



**Level 3 Certificate in**

## **Property Advice and Practice (Residential)**

### **Qualification Specification**

Qualification Recognition Number: 603/4463/5

ABBE Qualification Code: CertPAPL319

**April 2019**



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This qualification specification was developed in April 2019, no changes have been made to this document since this date.

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# 1. ABBE - The Awarding Body for the Built Environment

## 1.1 Introduction

ABBE, the Awarding Body for Building Education is a forward thinking organisation that offers a range of apprenticeships, qualifications, benefits and support.

ABBE is regulated by Ofqual for the delivery of a range of qualifications. Our qualifications are nationally recognised helping learners to achieve their full potential and ambitions.

The full range of qualifications can be found on our website.

## 1.2 Mission Statement

**Our Values - Quality through Standards:** Our aim is to provide a high quality experience by building a strong community of mutual support and trust. We can use our collective talents to build meaningful partnerships to help us all to achieve our goals. ABBE is a recognised Awarding Organisation with strong professional integrity.

**Our Vision:** Is that every learner is confident, successful and has the opportunity to achieve their full potential.

**Our Mission:** ABBE Educates, inspires and empowers learners

## 1.3 Qualification Specification

The aim of this specification is to provide learners and centres with information about the content of this qualification. This specification is a live document and, as such, will be updated when required.

## 1.4 Enquiries

Any enquiries relating to this qualification should be addressed to:

ABBE  
Birmingham City University  
University House  
15 Bartholomew Row  
Birmingham  
B5 5JU

Tel: 0121 331 5173  
Email: [abbeenquiries@bcu.ac.uk](mailto:abbeenquiries@bcu.ac.uk)  
Website: [www.abbeqa.co.uk](http://www.abbeqa.co.uk)



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## 2. Qualification Information

### 2.1 Qualification Purpose

The purpose of the ABBE Level 3 Certificate in Property Advice and Practice is to provide the learner with the knowledge, understanding and skills required to support those working in residential sales and/or lettings to take a qualification which not only recognises their current skills and knowledge but gives them an opportunity to develop them further.

### 2.2 Who could take this Qualification?

In order to take the qualification, learners must already be working in a residential sales or lettings environment but it is suitable for new starters or those with limited experience who would like to underpin and develop their knowledge and understanding or for more experienced workers to recognise their existing abilities.

### 2.3 Qualification Number

ABBE Level 3 Certificate in Property Advice and Practice: 603/4463/5

### 2.4 Qualification Level

This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 3

### 2.5 Total Qualification Time

This qualification is allocated Total Qualification Time (TQT) this includes Guided Learning (GL) expressed in hours, which indicates the number of hours of supervised or directed study time and assessment. Credit has also be allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 202
- Guided Learning (GL) for this qualification is: 82
- Credit Value: 20 credits

### 2.6 Progression

This qualification has been designed to encourage participation in education and training across residential sales, lettings and other related areas by:

- enabling current estate and/or lettings agency employees to develop the skills and knowledge that they have gained through their employment to achieve a nationally recognised qualification in property industry best practice
- providing a template for 'best practice' for new entrants to residential estate and/or lettings agency as a guide for their learning and development

This qualification forms part of a wider suite of property related qualifications including the:

- ABBE Level 3 Certificate in Residential Property Advice and Practice (Sales Progression)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Property Valuation Market Appraisal)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Property Management)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Auction Services)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Leadership & Management)
- ABBE Level 3 Diploma in Property: Residential Property Advice and Practice



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All of these qualifications have been structured in such a way as to allow easy transfer between them to encourage learners to continue developing.

## 2.7 Age ranges

Pre 16	No
16-18	Yes
18+	Yes
19+	Yes

## 2.8 Structure of the Qualification

To achieve this qualification, learners must achieve the three mandatory units.

