



Level 3 Certificate in

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

Qualification Specification

Qualification Recognition Number: 610/0913/1

ABBE Qualification Code: CertRPM(LE)L322

May 2022

This qualification specification was developed in May 2022, no changes have been made to this document since this date.

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Contents

1. ABBE	4
1.1 Introduction	4
1.2 Mission Statement	4
1.3 Qualification Specification	4
1.4 Enquiries	4
2. Qualification Information	5
2.3 Qualification Number	5
2.4 Qualification Level	5
2.5 Total Qualification Time	5
2.6 Progression	5
2.7 Age ranges	6
2.8 Structure of the Qualification	6
2.9 Barred Units	6
2.10 Language	6
2.11 Grading	6
2.12 Pre-course Procedures	6
2.13 Assessment Principles	7
3. Qualification Unit(s)	8



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1. ABBE

1.1 Introduction

ABBE, the Awarding Body for the Built Environment is a forward thinking organisation that offers a range of 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 at www.abbqa.co.uk

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

Website: www.abbqa.co.uk



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2. Qualification Information

2.1 Qualification purpose

The purpose of the Level 3 Certificate in Residential Property Management (Leasehold/Estate) qualification is to provide the learner with the knowledge, understanding and skills required to successfully undertake a management role in the residential property management environment. It allows the learner to take a qualification which not only recognises their current skills and knowledge but gives them an opportunity to develop those skills.

Holders of this qualification are also eligible to apply for Associate Level membership of IRPM.

2.2 The Institute of Residential Property Management (IRPM)

The Institute of Residential Property Management (IRPM) is the professional body for residential property management specialists and provides nationally regulated qualifications, learning, guidance and resources to over 5,500 property management professionals, who serve the private, social, build-to-rent and retirement sectors. IRPM is dedicated to supporting, building and setting standards for the sector.

It is estimated that well over half of all leasehold properties in the UK are managed by IRPM qualified professionals, contributing to a marked improvement in management standards since their inception in 2002.

2.3 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.

2.4 Qualification Number

ABBE Level 3 Certificate in Residential Property Management (Leasehold/Estate): 610/0913/1

2.5 Qualification Level

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

2.6 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 been allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 162
- Guided Learning (GL) for this qualification is: 8
- Credit Value: 16 credits

2.7 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.



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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 eight mandatory units.

Mandatory Units				
Unit No.	URN	Unit Name	Credit Value	Level
1	F/650/2592	Understand Leasehold Property Management	2	3
2	H/650/2593	Understand the Legal Framework in Leasehold Property Management	2	3
3	J/650/2594	Understand Accounting for Service Charges in Leasehold Property Management	2	3
4	K/650/2595	Understand the Principles of Building Construction in Leasehold Property Management	2	3
5	L/650/2596	Understand Mixed Tenure Management and Affordable Housing	2	3
6	M/650/2597	Understand Customer & Consumer in Leasehold Property Management	2	3
7	R/650/2598	Understand Health and Safety in Leasehold Property Management	2	3
8	T/650/2599	Understand Ethics and Behaviours in Leasehold Property Management	2	3

2.9 Barred Units

Units with the same title and unit number cannot be combined in the same qualification. Additionally, units with the same title or with the same content at different levels 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

ABBE qualifications are 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 formal requirements for entry onto this qualification.



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2.13 Assessment Principles

This qualification must be assessed according to the ABBE Assessment Principles that can be found on our website www.abbega.co.uk

You **MUST** read the Assessment Principles and fully understand them before delivery on this qualification is undertaken.



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3. Qualification Unit(s)

Unit 1: Understand Leasehold Property Management

Unit Reference Number: F/650/2592

Level: 3

Credit: 2

GLH: 1

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

Learning outcomes:

1. Understand how to manage buildings
2. Understand how to manage service providers
3. Understand the 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: H/650/2593

Level: 3

Credit: 2

GLH: 1

Unit Summary

This unit enables learners to explain the law and/or 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

Learning outcomes:

1. Understand the Management Agreement
2. Understand the Management Agreement
3. Understand leaseholder 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: J/650/2594

Level: 3

Credit: 2

GLH: 1

Unit Summary

This unit enables learners to enable learners to provide financial management services within property management.

Assessment Guidance

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

- Exam

Learning outcomes:

1. Understand the importance of the lease in setting up the financial structure
2. Understand how to set a budget
3. Understand compliance with billing in service charge accounting
4. Understand collection of service charges
5. Understand holding client/customer monies
6. Understand supplier invoices
7. Understand major works and reserves
8. Understand year end accounting



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Unit 4 – Understand the Principles of Building Construction in Leasehold Property Management

Unit reference Number: K/650/2595

Level: 3

Credit: 2

GLH: 1

Unit Summary:

This unit enables learners to understand how building 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

Learning outcomes:

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



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Unit 5: Understand Mixed Tenure Management and Affordable Housing

Unit Reference Number: L/650/2596

Level: 3

Credit: 2

GLH: 1

Unit Summary

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

Assessment Guidance

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

- Exam

Learning outcomes:

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

Unit 6: Understand Customer and Consumer in Leasehold Property Management



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Unit Reference Number: M/650/2597

Level: 3

Credit: 2

GLH: 1

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

Learning outcomes:

1. Understand the importance of a professional attitude in delivering excellence in customer service
2. Know how to show appropriate and positive behaviours towards customers
3. Know how to maintain a positive and customer friendly attitude



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Unit 7: Understand Health and Safety in Leasehold Property Management

Unit reference Number: R/650/2598

Level: 3

Credit:2

GLH: 1

Unit Summary

This unit is about health and safety legislation, RICS health and safety requirements, risk management as well as disaster recovery and emergencies in leasehold property management

Assessment Guidance

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

- Exam

Learning Outcomes

1. Understand health and safety legislation in Leasehold Property Management
2. Understand risk management in Leasehold Property Management
3. Understand disaster recovery
4. Understand in Property Management
5. Understand the potential impact of emerging legislation and guidance on health and safety and fire



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Unit 8: Understand Ethics and Behaviours in Leasehold Property Management

Unit reference Number: T/650/2599

Level: 3

Credit:2

GLH: 1

Unit Summary

This unit is about enabling managing agents to give consideration towards ethics and behaviours in leasehold property management, based on the International Ethics Standards (IES).

Assessment Guidance

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

- Exam

Learning Outcomes

1. Understand the basic principles of ethics and behaviours in Leasehold Property Management
2. Understand how common ethical principles relate to leasehold property management
3. Understand how common ethical principles relate to leasehold property management
4. Understand how to behave when faced with legal and ethical issues in leasehold property management
5. Understand the benefits of reflection in improving ethics and behaviours



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