



**Level 3 Certificate in**

**Residential Property Management  
(Leasehold/Estate)**

**Qualification Specification**

Qualification Recognition Number: 603/4672/3

ABBE Qualification Code: CertRPM(LE)L319

**May 2019**

This qualification specification was developed in May 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 Residential Property Management (Leasehold/Estate) is to provide the learner with the knowledge and understanding required to support those working in residential property management.

Holders of these qualifications are also eligible to apply for Membership of IRPM.

### 2.2 Who could take this Qualification?

In order to take the qualification, learners must already be working in a residential property environment but it is suitable for those with limited experience, to prepare them for working in this sector, or for more experienced workers to recognise their existing abilities.

### 2.3 Qualification Number

ABBE Level 3 Certificate in Residential Property Management (Leasehold/Estate): 603/4672/3

### 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: 149
- Guided Learning (GL) for this qualification is: 7
- Credit Value: 15 credits

### 2.6 Progression

This qualification has been designed to encourage participation in education and training in other related areas by:

- Enabling existing practitioners to achieve a recognised qualification
- Attracting current residential property managers by the opportunities presented through offering specialist management services
- Offering new career opportunities to learners wanting to provide specialist property management services and advice through retraining or up-skilling.

### 2.7 Age ranges

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



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## 2.8 Structure of the Qualification

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

Mandatory Unit(s)			
URN	Unit Name	Credit Value	Level
T/617/6380	Understand leasehold property management	2	3
A/617/6381	Understand the legal framework in leasehold property management	3	3
F/617/6382	Understand accounting for service charges in leasehold property management	2	3
J/617/6383	Understand the principles of building construction	2	3
L/617/6384	Understand affordable housing and mixed tenure management	2	3
R/617/6385	Understand the principles of customer service in property management	2	3
Y/617/6386	Understand personal skills, ethics and personal development in property	2	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.

The language used within this qualification is subject to scrutiny to ensure that it is plain, clear, free from bias and appropriate to the level.

## 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.

There are no pre-entry requirements for this qualification.

## 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



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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: Understand leasehold property management**

Unit Reference Number: T/617/6380

Level: 3

Credit: 2

#### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide services in with management agreements and lease control.

#### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

#### **Learning outcomes:**

1. Understand how to manage buildings
2. Understand how to provide services and manage service providers
3. Understand site staff employment process
4. Understand why it is important to respond to leaseholders' needs
5. Understand how to work with clients



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## **Unit 2: Understand the legal framework in leasehold property management**

Unit Reference Number: A/617/6381

Level: 3

Credit: 3

### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to explain property management law or legal matters.

### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

### **Learning outcomes:**

1. Understand the management agreement
2. Understand the Lease
3. Understand leaseholders rights and responsibilities
4. Understand the dispute resolution and the work of the First Tier Tribunal (Property Chamber), the Upper Tribunal and the courts
5. Understand company and employment law



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### **Unit 3: Understand accounting for service charges in leasehold property management**

Unit Reference Number: F/617/6382

Level: 3

Credit: 2

#### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide financial management services.

#### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

#### **Learning outcomes:**

1. Understand the financial management of leasehold properties
2. Understand accounting for other people's money
3. Understand the service charge accounting



## **Unit 4: Understand the principles of building construction**

Unit Reference Number: J/617/6383

Level: 3

Credit: 2

### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide long term building maintenance services.

### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

### **Learning outcomes:**

1. Understand building construction
2. Understand the repairs, maintenance and defects
3. Understand the regulations affecting the buildings
4. Understand Health and Safety



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## **Unit 5: Understand affordable housing and mixed tenure management**

Unit Reference Number: L/617/6384

Level: 3

Credit: 2

### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide services and management in buildings with mixed tenures.

### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

### **Learning outcomes:**

1. Understand the management of mixed tenure developments
2. Understand social neighbourhood management
3. Understand affordable housing management
4. Understand vulnerable and difficult resident's management



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## **Unit 6: Understand the principles of customer service in property management**

Unit Reference Number: R/617/6385

Level: 3

Credit: 2

### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide strategic, administrative and personal customer services.

### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

### **Learning outcomes:**

1. Understand the business needs for customer service



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## **Unit 7: Understand personal skills, ethics and personal development in property**

Unit Reference Number: Y/617/6386

Level: 3

Credit: 2

### **Unit Summary**

The purpose of this unit is to assess the knowledge and understanding required to enable learners to provide ethical business services within a corporate social responsibility framework.

### **Assessment Guidance**

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

- Portfolio of evidence OR
- Exam

### **Learning outcomes:**

1. Understand personal skills required in property management
2. Understand ethics in property management
3. Understand personal development required in property management



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