Mandatory Unit(s)			
URN	Unit Name	Credit Value	Level
D/617/5868	Introduction to the Purpose and Structure of the Property Market	5	3
H/617/5869	Handling Customer Enquiries and Customer Service Requirements	7	3
Y/617/5870	Negotiating Sales and Rentals and Selling Property Services	8	3

## 2.9 Barred Units

Units with the same title at different levels or units with the same content cannot be combined in the same qualification.

## 2.10 Language

ABBE qualifications and assessment materials will be provided through the medium of English.

## 2.11 Grading

This qualification is: Pass/Fail

## 2.12 Pre-course Procedures

This qualification is available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that unfairly restrict access or progression thereby promoting equal opportunities.

The following pre-entry requirements apply to this qualification: Learners must be employed in a residential sales and/or lettings environment.

## 2.13 Qualification Review Boards

Qualification Review Boards (QRBs) are set up for each qualification. The Boards are drawn from employers, centres, Higher Educational Institutes (HEIs) and others with a vested interest in the sector in which the qualification is used. The purpose of the QRB is to ensure that the content of the qualification and the proposed assessment methodology are fit for purpose and are appropriate to meet the requirements of the sector.

QRBs are ongoing and will be scheduled for specific points within the qualification lifetime; at the notional mid-point and again towards the review date of the qualification. During this process, the QRB will consider any feedback received on the performance of the qualification and will consider if the content, structure, purpose and assessment methodology remain appropriate to the needs of the sector. This will help to improve both our qualification and the specification.



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## 3. Qualification Unit(s)

### **Unit 1:** Introduction to the Purpose and Structure of the Property Market

Unit Reference Number: D/617/5868

Level: 3

Credit: 5

#### **Unit Summary**

This unit is aimed at those who work or want to work in the property sector, within small agencies or a large organisations, high street or online based. It gives an understanding and a practical summary of the purpose and structure of the property sector.

#### **Assessment Guidance**

This unit must be assessed using the following method(s):

- Exam

#### **Learning outcomes:**

1. Understand how an estate/lettings agency works
2. Understand the structure and regulation of the property services industry
3. Understand how to use digital software to record and supply information and data
4. Understand how to reduce the risks to health and safety in the workplace
5. Understand how to evaluate risks in the workplace
6. Understand how to take responsibility for own safety, training and personal development



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## **Unit 2: Handling Customer Enquiries and Customer Service Requirements**

Unit Reference Number: H/617/5869

Level: 3

Credit: 7

### **Unit Summary**

This unit is aimed at those who work or want to work in estate or lettings agency and the property sector. They will deal with customer enquiries, and know how to provide appropriate and relevant advice to customers and clients. They will understand how to use a software system to create property information, record client details and arrange viewings.

### **Assessment Guidance**

This unit must be assessed using the following method(s):

- Exam

### **Learning outcomes:**

1. Understand the principles which impact on customer expectations in the property sector
2. Understand how to create customer relationships
3. Understand how to satisfy customer requirements
4. Understand how to advise all clients on property descriptions, information and viewings
5. Understand how to prepare property details and arrange marketing for listed properties
6. Understand how to register client details effectively
7. Understand how to suggest and arrange different types of viewings



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### **Unit 3: Negotiating Sales and Rentals and Selling Property Services**

Unit Reference Number: Y/617/5870

Level: 3

Credit: 8

#### **Unit Summary**

This unit is aimed at those who currently work in an estate agency and who carry out negotiations with buyers, sellers, tenants and landlords to achieve agreement to use agency services and to purchase or rent residential property.

#### **Assessment Guidance**

This unit must be assessed using the following method(s):

- Exam

#### **Learning outcomes:**

1. Understand how to use sales skills to sell agency services
2. Understand how to use sales skills in negotiation to encourage offers
3. Understand how to negotiate the sale of residential property
4. Understand the process of obtaining relevant information from landlords and tenants for negotiations on residential rental properties
5. Understand the process of accepting offers to buy or rent a residential property
6. Understand how to negotiate a price adjustment





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