



**Level 4 Certificate in**

## **Leasehold Property Management**

### Qualification Specification

Qualification Recognition Number: 603/5257/7

ABBE Qualification Code: CertLPML419

**November 2019**



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This qualification specification was developed in November 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 5174  
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 4 Certificate in Leasehold Property Management is to provide the learner with the knowledge, understanding and skills required to support those working in management in a leasehold property environment, 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 leasehold 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 4 Certificate in Leasehold Property Management: 603/5257/7

### 2.4 Qualification Level

This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 4

### 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: 152
- Guided Learning (GL) for this qualification is: 8
- 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 current property management employees to demonstrate the skills and knowledge that they have gained through their employment enabling learners to achieve a nationally recognised qualification
- providing a template for 'best practice' for new entrants to the leasehold property sector as a guide for their learning and development

### 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
K/617/8644	Understand leasehold property management	2	4
M/617/8645	Understand the Legal Framework in Leasehold Property Management	3	4
T/617/8646	Understand Service Charges in Leasehold Property Management	2	4
A/617/8647	Understand the Principles of Building Maintenance in Leasehold Property	2	4
F/617/8648	Understand Mixed Tenure Management and Housing	2	4
J/617/8649	Understand Customer Service in Leasehold Property Management	2	4
A/617/8650	Understand Ethics and Personal Development in Leasehold Property	2	4

## 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.

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 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: K/617/8644

Level: 4

Credit: 2

#### **Unit Summary**

This unit enables learners to explain the management agreement and the lease, control the management of the residential buildings so that services can be provided in line with the agreed requirements.

#### **Assessment Guidance**

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

- Exam
- Portfolio of evidence

#### **Learning outcomes:**

1. Understand your responsibilities in building management
2. Understand your responsibilities when managing service providers
3. Understand your responsibilities when employing site staff
4. Understand the importance in responding the needs of leaseholders'
5. Understand your responsibilities when working with clients



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## **Unit 2: Understand the Legal Framework in Leasehold Property Management**

Unit Reference Number: M/617/8645

Level: 4

Credit: 3

### **Unit Summary**

This unit enables learners to explain the law and legal matters contained in management agreements, leases and other legislative documents so that services can be provided in line with the law and requirements.

### **Assessment Guidance**

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

- Exam OR
- Portfolio of evidence

### **Learning outcomes:**

1. Understand your responsibilities within the Management Agreement
2. Understand your responsibilities within the Lease
3. Understand your responsibilities to comply with leaseholder rights
4. Understand your responsibilities within dispute resolution and the work of the First Tier Tribunal (Property Chamber), the Upper Tribunal and the courts
5. Understand your responsibilities under company and employment law as a managing agent



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### **Unit 3: Understand Service Charges in Leasehold Property Management**

Unit Reference Number: T/617/8646

Level: 4

Credit: 2

#### **Unit Summary**

This unit enables learners to explain the law and legal requirements in relation to service charges in the Leasehold Property Management so that services can be provided in line with the legislation.

#### **Assessment Guidance**

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

- Exam OR
- Portfolio of evidence

#### **Learning outcomes:**

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



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## **Unit 4: Understand the Principles of Building Maintenance in Leasehold Property Management**

Unit Reference Number: A/617/8647

Level: 4

Credit: 2

### **Unit Summary**

This unit enables learners to explain the most common construction methods for residential blocks and of the common services that are installed. They will understand how the construction influences requirements for long term maintenance and what remedies are available should the structure or services fail.

### **Assessment Guidance**

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

- Exam OR
- Portfolio of evidence

### **Learning outcomes:**

1. Understand your responsibilities in long term building maintenance
2. Understand your responsibilities for repairs, maintenance and identifying defects as a Managing Agent
3. Understand as a Managing Agent your responsibilities and regulations affecting the building
4. Understand your responsibilities for Health and Safety in leasehold property management



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## **Unit 5: Understand Mixed Tenure Management and Housing**

Unit Reference Number: F/617/8648

Level: 4

Credit: 2

### **Unit Summary**

This unit enables learners to explain the different tenures provided in different developments and of any management implications associated with mixed tenure schemes.

### **Assessment Guidance**

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

- Exam
- Portfolio of evidence

### **Learning outcomes:**

1. Understand your management responsibilities for mixed tenure developments
2. Understand your responsibilities regarding social neighbourhood management
3. Understand your management responsibilities in affordable housing developments
4. Understand your responsibilities towards vulnerable residents and resident management



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## **Unit 6: Understand Customer Service in Leasehold Property Management**

**Unit Reference Number:** J/617/8649

**Level:** 4

**Credit:** 2

### **Unit Summary**

This unit enables learners to explain the business needs for customer service at a strategic, administrative and personal level. They should also be aware of the importance of their work where it affects their customer's homes, and so also their personal lives.

### **Assessment Guidance**

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

- Exam OR
- Portfolio of evidence

### **Learning outcomes:**

1. Understand your responsibilities in customer service



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## **Unit 7: Understand Ethics and Personal Development in Leasehold Property Management**

**Unit Reference Number:** A/617/8650

**Level:** 4

**Credit:** 2

### **Unit Summary**

This unit enables learners to explain how they can operate efficiently and effectively, solve problems and build rapport, confidence and trust with others. This unit also enables learners to explain ethical business practices, an organisation's corporate social responsibility, and their own individual values of professional practice.

### **Assessment Guidance**

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

- Exam OR
- Portfolio of evidence

### **Learning outcomes:**

1. Understand personal skills requirements in property management
2. Understand your responsibilities in contributing towards ethical behaviours in property management
3. Understand personal development requirements in property management



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