



**Level 3 Certificate in**

**Lettings Advice and Practice**

**Qualification Specification**

Qualification Recognition Number: 610/3687/0

ABBE Qualification Code: CertLAPSL324

**January 2024**

This qualification specification was developed in June 2024, no changes have been made to this document since this date.

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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](http://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](mailto:abbeenquiries@bcu.ac.uk)

Website: [www.abbqa.co.uk](http://www.abbqa.co.uk)



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## 2. Qualification Information

The purpose of the ABBE Level 3 Certificate in Lettings Advice and Practice (Scotland) is to provide the learner with the knowledge, understanding and skills required to support those working in lettings and property management in Scotland to take a qualification, which not only recognises their current skills and knowledge but gives them an opportunity to develop them further.

On successful completion of the qualification learners can apply for:

- The Association of Residential Letting Agents (ARLA),
- The Association of Residential Letting Agents (Inventories) (ARLA (Inventories)),
- The National Association of Estate Agents (NAEA),
- The National Association of Estate Agents (Commercial) (NAEA (Commercial)),
- The National Association of Valuers and Auctioneers (NAVA).

Propertymark is the umbrella organisation representing all and replaces NFoPP.

### 2.2 Who could take this Qualification?

In order to take the qualification, learners must already be working in a residential lettings or property management environment in Scotland, 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 Lettings Advice and Practice (Scotland): 610/3687/0

### 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: 265
- Guided Learning (GL) for this qualification is: 100
- Credit Value: 27 credits

### 2.6 Progression

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

- enabling current lettings and 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 residential lettings and property management 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 (Listing and Market Appraisal)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Sales Progression)



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- ABBE Level 3 Certificate in Residential Property Advice and Practice (Property Management)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Auction)
- ABBE Level 3 Certificate in Residential Property Advice and Practice (Leadership and Management)
- ABBE Level 3 Diploma in Property: Residential Property Advice and Practice

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 three mandatory units.

| Mandatory Units |            |                                                                             |       |              |
|-----------------|------------|-----------------------------------------------------------------------------|-------|--------------|
| Unit No.        | URN        | Unit Name                                                                   | Level | Credit Value |
| 1               | T/651/0011 | Introduction to the Purpose and Structure of the Property Market (Scotland) | 3     | 5            |
| 2               | Y/651/0012 | Handling Customer Enquiries and Customer Service Requirements (Scotland)    | 3     | 7            |
| 3               | A/651/0013 | Negotiating Rentals and Selling Property Services (Scotland)                | 3     | 15           |

## 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.

There are no barred units in this 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.



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**PLEASE NOTE:** The following pre-entry requirements apply to this qualification: Learners must be employed in a residential letting and/or property management environment in Scotland.

### 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](http://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 – Introduction to the Purpose and Structure of the Property Market (Scotland)

Unit reference Number: T/651/0011

Level: 3

Credit: 5

GLH: 20

#### Unit Summary:

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

#### Assessment Guidance:

For guidance, this unit can be assessed using the following method:

- 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 (Scotland)**

Unit reference Number: Y/651/0012

Level: 3

Credit: 7

GLH: 35

### **Unit Summary:**

This unit is aimed at those who work or want to work in lettings and property management 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, arrange viewings and offer a managed property service to landlords and tenants.

### **Assessment Guidance:**

For guidance, this unit can be assessed using the following method:

- 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 Rentals and Selling Property Services (Scotland)**

Unit reference Number: A/651/0013

Level: 3

Credit: 15

GLH: 45

#### **Unit Summary:**

This unit is aimed at those who work or want to work in property management in residential lettings, dealing directly with tenants, landlords and block management, rent processing, property inspections, handling maintenance and repair issues, responding to tenant complaints, managing tenancy renewals and terminations and inventories and deposit disputes.

#### **Assessment Guidance:**

For guidance, this unit can be assessed using the following method:

- Exam

#### **Learning outcomes:**

1. Understand the process of obtaining relevant information from landlords and tenants for negotiations on residential rental properties
2. Understand the process of accepting offers to rent a residential property
3. Understand the different types of tenancies and the requirements of both the Housing Act 1988, and non-Housing Act tenancies
4. Understand how to extend, renew and end tenancy agreements
5. Understand how to conduct a tenant check in and provide a full inventory report
6. Understand the statutory legislation and obligations of all parties regarding the safety and maintenance of the condition of the property
7. Understand the procedures, legislation and codes of practice for processing and dealing with client monies
8. Understand how to end tenancies
9. Understand how to deal with deposits, dispersals and disputes



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