify the duties that apply to customers 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. Creation of the agency relationship: express agreement, implied agreement, by necessity, by ratification, by estoppel. Types of authority: actual authority (express or implied), apparent/ostensible authority.
5. Understand the basic elements of the law of contract	5.1 Identify the elements needed for a contract to exist 5.2 Interpret situations where a contract will have come to an end 5.3 Select appropriate remedies where there is a breach of contract 5.4 Identify the special requirements relating to contracts relating to land and property	Formation of a contract: offer, acceptance, consideration, intention, capacity. Terms & Conditions Misrepresentation, Mistake, Undue Influence, Duress Discharge of a contract: performance, agreement, breach, frustration. Remedies: damages, specific performance, injunctions, rectification, rescission. **England and Wales**: Contracts that must be in writing. Law of Property (Miscellaneous Provisions) Act 1989 (Section 2). **Northern Ireland**: Contracts that must be evidenced in writing: Statute of Frauds (Ireland) Act 1695. Landlord and Tenant Law. Amendment (Ireland) Act 1860 (Section 4).
6 Understand the basic elements of liability outside the law of contract	6.1 Identify the elements needed for liability to be proved 6.2 Recognise situations where vicarious liability may apply 6.3 Identify situations where occupiers' liability may be relevant	Law of tort: negligence, nuisance. Occupiers' liability. Vicarious liability. **England and Wales:** Occupiers Liability Act 1957 **England and Wales:** Occupiers Liability Act 1984.

			Northern Ireland: Occupiers' Liability Act (Northern Ireland) 1957.
7	Understand the basic concepts of land law	7.1 Distinguish between different rights to occupy 7.2 Identify the distinguishing features of rights over the land belonging to another person 7.3 Recognise situations where such a right may exist 7.4 Interpret when those rights will pass with property	**England and Wales**: freehold, commonhold, leasehold and licences. **Northern Ireland**: freehold, leasehold and licences. Rights over another person's land: easements, freehold covenants, restrictive and positive covenants.
8	Understand the basic concepts of discrimination.	8.1 Identify what are protected characteristics 8.2 Analyse the circumstances when discrimination may or may not occur 8.3 Select the appropriate remedies where discrimination has occurred	**England and Wales**: 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). **Northern Ireland**: 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). Direct and indirect discrimination, harassment, victimisation. Remedies awarded by employment tribunal: declaration, compensation, recommendation.
9	Understand the requirements of the data protection legislation	9.1 Recognise the data protection principles laid down in the legislation 9.2 Analyse situations to show compliance with data protection principles 9.3 Distinguish between those who can and who cannot be given protected data	General Data Protection Regulations (GDPR). Data (Use and Access) Act 2025 Data Protection Act 2018. Principles: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation.
10	Understand the requirements of the legislation dealing with the handling of money	10.1 Analyse situations that may be deemed suspicious 10.2 Identify the procedures needed to comply with the legislation 10.3 Apply legislative requirement to possible suspicious situations	Proceeds of Crime Act 2002, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended. Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI). Financial Action Task Force (FATF).

Unit Code	Unit Title	Unit Reference
SRP2	**Law Relating to Residential Property Sales**	**T/602/2011**

This unit is about the codes of practice, common law and legislative provisions that is specific to carrying out residential property sales. It stresses the importance of the estate agent understanding and complying with all the relevant provisions.

Learning Outcome *The learner will:*	**Assessment Criteria** *The learner can:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
1. Understand the legal framework as it applies to estate agency	1.1 Identify the requirements of estate agency specific legislation 1.2 Apply statutory, common law and codes of Practice principles to specific situations 1.3 Determine when a personal interest might arise 1.4 Apply the statutory, common law and Code of Practice rules to situations where connected person might be involved	Estate Agents Act 1979: definition of estate agency work, fees and charges, personal interest and connected persons, dealing with deposits and clients' money, sanctions available. Estate Agents (Provision of Information) Regulations 1991: sole agency, sole selling rights and ready, willing and able purchaser, provide Terms of Business in writing, tie-in services. Estate Agents (Undesirable Practices) (No.2) Order 1991: Discrimination and misrepresentation of offers, forwarding offers, disclosing personal interests and tie-in services. Common law duties. Property Ombudsman Code of Practice.
2. Understand the common law and legislative protection available for consumers	2.1 Apply the provisions of appropriate consumer protection legislation to defined situations 2.2 Apply the appropriate business protection legislation to defined situations	Digital Markets, Competition and Consumers Act 2024 (DMCCA) CMA207 Guidance (2025) Part 2 Consumer Rights Act 2015. Consumers, Estate Agents Redress Act 2007. Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Business Protection from Misleading Marketing Regulations 2008.
3. Understand the restrictions and regulations covering the provision of financial advice	3.1 Differentiate what can and cannot be done by an estate agent in respect of financial advice 3.2 Select appropriate levels of authorisation for particular tasks	Financial Services and Markets Act 2000. Consumer Credit Act 1974.
4. Understand matters relating to development and 'For Sale' boards	4.1 Differentiate between development and permitted development 4.2 Apply statutory rules to breaches of planning permission 4.3 Apply statutory rules to the provision of 'For Sale' boards	Section 55 of Town and Country Planning Act 1990. General Permitted Development Order. Building Regulations. Conservation areas and listed buildings.
5. Understand tax requirements on property sales	5.1 Summarise the thresholds and rates of tax incurred in the purchase of residential property 5.2 Apply stamp duty land tax rules and rates to particular transaction details	**England and Northern Ireland**: Stamp Duty Land Tax (SDLT). **Wales**: Land Transaction Tax (LTT). **All nations:** Annual Tax on Enveloped Dwellings (ATED).

Unit Code	Unit Title	Unit Reference
SRP3	**Practice Relating to Residential Property Sales**	**A/602/2012**

This unit deals with how estate agents should conduct themselves when carrying out residential sales in order to comply with all relevant statute, common law and principles of best practice and ethics. It deals with the agent's actions within and outside the office when dealing with colleagues and customers and visiting residential properties.

Learning Outcome *The learner will:*	**Assessment Criteria** *The learner can:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
1. Understand the different types of agency	1.1 Differentiate between sole agency and multiple agency terms 1.2 Know the advantages and disadvantages of different types of agency 1.3 Select appropriate situations when a sub agency might be beneficial	Estate Agency Act (Provision of information Regulations) 1991. Different types of agency: sole agency, joint sole agency, multiple agency, sole selling rights, ready, willing and able purchaser.
2. Understand key agency terms	2.1 Identify the criteria relating to each of the terms 2.2 Employ the criteria in the statutory agency terms to specified situations	Estate Agency Act (Provision of Information Regulations) 1991: sole agency, sole selling rights, ready willing and able purchaser.
3. Understand the different methods of sale for residential property	3.1 Identify the processes involved in sales 3.2 Summarise the advantages and disadvantages of each method of sale 3.3 Select an appropriate method of sale for specified circumstances	Methods of sale: private treaty, auction and tender.
4. Understand the requirements to provide any associated documentation	4.1 Identify when associated documentation is required and when it is not 4.2 Identify the legislative requirements to the provision of information on detail sheets and advertisements	Requirements relating to energy performance. National Trading Standards Estate and Letting Agency Team (NTSELAT) Material Information in Property Listings (Sales). RICS code of measuring practice: residential agency guidelines.
5. Understand the requirements of different types of seller	5.1 Differentiate between the likely requirements of sellers 5.2 Determine the appropriate advice to sellers in specified situations	Sellers: private person, builders and developers, trustees and executors, order of the court, mortgagee in possession, corporate bodies.
6. Understand basic marketing techniques and the role of advertising, selling and IT in estate agency	6.1 Identify basic marketing techniques and advertising types for specified situations 6.2 Identify selling techniques for particular situations 6.3 Categorising the use of different forms of IT in estate agency	Marketing mix: Product, Price, Place, Promotion (4P's). Marketing plans. Strengths, Weakness, Opportunities, Threats (SWOT) analysis. Attention, Interest, Desire, Action (AIDA). Selling techniques: preparing, opening, qualifying, explaining features and benefits, objection handling, closing. Use of property portals, email campaigns, social media, estate agency websites.
7. Understand how to deal with offers made on properties for sale	7.1 Identify how an offer made can be qualified 7.2 Identify the statutory, common law and Code of Practice rules to the reporting of offers 7.3 Differentiate between the relative strengths of multiple offers	Estate Agents (Undesirable Practices) (No.2) Order 1991: Discrimination and misrepresentation of offers, forwarding offers, disclosing personal interests and tie-in services. Property Ombudsman Code of Practice. Money laundering checks. Proof of funds for different buyers.
8. Understand the role of others in the house buying process	8.1 Identify what other parties are involved in the house buying process 8.2 Identify the legal process for the transfer of house ownership	Role of mortgage lenders, surveyors, conveyancers, insurers. Role of estate agent in progressing sales. Understanding of legal process: draft contracts, searches, enquiries, exchange, completion.

Unit Code	Unit Title	Unit Reference
SRP4	Property Appraisal and Basic Building Construction and Defects	F/602/2013

This unit deals with the legal and factors relating to an estate agent preparing for and carrying out a property appraisal. It covers issues concerning the valuation, and marketing of residential property. It also includes an understanding of domestic building construction and the recognition and causes of common defects together with any remedial action available.

Learning Outcome *The learner will:*	**Assessment Criteria** *The learner can:*	**Knowledge, Understanding and Skills (KUS)** *Indicative content only*
1. Understand the factors affecting property value	1.1 Differentiate between the factors affecting property value 1.2 Apply issues of demand and supply to determine value 1.3 Assess the impact that environmental issues have on value	Factors: location, type, style, age, size, condition, tenure, construction method. Demand issues e.g. economic, population etc. Supply issues e.g. planning permission and restrictions, building regulations, occupancy restrictions etc. Environmental issues e.g. pollution and contamination, invasive species, protected species, noise, flooding, light etc.
2. Understand the property appraisal process	2.1 Identify the factors involved in undertaking an appraisal 2.2 Identify the requirements for comparable evidence 2.3 Apply logical adjustments to comparables	Comparable factors: sold recently, similar location, type, style, size, condition etc. Building comparable evidence: gather, analyse, adjust, apply, formulate. Further adjustments: state of market, time of sale, requirements of seller.
3. Understand the differences between property styles and ages	3.1 Identify the characteristics of various property styles 3.2 Differentiate between different property types	Property styles: period properties, interwar, postwar, modern. Property types: detached, semi-detached, terraced, bungalow, apartment/flats, maisonettes.
4. Understand basic building construction relating to foundations, floors, walls, roofs and services	4.1 Distinguish when different types of foundation might be used 4.2 Differentiate between different types of construction 4.3 Apply the terminology used in window construction including statutory requirements for the replacement of windows 4.4 Distinguish between the characteristics of flat and pitched roofs 4.5 Identify the requirements for services in residential property including renewable energy	Foundations e.g. strip, raft, trench. Construction e.g. solid, cavity, timber/steel frame, prefabricated Windows types e.g. pivot, sash, casement, tilt and turn Window components e.g. jamb, casement, single or double glazed, UPvC etc. Pitched roof types: lean-to, single slope etc. Pitched roof coverings: clay tiles, slate, concrete tiles. Flat roof: minimum pitch, coverings, lifespans etc. Services: gas, electric, water, drainage, micropower generation - wind, solar, heat pumps etc.
5. Understand the common building and services defects and repair requirements	5.1 Apply basic criteria to determine the cause of cracking in walls 5.2 Identify repair solutions for given defects 5.3 Distinguish between condensation, penetrating and rising dampness 5.4 Identify the procedure to be followed where asbestos is discovered 5.5 Identify the defects commonly found in services	Wall cracking e.g. foundation failure, thermal or moisture movement. Causes of damp e.g. penetrating damp, rising damp, condensation. Asbestos procedures: HSE licensed contractors, controlled disposal, specialist facilities at recycling centres. Services defects e.g. outdated or faulty gas, electrical and water installations, testing requirements etc.
6. Understand common warranty and certification schemes for new homes	6.1 Apply NHBC criteria to determine if a defect is covered by the warranty or not 6.2 Distinguish between NHBC warranties and those provided by others	NHBC: defects covered, builder warranty period, structural defects period. Alternatives to NHBC: Local Authority Building Control (LABC)

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 **Added**	v1.6 Jan 2026
COM1	5	Terms & Conditions Misrepresentation, Mistake, Undue Influence, Duress **Added**	v1.6 Jan 2026
COM1	6	England and Wales: Occupiers Liability Act 1957 **Added**	v1.6 Jan 2026
COM1	9	Data (Use and Access) Act 2025 **Added**	v1.6 Jan 2026
COM1	10	Financial Action Task Force (FATF) Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) **Added**	v1.6 Jan 2026
SRP2	2	Consumer Protection from Unfair Trading Regulations 2008 **Removed**	v1.6 Jan 2026
SRP2	2	Digital Markets, Competition and Consumers Act 2024 (DMCCA) CMA207 Guidance (2025) Digital Markets, Competition and Consumers Act 2024 **Added**	v1.6 Jan 2026